


Reducing the Impact of Financial Strain (RIFS)

Purpose To assist primary care clinics in optimizing processes for paneled patients who are experiencing financial strain.	Outcome Measure The number of patients with a documented financial strain assessment out of the total number of paneled patients.	Prerequisite Tools <ul style="list-style-type: none"> • RIFS Comprehensive Change Package • RIFS Potentially Better Practices • Sequence to Achieve Change
Aim Statement By X date X clinic team will have improved screening rates by X%.	Balancing Measure The time to the third next available (TNA) appointment.	Prerequisite Change Packages <ul style="list-style-type: none"> • Panel Processes Change Package • Relational Continuity Change Package • Care Planning Change Package

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High Impact Changes	Potentially Better Practices (PBPs)	Process Measures	Searchable Tools
1. Improve the patient experience	1.1 Establish a multidisciplinary improvement team and consider including a patient with lived experience 1.2 Incorporate a patient-centered care approach 1.3 Create a culture that allows for open conversations with patients about financial strain	Team meetings are scheduled regularly. The number of patients screened for financial strain in the last 18 months. Conduct a patient survey or interview. Survey your team to allow opportunities for improvement.	<ul style="list-style-type: none"> • Sequence to Achieve Change • Including a Patient Partner on an Improvement Team • Care Plan Template with Prompt • Poster - RIFS • Scripting Samples - RIFS
2. Identify paneled patients	2.1 Define segment of paneled patients who would most benefit from an assessment of financial strain 2.2 Generate lists of patients who have been identified as needing an assessment for financial strain and review list with the team	Definition of patient population eligible for screening The number of patients on the EMR list.	<ul style="list-style-type: none"> • HQCA Primary Health Care Panel Report • EMR Guides - RIFS

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3. Standardize documentation	3.1 Define the social determinants of health the team will use for care provision and standardize documentation in the EMR	The number of patients with social determinants of health documented in the EMR.	<ul style="list-style-type: none"> • EMR Guides - RIFS
4. Optimize care management	4.1 Use a process to assess patients for financial strain	The number of panel patients assessed for financial strain. The number of completed PDSA.	<ul style="list-style-type: none"> • Poverty Screening Questions • Rapid Cycle Improvements with Plan, Do, Study, Act (PDSA)
	4.2 Use a process for responding to patients with financial strain	The number of patients with documented financial strain.	<ul style="list-style-type: none"> • Scripting Samples RIFS • PCN Resource Handouts - RIFS
	4.3 Use a process for ongoing review of patient-centered goals and care coordination	The number of patients with financial strain who have care follow-up due for re-assessment.	<ul style="list-style-type: none"> • Care Plan Template with Prompt
5. Coordinate care in the medical home	5.1 Establish clear roles and responsibilities for supporting patients with financial strain amongst the medical home team	Discuss the results of the Team Assessment together.	<ul style="list-style-type: none"> • Roles and Responsibilities Guide RIFS • Introductions with Intention • Introductions with Intention - RIFS • Team Huddles Guide • Team Assessment - RIFS • Sample Process Maps - RIFS
6. Coordinate care in the health neighbourhood	6.1 Establish processes that facilitate effective transitions of care	The number of patients with visits within seven days post-hospital discharge.	<ul style="list-style-type: none"> • Process Mapping • Home to Hospital to Home Change Package Summary • Collaborative Care Agreement