

Physician Integrated Network (PIN) May 30th, 2008 Workshop Summary

PIN Planning Day IV

Over 70 participants attended the workshop held on May 30, 2008 at the Astoria Hotel in Winnipeg. The participants represented Demonstration Sites and their associated Regional Health Authorities, Manitoba Health & Healthy Living, the Manitoba Medical Association, and other interested family medical group practices in Manitoba. General feedback indicated that all participants felt the day was beneficial and would like a future PIN Day to be held within the next 6 to 12 months. Many felt that the workshop was a good opportunity to bring together PIN's stakeholders and facilitate networking.

Workshop Objectives:

- ✓ Provide an opportunity for the PIN Demonstration sites to share their experiences and insights.
- ✓ To provide an opportunity for all stakeholders to discuss some preliminary data on the PIN Initiative.
- ✓ To provide an opportunity to discuss next steps for the evolution of PIN.

Summary of Issues/Themes Arising from the PIN Planning Day IV

Over the course of the day, several comments and concerns were voiced regarding PIN's progress and its future.

1. There were some concerns regarding the capability of RHAs to support private clinics within their regions with two separate EMRs, in terms of connectivity. The E-health CIO noted that the EHR would support connectivity regardless of EMR software, as long as it met PCISS provincial conformance requirements.
2. There were questions regarding the length of time that the participating clinics would be tracking the primary care indicators. It was noted that quality monitoring is key to support QBIF.
3. There were questions regarding the sustainable coverage of the overhead costs for the clinics due to the addition of allied health providers. It was noted that all PIN related costs to the group practices will be tracked.
4. Several providers stressed the importance of the clinic manager in supporting the implementation of PIN at the Demonstration Sites, and further, that their time should be recognized. This cost will also be tracked.

5. In relation to the PIN sites meeting the requirements of the indicators, a question regarding patient compliance and its effects on the clinics' performance was raised. It was noted that the current quality indicators reflect primary care processes and not clinical outcomes. Compliance with recommended preventative practices requires further discussion.
6. There was also focus on the increased workload associated with implementing PIN; and questioning when this work would "plateau." This issue will remain an area for further monitoring. Experience to date is not yet sufficient to address this issue.
7. Given PIN's expansion plans, the question of "virtual groups" being considered as PIN sites in the next phase of PIN was asked. PIN Phase II is certainly willing to consider "virtual groups." What will require further discussion, however; is "what constitutes a "virtual group?"

Introduction to the Day

Jeanette Edwards, Special Advisor to the Deputy Minister on Primary Care, began the day by welcoming the participants to the workshop and presented a brief overview of past PIN Days.

Theresa Oswald, Minister of Health, followed Jeanette by noting the importance of PIN and what it represents for healthcare in Manitoba. Also, Minister Oswald highlighted the successes of our current Demonstration Sites and the recent achievements for healthcare in Manitoba. Minister Oswald announced an \$11.8 million dollar investment over the next three years for PIN Phase II.

Information Technology and Management in Primary Care

Roger Girard, the Chief Information Officer for Manitoba e-Health, introduced the Manitoba eHealth's collaboration-based strategy, including its role as part of the Canada Health Infoway. An update on the Primary Care Information System Strategy (PCISS) and the Electronic Health Record (EHR) in Manitoba was also provided.

Participating Site Updates and Discussion

The last portion of the morning provided an update from two of the four participating sites on their experiences thus far while implementing PIN within their clinics.

Dr. Carol Holmes presented on behalf of Agassiz Medical Centre (Morden). The indicators chosen by the clinic, how capturing data for the indicators has been working, and the successes and challenges they have experienced so far were

reviewed. She also provided positive feedback regarding the benefits of having a dietitian on staff.

On behalf of Assiniboine Clinic (Winnipeg), Dr. Brian Rumbolt and Nick Leclerc presented an overview of the clinic's involvement with PIN and their challenges surrounding data input. A foot care nurse and a diabetic nurse educator have been added to the clinic's team.

Dr. Cornelius Woelk presented on behalf of Dr. C. W. Wiebe Medical Centre (Winkler) in the afternoon. The clinic's challenges and successes as they relate to each PIN objective were reviewed. A particular point of interest was the excessive waiting periods created for mammograms and colonoscopies due to the increase attention to preventive screening. Overall, the clinic physicians recognize that their workload will remain heavy as they strive to meet all four objectives, but are optimistic that with time, they will be able to meet the objectives and improve the care their patients receive.

Lastly, Dr. Mark Duerksen presented on behalf of Steinbach Family Medical Centre (Steinbach). The progress with EMR integration, their preliminary results on some of the indicators, and the status of the four PIN objectives (Quality, Information, Work Life, Access) at the clinic were described. Dr. Duerksen also spoke about the patient's perspective on healthcare and the importance of quality care.

PIN Evaluation

Dr Alan Katz, Department of Family Medicine, Manitoba Centre for Health Policy, presented the data that they have collected, including qualitative and quantitative surveys and the first submission of data for three sites. Dr. Katz also presented some recommendations and considerations for the Phase II evaluation.

PIN Future Direction

Jeanette Edwards closed the workshop by presenting an overview of the PIN Phase II timeline and the four Department Deliverables (Funding & Remuneration, Data Collection & Analysis, Indicator Development, and Information Management & Technology).