

6,236 ▲ 5%
Pathway downloads

39 — 0%
Available pathways

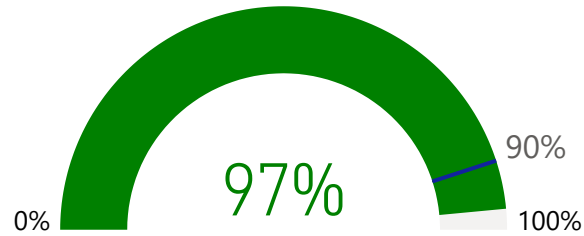
49 — 0%
Tele-advice services

4,738 ▲ 0.3%
Tele-advice calls

1,463 ▲ 1%
Tele-advice users

Pathway update compliance

Target rate: 90%



Top 5 clinical pathway downloads

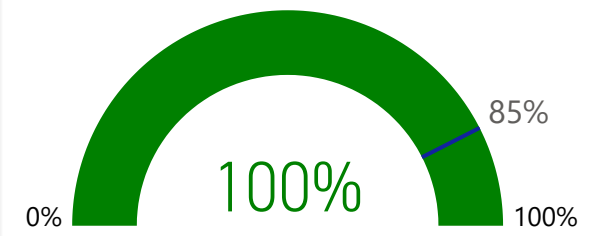
Downloads	Downloads
Non-alcoholic fatty liver disease (NAFLD)	683
Migraine	553
Iron deficiency anemia	369
Gastroesophageal reflux disease (GERD)	311
Irritable bowel syndrome (IBS)	302

Top 5 access pathway downloads

Downloads	Downloads
Endocrinology access pathway	166
Neurology access pathway	164
Orthopaedics access pathway	164
Rheumatology access pathway	120
Urology access pathway	119

Specialty engagement indicator

Target rate: 85%



Risk of losing specialties

Target rate: 85% of specialties at a low risk level



Tele-advice scheduling compliance

Target rate: 100%



Top 5 tele-advice specialties

Specialty	Calls	Unique users
Hematology (Adult)	444	294
Endocrinology	408	279
Infectious Disease	352	295
Gynecology	308	185
Neurology	293	210

Pathway downloads: Clinical and access pathways.

Available pathways: Calgary Zone pathways on Specialist Link (9 access pathways and 30 clinical pathways).

Pathway update compliance: Updated pathways and those undergoing updates.

Risk of losing specialties: Risk of specialties leaving based on tele-advice scheduling compliance, workload and overall concerns.

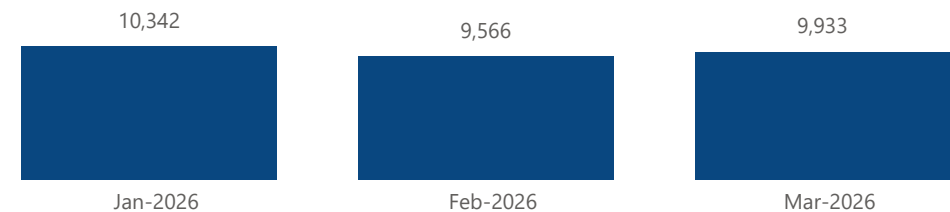
Specialty engagement indicator: Based on engagement log.

Tele-advice services: Specialties providing services on Specialist Link.

Tele-advice scheduling compliance: Specialties providing full scheduling coverage without issues.

Tele-advice users: Unique users who submitted advice request through the website.

Monthly website visits



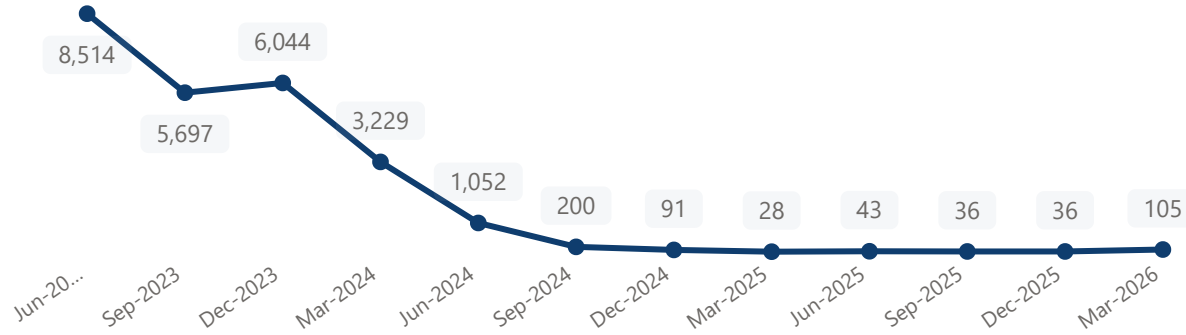


Access and attachment

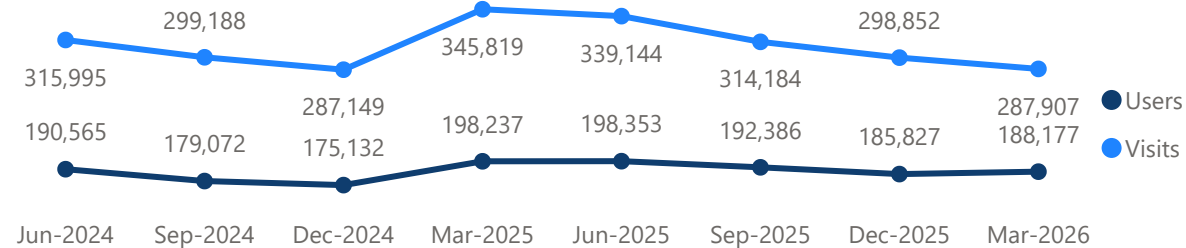
480
Providers taking patients ▲ 12%

105
Patients pending ▲ 57%

Patients pending in Calgary Zone



Total website visits and users by fiscal quarter



Providers taking patients: Primary care physicians and nurse practitioners accepting patients. No PCN providers per zone in Q4 are: Calgary = 10, Edmonton = 8, North = 6, Central = 2, South = 0.

