

## PRACTICE IMPROVEMENT GOOD NEWS STORY

# Successful improvement - it takes a team

Family Physicians and clinic team members participating in the MyQ Expedition Series gathered virtually in November for two half-day learning sessions to continue their improvement journey. The MyQ Booster Session was facilitated by NL physician champions, practice leaders and national quality improvement (QI) advisors who engaged participants in a review of QI principles, introduced new practice improvement ideas, and promoted participant sharing.

Fred Melindy from eDOCSNL led a discussion on advancing panel management through the use of the Med Access EMR. Family physicians shared their challenges in using tools like dashboards, care plans, and templates in a reliable and efficient workflow. Solutions to address these challenges were explored and a few ideas stood out to participants:

**Peer-to-peer sharing:** One physician had refined the process for the EMR to generate letters to patients and another participant was interested in this idea which was easily shared post-session.

**Dissemination of EMR enhancements:** Connecting and participating in the Facebook EMR user group periodically can reduce information gaps experienced by clinic teams.

**Bi-directional development of tools:** The eDOCSNL program can build tools and support users to adopt these. The clinic teams can also request support from eDOCSNL to build tools aligned to their workflows.

***I can't imagine (trying to do panel management) without an EMR and support program***  
- Family physician

Nicole Gill from Newfoundland and Labrador Centre for Health Information reviewed the proxy panel report and gathered ideas for enhancing the report. Family physicians expressed that these panel reports help physicians answer questions about managing their panel. The return visit rate and number of patients with greater than 10 visits were mentioned as helpful in choosing strategies to appropriately reduce the number of visits. One participant shared that she was able to reduce visit rate by adjusting how lab testing is ordered. Future enhancements discussed focused on increasing specificity of diagnosis, e.g. patients visiting emergency or primary care clinic diagnoses so that improvement efforts can be more specific.

Sessions from Dr. Eduardo Salas on the seven "Cs" (or drivers) of team science, namely: capability, cooperation, coordination, communication, cognition, coaching, and conditions; Finding "Joy in work"; and fun networking sessions rounded out the booster session. Family physicians and teams participating left with a renewed passion for improvement.

***"Having a space to share with our peers and being supported by programs allows us to make small changes, increase our capacity, and exert control over our practice - even in turbulent times"***  
-Family physician