

Physician Practice Improvement Program (PIIP) Fact Sheet

How Health Quality Alberta can help?

Health Quality Alberta provides reliable and objective data to support quality improvement.

Primary Care Patient Personas

These personas help primary care teams better understand the diverse needs, experiences, and challenges of their patient populations. By complementing quantitative data with patient perspectives, they support quality improvement efforts and more person-centred care.

Primary Healthcare Panel Reports

These reports provide primary care providers with information on their patients' continuity, as well as valuable data on screening rates, chronic conditions, and emergency and hospital visits.

Patient Safety Culture Survey

This survey can raise awareness about patient safety in a provider's clinic, evaluate culture, and identify strengths and opportunities for improvement.

Primary Care Patient Experience Survey

By leveraging a standardized, validated tool, primary care providers have the opportunity to see their confidential patient experience information, compare their data to other providers within Alberta, and identify QI opportunities.



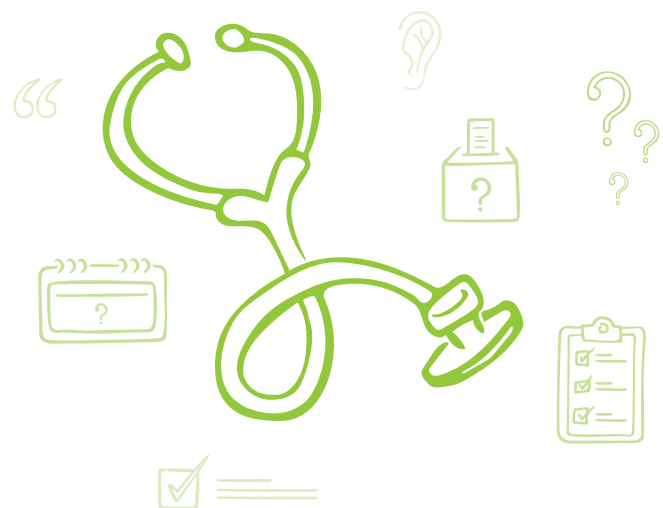
What's required?

To meet PIIP's requirements, physicians must complete the following three activities at least once over a five-year cycle:

- A practice-driven quality improvement opportunity using **objective data**
- A quality improvement activity using **CPSA's Standards of Practice** as a benchmark
- A **personal development activity** with mandatory facilitation¹

What is it?

PIIP is a quality improvement and personal development program of the College of Physicians & Surgeons of Alberta.



¹ Facilitation for personal development activities must be completed with a colleague, formal practice facilitator or other individual as appropriate.

1

What is the opportunity or gap?

My recent patient experience survey results identified an opportunity for improvement. Currently, 84 per cent of patients rate 'involvement in decisions' as excellent or very good, compared with 92 per cent in my peer group. Health Quality Alberta patient personas helped identify patients who rate involvement in decisions lower, allowing us to focus our improvement efforts.

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What is the SMART goal?

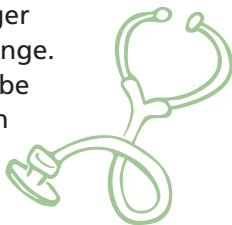
By year-end, 30 per cent of my patients with more than nine medications and/or eight clinic visits in the past year will complete the **Health Priorities Template** and discuss their priorities with a provider. Ninety-five per cent of those patients will rate their 'involvement in decisions' as excellent or very good, six months post-implementation.



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Who will lead the change?

The clinic manager will lead the change. The change will be co-designed with the team.



4

Who will help implement the change and how will they need help?

Practice facilitator, medical office assistant (MOA), and physician champion will support the initial Plan-Do-Study-Act (PDSA) cycle, with primary care network and electronic medical record (EMR) vendor support as needed.

5

How will you identify the root causes of the issue?

Health Quality Alberta patient personas provided qualitative data about patient experience with involvement in care. Persona themes were mapped to my clinic processes, using the **5 Whys** analysis to identify contributing factors. **The Health Quality Alberta Patient Experience Survey Resource List** was used to identify potential interventions.



6

Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?

The Health Priorities Template will be provided to select patients by the MOA before their next appointment to capture what matters most to align decision-making and care discussions to those priorities.



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What resources are needed?

- Health Quality Alberta patient personas
- Health Priorities Template and Patient Priorities Care resources
- Workflow to identify eligible patients and use the completed templates during visits
- Patient engagement to complete the template
- Patient and team education



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What is the timeline?

Test and evaluate the template with 10 patients over three months, then expand based on learnings.



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What barriers may compromise success?

- Patients may need support or decline to complete the template.
- Team capacity is limited.
- Physicians may not feel confident on how to use patient-provided priorities.



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What strategies will you employ to mitigate the barriers identified?

- Communicate the purpose and benefits before testing.
- Start with patients most likely to benefit.
- Educate patients on the template.
- Educate teams on discussing patient priorities.
- Assign a team member to support completion.

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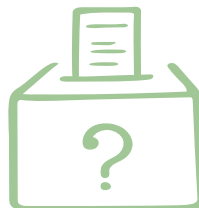
What strategies will you employ to evaluate and sustain the change?

- Check-ins at team meetings after the initial test and monthly during implementation.
- Patient feedback on their experience with the template.
- Chart audit to confirm template use and alignment with patient priorities.
- Participation in Health Quality Alberta's Primary Care Patient Experience survey every 18 months to monitor results and sustainability.

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How will achieving the goal be identified or measured?

- Number of completed templates.
- Patient feedback on the template and if their priorities were addressed.
- Next patient experience survey results.



Additional resources

- Physician Practice Improvement -- CPSA (cpsa.ca)
- Request your Health Quality Alberta Primary Healthcare Panel Report (request.hqa.ca)
- Request a Health Quality Alberta Primary Care Patient Experience Survey (info@hqa.ca)
- Request a Health Quality Alberta Patient Safety Culture Survey (info@hqa.ca)
- Primary Care Patient Personas – Health Quality Alberta ([hqa.ca personas](http://hqa.ca/personas))



Health Quality Alberta has excellent resources for physicians to consider for their PPIP requirements. Whether it's their panel reports or the surveys they conduct, there's a wealth of data at your fingertips that can be applied to any quality improvement or personal development activity. As physicians, we want to focus on the QI. Let Health Quality Alberta worry about collecting the data."

— **Dr. Danielle Michaels,**
Former Senior Medical Advisor, College
of Physicians & Surgeons of Alberta