

PS *Practice Support*

Practice Support Overview

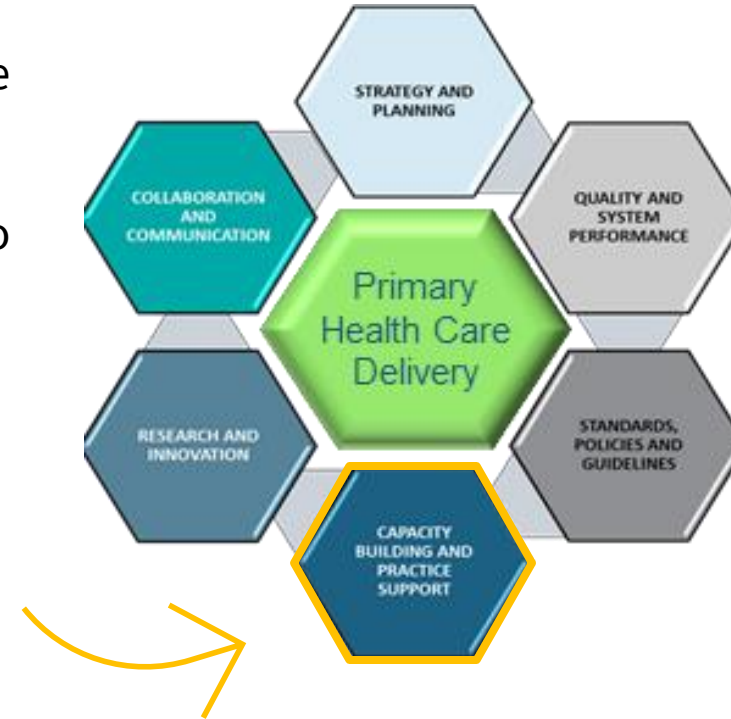
**Primary Health Care and Chronic Disease
Management Network**



Primary Health Care & Chronic Disease Management Network

What is a Network?

- Networks are multidisciplinary groups with a provincial scope and mandate. They:
- Work with others, to ensure a strategic provincial approach to align service initiatives and planning across all zones and provincial programs.
- Help to ensure consistency, coordination, quality, efficiency, and system sustainability.
- Capacity Building and Practice Support is one of our key functions



Primary Health Care Strategy

SYSTEM VISION

Primary health care is the foundation of the health system and, through working with others, will enhance the health and well-being of Nova Scotians



AIM 1

Enhance access and attachment to comprehensive team-based primary health care

All Nova Scotians have timely and equitable access to team-based primary healthcare, i.e., health home



AIM 2

Support people and communities to live well and manage their chronic conditions

Working together, we support all Nova Scotians to live their healthiest life



AIM 3

Strengthen partnerships and collaborate to achieve integration and coordination with the health system

Primary healthcare is well connected to the overall health system to support people-centred care and health system transformation, i.e., health neighborhood



AIM 4

Ensure the enablers are in place to support a modernized primary health care system

The primary healthcare system is well-resourced to achieve our aims and objectives and providers, teams, and communities have the supports they need



AIM 5

Support a high-performing workforce

Primary healthcare can recruit and retain health professionals to an attractive workplace environment where all members of the team are valued

LENSES

Equity, Diversity, Inclusion, Reconciliation and Anti-racism

Quality & Safety

Innovation and Integration People-Centered Care

Population Health Approach

Geography, including Rural Health

Practice Support

What is it?

