

Enhancing Primary Care through the WestView Primary Care Network (WVPCN) Physician Practice Improvement Program (PPIP): A Collaborative Approach towards Physician Engagement, Quality Enhancement, and Burnout Reduction



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Introduction

Background

- Primary Care Networks play a crucial role supporting community health.
- The WVPCN is committed to delivering high-quality, patient-centered care.
- The College of Physicians & Surgeons of Alberta (CPSA) launched the PPIP to address variations in quality, workflow, and process standards in care delivery.
- Current strain on physician practices may pose challenges in fully implementing the PPIP.

Physician Practice Improvement Program (PPIP)

- Intended to help physicians integrate continuous quality improvement (QI) into their practice [1].
- Three categories of QI activities require action plans every 5 years [1]:
 - 1) Data driven
 - 2) Standards of Practice (SOP)
 - 3) Personal development



Figure 1. Physician Practice Improvement Program (PPIP) logo used by the College of Physicians & Surgeons of Alberta (CPSA) [1].



Figure 2. The Federation of Medical Regulatory Authorities Canada (FMRAC) system for practice improvement [1].

Aim & Objective

Aim: address factors contributing to strain on PPIP implementation including physician administrative burnout

Objective: support all member physicians to develop, implement, and measure their PPIP action plans using a structured program encompassing an analysis of PPIP requirements, existing quality improvement initiatives, and existing performance metrics



Learn more!
 Find example action plans and explore PPIP resources on the WVPCN website

WVPCN PPIP Initiative

DESIGN

WVPCN Member Retreat → Member Consultation

Medical Director and QI Team analyzed and created:

- CPSA PPIP requirements
- example action plans
- WVPCN website PPIP resource centre

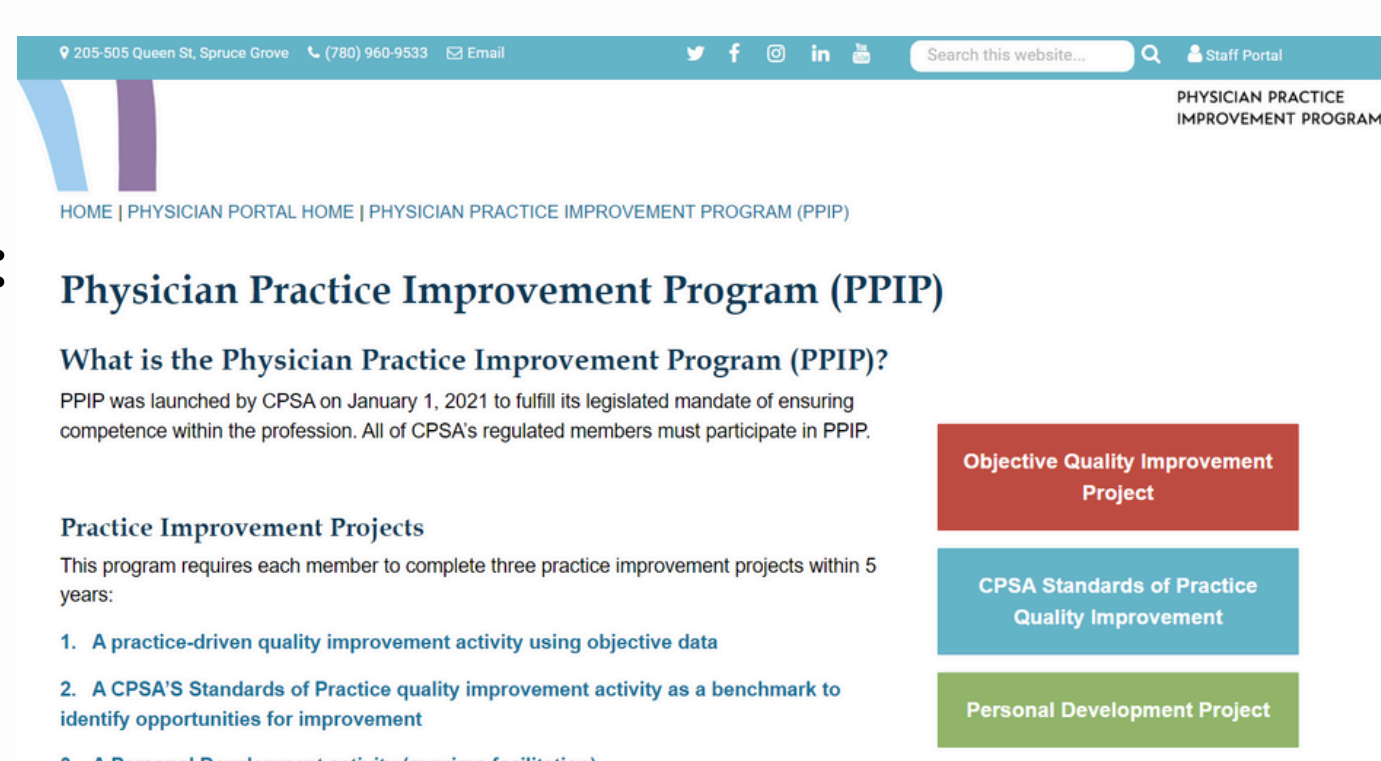


Figure 3. The WVPCN PPIP resource centre is housed on the WVPCN website and includes example action plans for all 3 categories of QI activities required under the PPIP [2].

