

ACTT is pleased to present our 2023-2024 annual report. Attached you will find a collection of visual summaries highlighting some key areas of our work:

Physician Leaders

Our connection to physician leaders at all levels of the primary health care system enables us to provide strategic advice to the government, AMA and other health system partners about system changes.

PCN Strategic Forum

This is a longstanding annual gathering of primary health care system leaders and champions and a key opportunity to build system change momentum. The November 2023 Forum had record participation numbers and a key highlight was the attendance of Minister Adriana LaGrange.

CII/CPAR

A critical foundation for the Patient's Medical Home and the future modernization of Alberta's primary health care strategy, ACTT has been relentlessly advancing CII/CPAR for many years. In 2023-2024 some significant milestones were reached.

Training

Training is a critical component of our change management strategy. In 2023-24, ACTT transitioned to a state of the art, online Learning Management system.

Networks of Practice

In 2023-2024 we began a significant expansion of our NoP strategy. Networks of Practice are an important complement to our training. They provide the ACTT team a way to rapidly push out new educational content and allow change agents an opportunity to solidify, apply and expand on their learning by connecting and innovating with their colleagues from across the province.

Alternative Funding Models

The ACTT team continued to support clinics working in the Blended Capitation Model. Our experience promoting adoption of this model and providing direct support to these clinics will be directly applicable to the rollout of the PCCM model in the next fiscal year.

If you have any questions, please email: actt@albertadoctors.org



ACTT PHYSICIAN LEADERS

ACTT uncovers and nurtures opportunities for physician leaders and key system partners to move toward a high-performing health system

2023 - 2024

ACTT facilitates conversations, raise awareness, build consensus and generate momentum for change with:

- ✓ Provincial physician committees
- ✓ Elected physician leaders
- ✓ Zone Physician Committees
- ✓ Primary Care Network (PCN) boards and staff
- ✓ Alberta Health Services (AHS)
- ✓ Broad range of other health organizations and coalitions

Our connection to physician leaders at all levels enables us to provide strategic advice to the government, AMA and other health system partners about system changes and to design our grant activities to offer practical change supports

✓ **PCN Physician Leads Executive Strategic alignment and administrative support**

The PCN Physician Lead Executive team (PLE) remain a high value, influential group of physicians in the primary care system. As AMA elected representatives who formally participate in the PCN Governance structure and the AMA Representative Forum Governance structure, they have the endorsement of their peers to influence AH and AHS policy and decisions related to PCNs.

ACTT provides substantial support, including:

- Coaching and co-designing system solutions
- Strategic advice and admin support for PCN PLE and zone physician advisory committees
- Facilitating joint PLE, SRM, SFM retreat etc.
- Liasing with zone PCN governance structures
- Communication support to engage constituents
- Oversight for PLE elections and annual reviews

continued on next page...



ACTT PHYSICIAN LEADERS

continued...

✓ Alberta Surgical Initiative (ASI) Strategic support

ACTT has played a key role in advancing the ASI initiative with considerable influence in specialty access components of the provincial priority initiative.

In 2023, ACTT's key roles and impacts were:

- Recruiting, leading and supporting 6 primary care specialty access physician leaders
- Increasing awareness of specialty access with physicians and PCN teams via communications and engagement
- Increasing awareness of ASI initiatives among non-family medicine specialists
- Leveraging ACTT Networks of Practice to share ASI related practice improvements
- Strategically advising and coordinating physician leaders to improve ASI governance
- Facilitating a connector role between the provincial ASI governance and AHS partners to connect into Zone structures

✓ Physicians participating in primary health care boards and committees Leadership support

ACTT provided a critical supporting role to help physician leaders lead and meaningfully contribute to many committees, tables, and overall governance at provincial and zone levels.

For example:

- PCN Board Governance Support
- Zone-PCN Governance Tables and Working Groups
- Primary Care Alliance (PCA)
- Coalition for Primary Health Care (CPHC)
- Provincial PCN Committee
- Specialty Care Alliance

✓ Physician Leadership Strategy New strategy developed

While ACTT has long supported physician leadership, the new strategy will equip physician leaders with evidence-based tactics to effectively lead system improvement including MAPS, funding models and emerging governance changes.