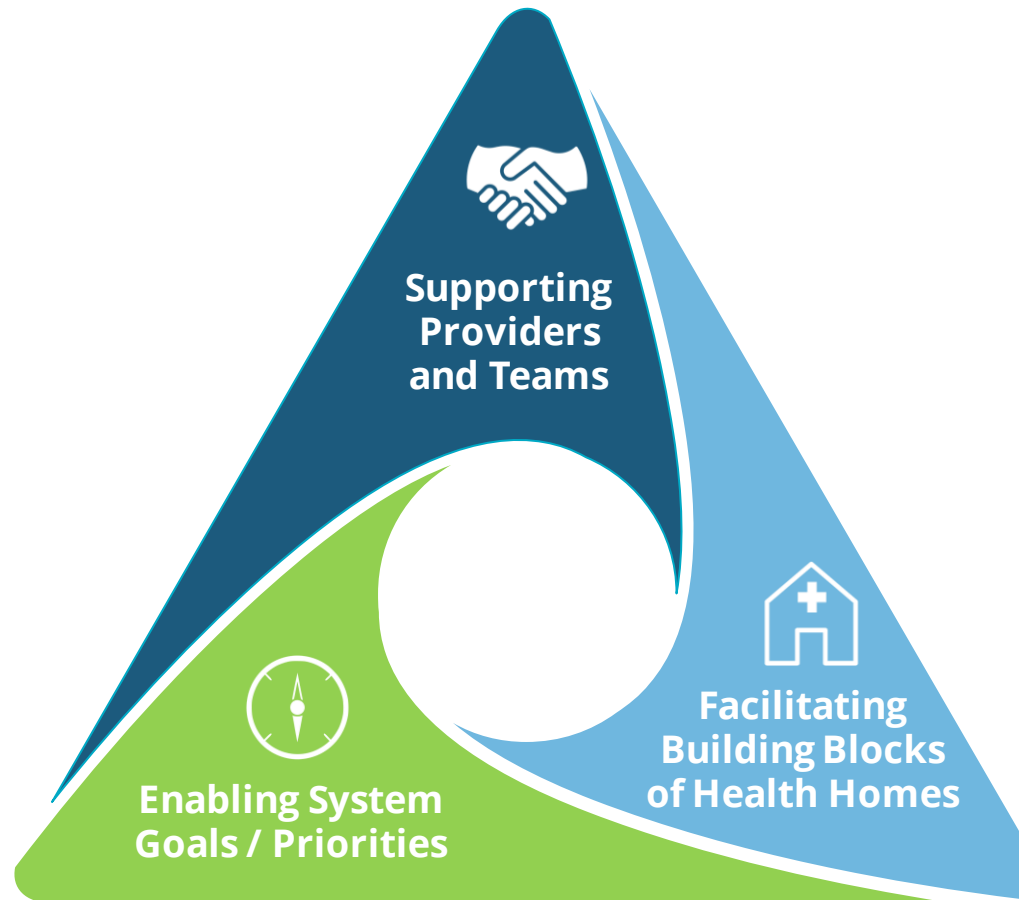
Practice Support helps primary care providers and teams optimize the way care is delivered, allowing busy teams time to focus on what they do best – deliver care.

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



Our Purpose

Our team aims to support individuals, teams, and leaders to **improve** their individual practice or team environment **to enhance efficiency, effectiveness, and overall delivery of PHC services within Nova Scotia**. We do this by:



Our Team

The Practice Support team is comprised of:

Primary Health Care and Chronic Disease Management Network (PHC-CDM Network): The PHC-CDM Network has team members focused on building the pillars of the Health Home and Health Neighbourhood. As a central hub, the Network is a single point of contact to provide advice, guidance, and deliver support programs, and connect you with others across the province to share learnings, enhance collaboration, and access additional supports.

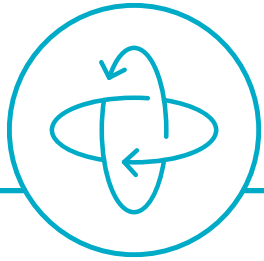
Practice Facilitators: These individuals are experts in PHC practices and improvement methods. They will work with your team locally, at your practice location, to help identify your needs and support your team.



Some members of the Practice Support team at Practice Facilitation Training (February 2024)

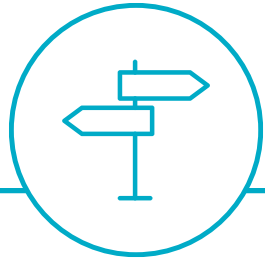
Our Principles

You can expect our programs and services to be:



QUALITY IMPROVEMENT FOCUSED

Participants will be supported to use principles of quality improvement through small tests of change to implement learnings. We also apply this lens to the work we do, and continually iterate and adapt our programs as we grow.



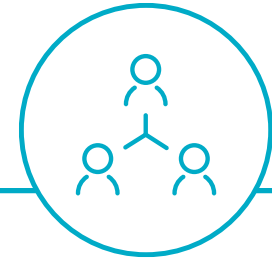
INFORMED BY EVIDENCE & EXPERIENCE

Evidence-based supports that are designed with the busy provider in mind. We work with subject matter experts, clinicians, patient family advisors, and other system partners to help make our supports practical and clinically relevant to you and your team.



INTERPROFESSIONAL & INCLUSIVE

We strive to provide supports to all primary health care providers and team members regardless of practice settings. We also want to provide learning environments that feel safe, welcoming, and inclusive for all.



TAILORED TO YOUR NEEDS

There is no one size fits all when it comes to support! We can work with you to better understand your needs, provide recommendations on practice supports to best meet your goals, and follow up if additional help is needed.