IMPLEMENTATION

WVPCN → Medical Director and QI Team Hosted 1.5 Hour Interactive Session for Member Physicians

For each physician registered QI Team analyzed and developed:

- existing QI initiative and performance metric data
- **personalized** packages with data summaries and pre-filled action plans

Figure 4. Example data sheet provided during WVPCN PPIP session including existing Alberta Screening and Prevention (ASaP) data. ASaP data is a current primary care performance metric analyzed by the WVPCN QI Team provided to member physicians.

Figure 5. Example data sheet provided during WVPCN PPIP session including Fecal Immunochemical Test (FIT) kit project data; an existing WVPCN QI initiative. Existing performance metrics included data on CII/CPAR panel conflict rates and Third Next Available (TNA) appointments.

EVALUATION

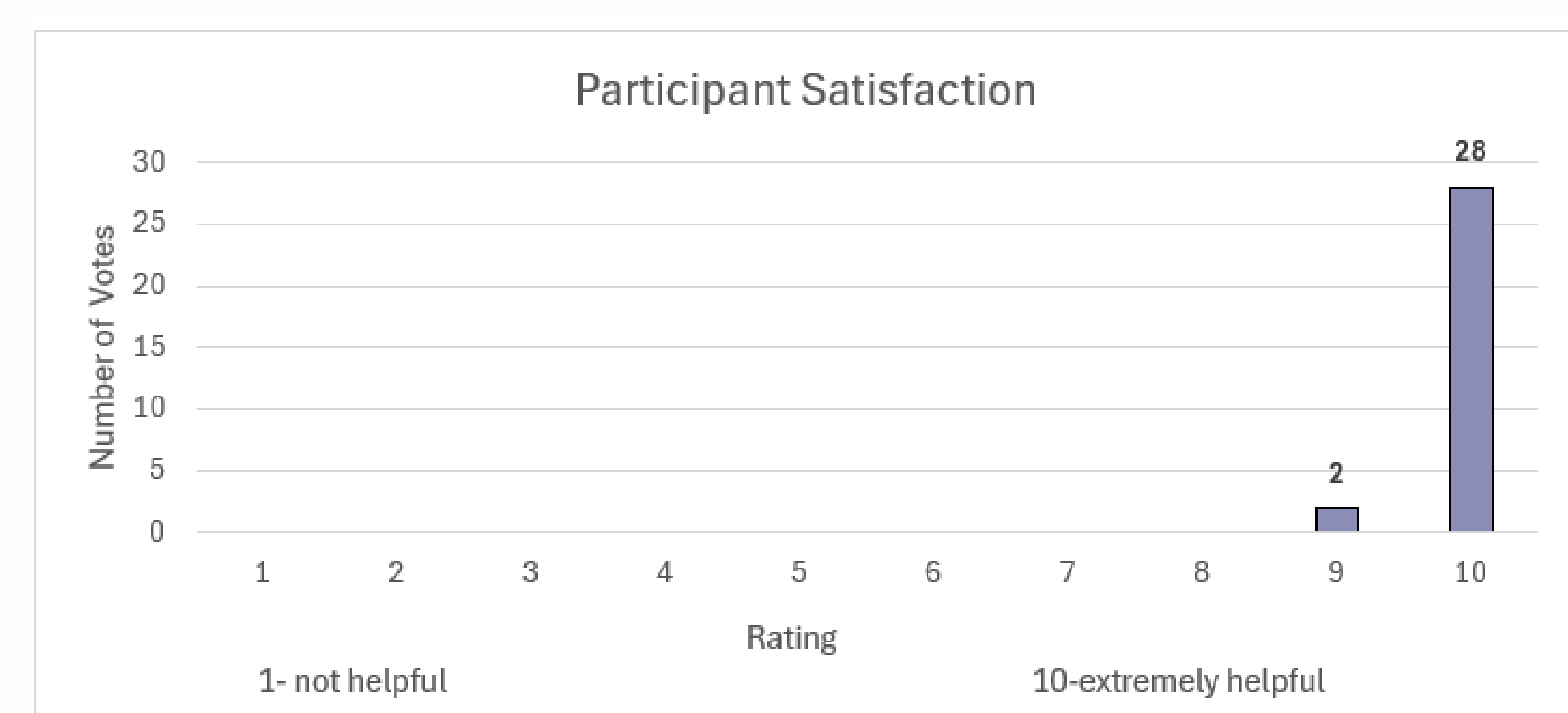


Figure 6. Satisfaction surveys were distributed to all participants. Helpfulness of the WVPCN PPIP session was analyzed on a scale from 1-10 with 1 = not helpful and 10 = very helpful.

93% of physicians attended rated the WVPCN PPIP Program **Extremely Helpful**

Outcomes



What participants thought was most helpful

“Going through the entire process, I had no idea what PPIP entailed prior to this”

“Getting PPIP done will further improve our clinic and my practice”

“I understand better what my physicians require to complete their PPIP and can therefore better support them”

Future Directions

- The WVPCN PPIP expanded to help Emergency Room (ER) physicians from the WestView Health Centre
- Continuing collaboration between physicians, clinic and PCN staff, and members of neighbouring PCNs offers opportunities for further expansion, development and strengthening of the program

Resources

[1] College of Physicians & Surgeons of Alberta. (n.d). *Physician Practice Improvement*. Retrieved May 31, 2024. <https://cpsa.ca/physicians-competence/ppip/>
 [2] WestView Primary Care Network. (n.d). *Physician Practice Improvement Program (PPIP)*. Retrieved May 31, 2024. <https://www.westviewpcn.ca/PPIP>