Key elements of the ACTT plan include:

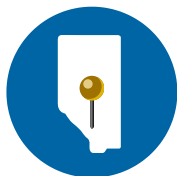
- CME accredited LEADS-informed physician leadership webinar series
- New webinar series to support physicians fulfill CPSA Physician Practice Improvement Program (PIIP) requirements
- Additional webinars on priority topics aligned to system priorities



ACT PCN FORUM

The annual gathering of primary care decision makers and health system leaders

2023

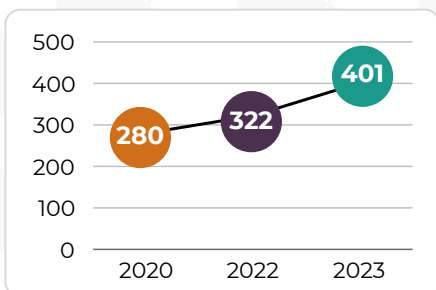


24th Primary Care Networks Strategic Forum *Teaming Up, Moving Forward*

November 3-4, 2023 at the Westin Calgary Airport

Focused on team-based care, partnerships, innovation and transformation

Forum Attendance



*2021 cancelled due to COVID

- ✓ Ministry of Health representatives
- ✓ PCN Board leadership
- ✓ Alberta Health Services delegates
- ✓ Alberta Health delegates
- ✓ Primary Care Network representatives



Announcement
Minister LaGrange

**Development of the new
Primary Care, Provincial
Health Agency**

She made the announcement and answered many difficult questions from physicians.



Keynote Speaker
Alan Gregerman

**Collaborating to
Reimagine and Deliver
Remarkable Care**

Top 3 Breakout Sessions (by attendance):

- 1 Focusing on Health Outcomes that Matter:**
Connecting Citizens, Providers and Administrators
- 2 Project Rainbow**
Improving access through team-based care
- 3 Innovation Lab**
Applying innovative thinking tools and techniques to real problems and opportunities facing primary care design and delivery

85% reported the content kept them engaged

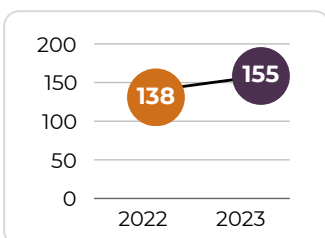
88% found the conference was relevant to their needs

90% would recommend Forum to a colleague

Pre-Forum Workshop
Fueling the Engine to Drive Change
November 2, 2023

For PCN and clinic staff members who form the primary care Health Transformation Workforce from across the province.

Pre-Forum Attendance



Session on primary care quality improvement and change management tips and tools

Included an activity, discussions and networking

84% reported the content kept them engaged

93% agreed the event provided important opportunities for networking and building relationships with colleagues



ACTT CII/CPAR

A critical tool to enhance communication between providers across the province and improve continuity of care

2023 - 2024

Community Information Integration & Central Patient Attachment Registry (CII / CPAR) identifies relationships between patients and their primary provider, enabling vital patient health information to be shared with Alberta Netcare directly from their electronic medical record (EMR). It also enables eNotifications to be sent to providers when their patients are seen in emergency departments, have a hospital admission or day surgery.

| CII / CPAR Adoption | 2022 - 2023 | 2023 - 2024 | End of Fiscal total |
|---|-------------|-------------|---------------------|
| Family physicians live on CII-CPAR | | +500 | 1816 |
| Providers live on CII-CPAR | | +675 | 2533 |
| Clinics live | | +150 | 614 |
| Non-family medicine specialists | | +125 | 534 |
| PCN reaching 80% participation | | +8 | 19 |
| Encounter reports about medical services provided <i>Brief summaries</i> | | +7 million | 16,447,011 |
| Consult reports <i>More in-depth service reports</i> | | +400,000 | 1,070,406 |



Learn@AMA

Self-directed online courses

426 CII-CPAR course enrollments

277 unique new learners



Power BI dashboards

Accessible, online data tracking platform

NEW Conflict report dashboards and tracking metrics for non-family medicine specialists

+ Additional metrics to track participation in different stages of adoption



Monthly CII-CPAR Connect sessions

ACTT facilitated webinars

200 participants per session



Awards

Celebrate success and encourage continued investment

8 PCNs received recognition for reaching 80% of physicians live on CII/CPAR



On-going ACTT support

Available via ciicpar@albertadoctors.org

1500 help inquires answered



Dedicated ACTT consultants in each zone

Ongoing promotion and influence

✓ Direct support to PCN and clinic physicians and staff to increase CII-CPAR uptake