Our Approaches

Practice Support includes a wide range of services, resources, and initiatives that aim to assist PHC providers and teams to deliver **high-quality patient-centered care**.

Tools, Resources and Change Packages

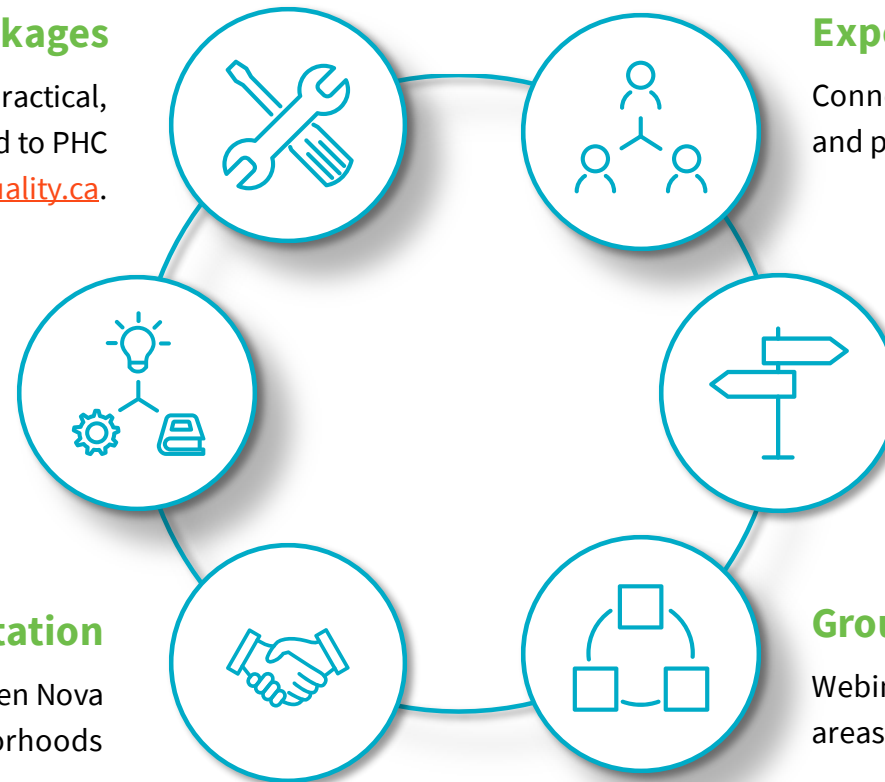
Clinical and operational resources that are practical, evidence and experience informed, and tailored to PHC settings. Accessible at PHCQuality.ca.

Self-Directed Learning

Tools, resources, learning modules and other materials that you can use to learn at your own pace

★ *New!* Practice Facilitation

Tailored practice-level support to strengthen Nova Scotia's health homes and health neighborhoods



Expert Consultation and Coaching

Connection and support from subject matter experts and peers.

System Support Navigation

Central access point for inquiries and support requests, and navigation to system of supports.

Group Learning

Webinars, workshops, etc. provide information on key topic areas to support shared learning and application to practice.

What do we support?

Our current areas of focus for provincial support offerings. These topics will adapt over time as support needs of primary health care providers, teams and the system evolves.



Supporting patients to live well and manage their chronic conditions

Behaviour Change Counselling
Physical Activity Counselling
Social Prescribing
Diabetes Care Program of NS



Supporting patients with mild to moderate mental health concerns, pain, and substance use disorders

Adult Mental Health
Opioid Use Disorder
Mental Health First Aid



Enhancing access to primary health care services, virtually and in-person

Attachment and Panel Identification
Enhancing Access (Office Efficiency and Advanced Access Scheduling)
Group Medical Visits



