

## PRACTICE IMPROVEMENT GOOD NEWS STORY

# Enabling Continuous Improvement

Family physicians and clinic team members came together virtually in November to plan their next steps on their improvement journey. Over two half days these teams reflected on their progress towards providing high value care to their patients with a rewarding patient, physician and team experience. Three improvement themes emerged from clinic teams.

### Access and continuity

One family practice team identified a continued focus on improving same day access. This team has recognized that the gains towards same day access during the MyQ expedition has fallen off. Understanding the supply and demand balance was identified as the next step following the booster session to guide the team in selecting appropriate changes. Moving towards same day access will help reduce the need to use contingency plans and squeeze-ins to meet patient care needs.

**“You don’t know the solution until you collect the data”** – Family physician

### Panel management

Several practice teams were interested in becoming more proactive in the management of common conditions. Physicians recognized improvement opportunities to become more systematic in offering care and targeting patient groups that would benefit most from interventions initiated by the practice team. Moving forward these teams identified using the EMR to create lists of patients by condition as an actionable step. Frail elderly, patients with COPD, or patients needing routine health screening will benefit from these teams’

improvement efforts to ensure care is appropriately offered.

**“I am not the only one on the team. Others can help me with patient care, especially if we learn how to optimize the EMR”**

– Family physician

### Team functioning

Other teams identified a focus on team functioning related to clearer roles / responsibilities of team members and bringing joy into the workplace. These teams have identified using a suite of teamwork tools based on the seven “Cs” (or drivers) of team science, namely: capability, cooperation, coordination, communication, cognition, coaching, and conditions, to strengthen their teamwork. Tools such as daily huddles, revised position descriptions, closed loop communication and team norms were identified as activities to improve team work.

**“Joy in work is what motivates us and builds our resilience during challenging times”**

– Clinic team member

The support of eDOCSNL to introduce new ideas and support clinic teams with creating lists, measuring panel care needs, and building point of care reminders was appreciated by participants to move forward. Similarly, the support of MUN OPED in creating a dedicated space to host team functioning tools will allow easy access to tools that will help teams with continuous improvement.