Available now

Learn more: albertadoctors.org/practice/ciicpar



ACT TRAINING

Complimentary in-person, virtual and on-demand training opportunities

2023 - 2024

Funded by:  Health



3600+
learners



8000+
training
hours



Alberta Primary Care Explained

Core concepts about Patient's Medical Home, PCNs and the critical role of change agents



Primary Care Network Governance

Essential skills for physicians and others working with PCN boards and governance committees



Privacy

Essential privacy and security training for physicians and any clinic team members handling health information



Panel in Action

How and why panel is a critical foundation of Patient's Medical Home



Reducing the Impact of Financial Strain

Simple quality improvement actions for primary care teams



CII / CPAR

Step-by-step onboarding and participation processes

NEW

Launched April 2023

Home to Hospital to Home Transitions Process Improvement

Six high impact QI opportunities to improve patient transitions of care

NEW

Expanded Fall 2023

Practice Facilitator Training

Critical skill development for clinic and PCN quality improvement teams.

**New self-directed and blended virtual/live training available as of fall 2023*

92%

Learners highly satisfied with training



Fall 2024 training on now

Learn more: albertadoctors.org/practice/learning-development



ACTT NETWORKS OF PRACTICE

Bringing together Alberta medical professionals to create a community, learn from experts, collaborate, innovate and help shape health system transformation

2023 - 2024

The success of the various Networks of Practice, facilitated by ACTT, is driven by the dedication of participants who actively engage by sharing their successes and challenges and innovative insights related to the development of a strong Patient's Medical Home.

Provincial Physician Champion Network

Virtual, 60-minute sessions led by physician peers every 6 weeks

SAMPLE TOPICS

- Dr. No: Holding Firm (but Friendly) Boundaries as a Physician and Leader
- Mastering the Art of *Effective* Feedback
- Calming the Waters: Techniques to De-escalate Conflict

425+

physicians attended 9 sessions

85%

found content is relevant to practice

90%

found speakers engaging and effective

Practice Facilitation Network

Running since 2017, the network connects practice facilitators from across the province every 3-4 weeks.

SAMPLE TOPICS

- Team-based Care
- Change Agents Assemble: Physician Champions and PFs Unite
- Data in Action, Implementation Science: Knowledge to Action Framework

800

participants participated in 14 sessions

100%

of members agree that they find value in the session content

EMR Networks of Practice

6 distinct networks meeting monthly for interactive webinars and collaborative online discussions to support 6 separate electronic medical record platforms.

SAMPLE TOPICS

- Template and form building
- Standardizing processes
- E-notifications

41

sessions delivered

1034

participants

91%

reported the sessions are valuable

91%

found the online resources and discussion boards easy to access and navigate



Fall 2024 sessions on now

Learn more: albertadoctors.org/practice/networks-of-practice



ACTT FUNDING MODELS

ACTT supports Alberta physicians to navigate and implement compensation models

2023 - 2024

Blended Capitation Model (BCM)

An alternative to traditional fee-for-service (FFS) compensation, this model combines patient-based capitation payments with volume-based payments through FFS.

ACTT provided on-going change management support for BCM clinics:

- 6 Clinics using the BCM model**
5 clinics continuing from previous years, one new clinic added in 2023-2024
- 140 Physicians**
Participated in BCM Community of Practice and informational webinars
- 266 Views**
Q and A webinar recordings
- Information and feasibility requests**
Ongoing monitoring and resolution of ad hoc inquiries
- Tools**
Maintaining and updating tools and resources for new and existing clinics
- On-site support**
Provided to individual clinics to ensure optimization and retention with the BCM model as system conditions change

Physician Comprehensive Care Model (PCCM)

A soon-to-be introduced compensation model for family physicians and rural generalists

In anticipation of this new funding model, the ACTT:

- Reviewed lessons learned**
- Built readiness and interest**
Incorporated information about the funding model into existing physician interactions
- Early change management planning**
Started to develop a plan to provide expanded support for when the model goes live
For example: additional CII-CPAR support



Learn more:

albertadoctors.org/resource-centre/funding-models-resources