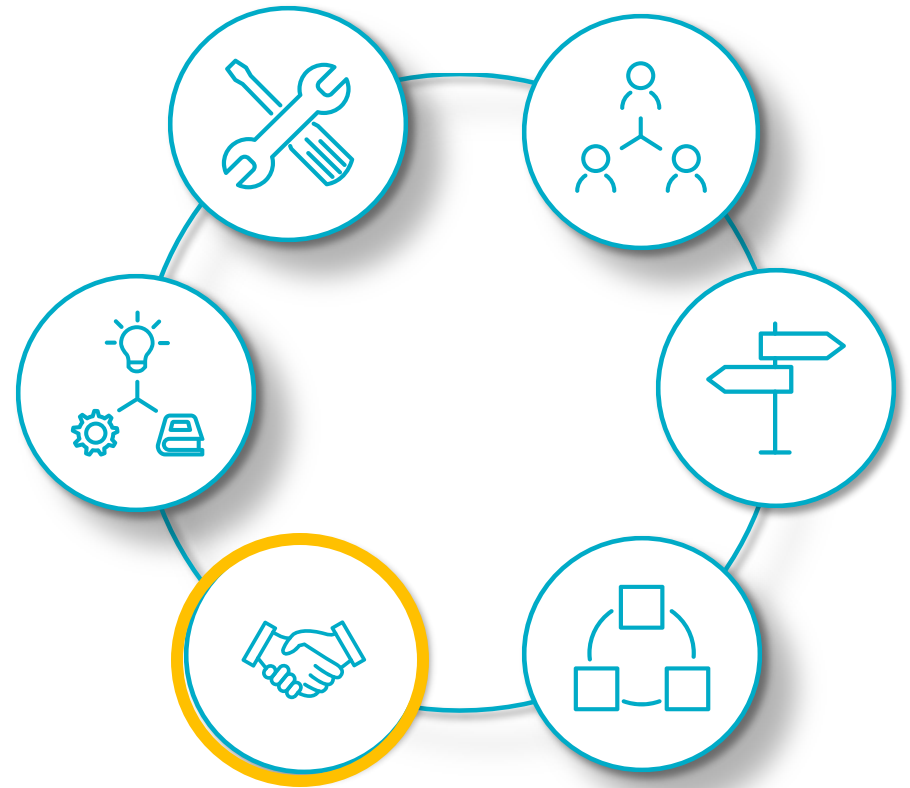
Developing health transformation workforce

Practice Facilitation Capacity Building
Change Leadership Support

Practice Facilitation

What is it?

- Dedicated one-on-one support from a Practice Facilitator provides on-site support that meets your practice's 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
- Support projects that aim to improve:
 - Access to care
 - Provider and team member satisfaction
 - Patient experience



Examples of Practice Facilitation Supports:

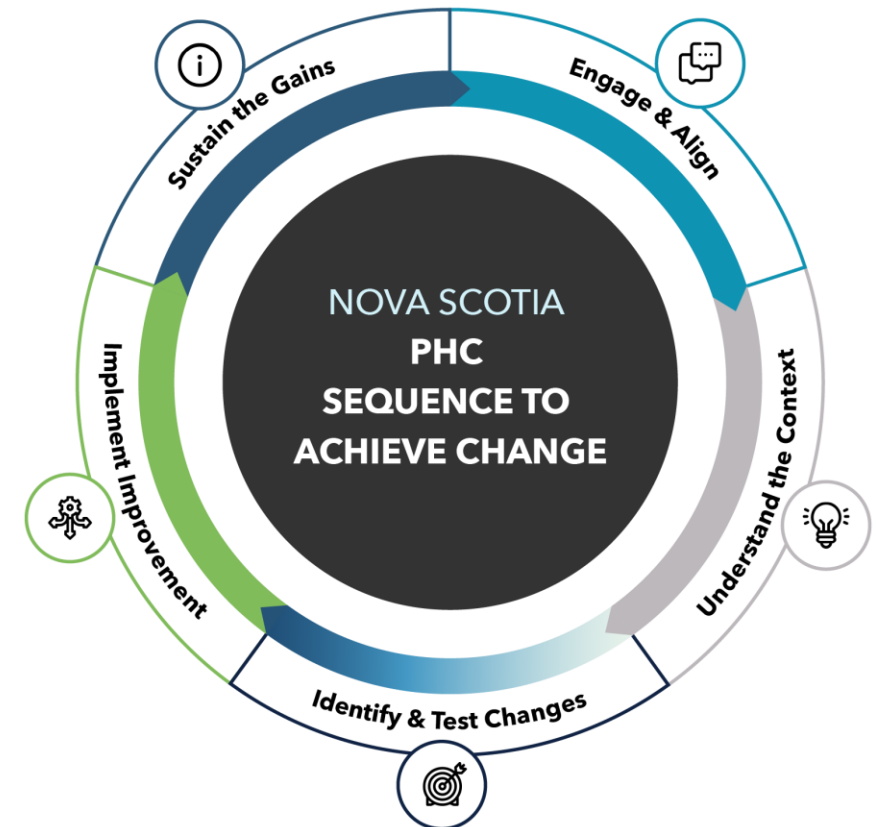
Some examples of projects we have supported include:

- Developing processes to identify and maintain an accurate list of active patients
- Enhancing EMR efficiency (e.g., developing macros, templates, and workflows to reduce admin time for providers)
- Implementing automated appointment reminders to reduce cancellations and no shows
- Streamlining appointment types and most appropriate provider to meet patient care needs
- Improvements to the physical flow of patients and providers through the practice using process mapping
- Improvements to access through utilization of team skill sets to support same day access.

