

Spotlight on Centennial Family Practice

Centennial Practice in Kentville connected with Practice Support for help with EMR clean-up and to develop a process for consistent use.

Together, they tested and implemented several change ideas including:

- consistent and improved team meetings
- designated team leads (administrative and clinical)
- new EMR processes such as schedule templating, waitlists, and improved task management

Through the implementation of these improved meetings, teams felt that they were able to collaborate and contribute in a more meaningful and impactful way. This allowed everyone on the team to feel that they were on the same page, felt that their voices were heard, and were prepared to take on changes.

After seeing improvements with their EMR clean-up, the team felt they were now ready to work towards improving access for their patients by increasing the availability of Same Day/Next Day appointments.

The Office Manager and Clinical Team Lead worked with Practice Facilitator, Vanessa Smith, who assisted with EMR education, template setup, and ensured the practice was connected to the right resources they needed to succeed. “It’s remarkable what can be achieved by teams when they have the right connections and education,” said Smith.

Their collaborative and engaged approach, led by Practice Support, resulted in them achieving their goals. With the help of Practice Support, the Centennial Practice team has implemented new processes, improved, and flourished.



Missing from photo: Rebecca Butler, Tina Vardy, Dwight Klippenstine, and Karen Lake

Practice Support is dedicated to achieving this outcome for all primary care providers, teams and their patients by providing on-site support for practice specific needs.

“Going through this process allowed me to assess my patient population and roster and determine where the bottlenecks were in the system. Once we had identified where the pressure points were, we could then work with our allied health team to alleviate these pressures. The process was both interesting and effective.”

- DR. JOAN SALAH, FAMILY PHYSICIAN AND DEPARTMENT HEAD FAMILY PRACTICE, EASTERN ZONE



Primary Health Care Practice Support

Tailored practice-level support to improve provider and patient experience, enhance access to care, and strengthen Nova Scotia’s health homes and health neighborhoods

About Practice Support

Primary healthcare is the foundation of the health care system and where most people receive the majority of their health care throughout their lives. Access to primary healthcare is a key priority of the Action for Health mandate.

Nova Scotia's health system is providing support to strengthen and enhance primary healthcare providers and teams, and improve patient and provider experience. Practice Support helps primary care providers and teams optimize the way care is delivered, allowing busy teams time to focus on what they do best – deliver care.

Primary Health Care Practice Support helps teams achieve evidence-based pillars of health homes:



Benefits

- Improved patient and provider experience
- Promoting provider wellness, reducing fatigue, turnover, and burnout
- Opportunities to reduce administrative burden
- A unique and innovative set of practice resources
- Enabling increased access and attachment to primary healthcare

Ease of Participation

- Dedicated one-on-one support from a Practice Facilitator provides on-site support that meets your practices unique needs and reality
- Quality improvement focus that considers each practice individually
- Practice changes are decided collaboratively based on interest and readiness, and we will work with you to implement them

Who We Support

- All primary care providers and teams who are supporting Nova Scotians in managing their health and wellness needs

Measures of Success

- Improved provider and team member satisfaction
- Improved patient experience
- Improved access to care

For more information

For more information about the practice supports available within Primary Health Care, please visit [PHCQuality.ca](https://www.nshealth.ca/PHCQuality) or email PHCPracticeSupport@nshealth.ca.

You can also reach a Practice Facilitator in your Zone at:

Northern Zone: NZPracticeSupport@nshealth.ca

Eastern Zone: EZPracticeSupport@nshealth.ca

Central Zone: CZPracticeSupport@nshealth.ca

Western Zone: WZPracticeSupport@nshealth.ca