

PRACTICE IMPROVEMENT GOOD NEWS STORY**Family physician reflections on their
improvement journey**

The MyQ Booster Session invited Expedition and Mini Programs participants to come together to share their quality improvement (QI) progress, enhance their knowledge of QI techniques/tools, and re-energize for continued improvement in patient outcomes and patient/provider experiences of care. The MyQ Booster session was delivered in collaboration with eDOCSNL, Newfoundland and Labrador Centre for Health Information (NLCHI), and Office of Professional and Educational Development, Memorial University (MUN OPED). During the session, family physicians shared their motivations for joining the MyQ program, some practical changes they had made, and the impact of these changes on their practice.

One physician shared that they felt like their practice was 'out of control' and they were spending a lot of time reacting to patients' needs. This physician and team valued the MyQ dashboard, supported by eDOCSNL, as a practical tool that helped them measure no-show, demographic verification, and actual appointment lengths. They used this information to adjust appointment bookings resulting in a tranquil waiting room, less time spent explaining delays to patients, and permitting sufficient time for individual patient care needs to be met.

***"It is the small things, like truth in scheduling,
that make a big difference in my day"***
– Family physician

Another physician shared that the workload pressures of a large patient population was becoming challenging to manage and the physician needed to restore work-life balance. This physician looked at the MyQ proxy panel report prepared by NLCHI showing many patients accessing care in this practice were also accessing care outside the practice. Using this information, the physician was able to focus on providing comprehensive care to her panel of patients and address current needs of patients who seek care at another practice.

A desire to get off the "hamster wheel" and make real progress was the reason why another team joined MyQ. During the MyQ program the team tried some simple solutions such as team huddles, post vacation scheduling, and flow mapping to make changes that had impact. Following their MyQ program participation the team continued to access QI tools recommended by their practice facilitator through the Learning Management System provided by the Office of Professional and Educational Development, Memorial University. Having access to tools and a process for change helped them make practice changes that have been sustained.

***"Family physicians have the tools and power
to make meaningful changes in their practice
through the support of the MyQ and partner
programs."***
– MyQ Booster Session Physician