How can Practice Facilitators help your team?

Practice facilitators help to identify what to change and how to change it. By using a repeatable approach, they can work with you to:

- Identify and define the problem or opportunity
- Work with you and your team to set goals
- Support data collection to understand your current state (Ex. EMR reports, surveys, etc.)
- Work with your team to identify high impact change ideas
- Coordinate tests of change and measure for improvement
- Build a plan for sustainment of changes



Stay Connected with Practice Support

Learn about upcoming program offerings and Practice Support updates

PS Practice Support
UPCOMING OFFERINGS

ADDITIONAL LEARNING AND SUPPORT

SELF-DIRECTED LEARNING OPTIONS
Learning modules and other materials that you can use to learn at your own pace.

TAILORED IN PRACTICE SUPPORT
Our zone-based Practice Facilitators can help you in your practice to make and sustain an improvement, using a QI approach.

TOOLS AND RESOURCES
Clinical and operational resources that are practical, evidence and experience informed, and tailored to PHC settings.

1:1 SUPPORT
Need a bit more direction or learning implementation support? Our program leads can meet with you to help clarify learnings or help you to navigate next steps in application of learnings.

SUMMER / FALL 2024 LIVE EVENTS

OCTOBER 14th: Behaviour Change Counselling NP Stream
• 12 Weeks with 3 action periods
• Registration deadline is: [here](#)

OCTOBER 27th: Opioid Use Disorder 12-Week Virtual Workshop
• 2 Weeks with 3 action periods
• Registration deadline is: [here](#)

NOVEMBER 15th: Physical Activity Workshops
• 2 Weeks with 3 action periods
• Additional Info

NOVEMBER 27th: Adult Mental Health Series
• 2 Weeks with 3 action periods
• Additional Info

Dec 5th: Social Prescribing Workshops
• 2 hr virtual session
• Additional Info

FOR MORE DETAILS AND REGISTRATION INFO, PLEASE VISIT:
PHCQUALITY.CA

You can count on our programs to be:

- Quality Improvement focused
- Evidence-based
- Practical & clinically applicable

HAVE QUESTIONS? REACH OUT TO OUR PRACTICE SUPPORT TEAM ANYTIME:
www.PHCQUALITY.CA
PHCPRACTICESUPPORT@NSHEALTH.CA

nova scotia health

Primary Health Care

Supporting primary health care providers and teams to deliver high quality care to Nova Scotians

Enter a keyword

Information and Wellness Portal / Topics / Primary Health Care

Print

PRIMARY HEALTH CARE

- + PRACTICE SUPPORT PROGRAM**
- + ENHANCING ACCESS TO PRIMARY HEALTH CARE SERVICES AND SUPPORTS**
- + SUPPORTING PATIENTS WITH MILD TO MODERATE MENTAL HEALTH CONCERNS AND SUBSTANCE USE DISORDER**
- + SUPPORTING PATIENTS TO LIVE WELL AND MANAGE RISK FACTORS**

Every day, primary healthcare providers and teams work hard to provide safe, effective and efficient care and support individuals and communities to live well. This can be challenging in our increasingly complex and changing environment. It's easy to spot areas for improvement, but often it seems daunting to understand the issue, identify solutions and put new ways into practice. We also know it can be challenging to keep on top of the latest evidence and guidelines, and to find opportunities to learn from and connect with your peers. Practice Support is here to help.

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. Practice Support focuses on supports to help practice teams achieve evidence-based pillars of health homes.

Our practice support and quality improvement resources, tools and initiatives are available to support primary healthcare providers and teams, foster a culture of shared learning, advance quality and safety,

Contact

Looking for practice supports and not sure what is available? Use [this form](#) to identify your needs, and a member of our Practice Support team will be in touch within 5 business days.

General Inquiries
PHCPRACTICESUPPORT@NSHEALTH.CA

Helpful Links

Sign up for our quarterly newsletter

Visit our website: PHCQuality.ca

Interested in Learning More?



Visit our Website at [PHCQuality.ca](https://www.phcquality.ca)



For any program inquiries or request to be added to our email distribution list at 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