Patients attached to provider*: Number of patients who reported successfully establishing a relationship with a provider, based on survey responses.

Coordinated attachment

Quarterly report

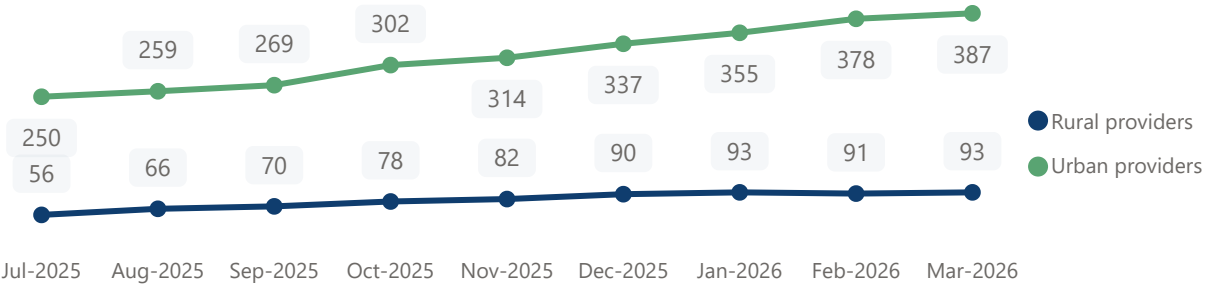
Q4

25-26

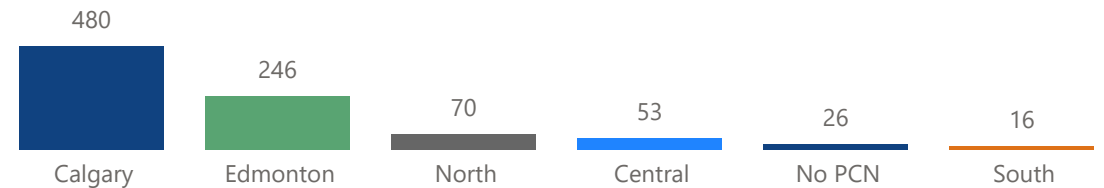
1,163*
Patients attached to provider ▲ 2%

20
Wait list ▼ -68%

Providers taking patients in Calgary Zone



Providers taking patients by Zone



Providers listed on website (Alberta)

Providers listed on website (Alberta)	Total	Change from previous quarter
Number of doctors	4,250	▲ 2%
Number of nurse practitioners	156	▲ 3%
Number of providers (doctors + nurse practitioners)	4,406	▲ 2%



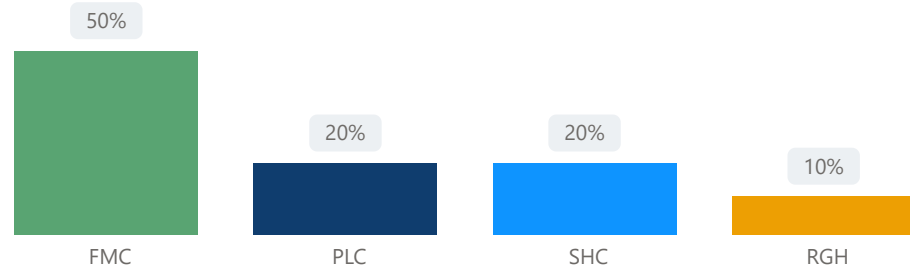
Access and attachment

143

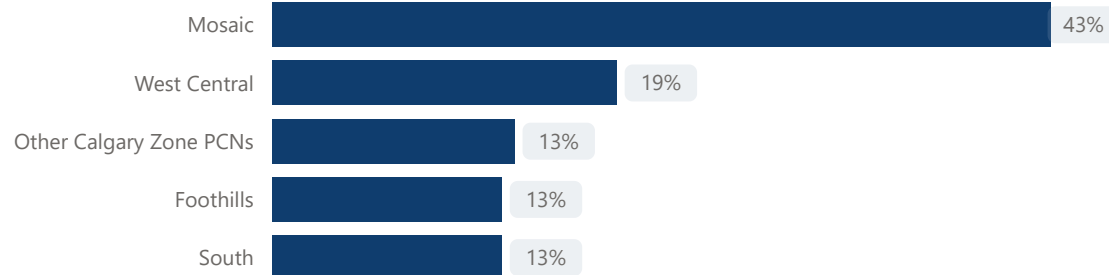
Requests received

-29%

Acute care site distribution



PCN catchment distribution



Primary care providers: Include family physicians and nurse practitioners.

Acute care site distribution: FMC = Foothills Medical Centre, PLC = Peter Lougheed Centre, SHC = South Health Campus, RGH = Rockyview General Hospital.

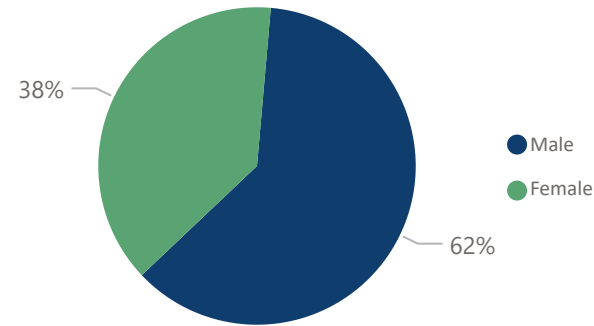
Navigation coordinator: Request summary

Quarterly report

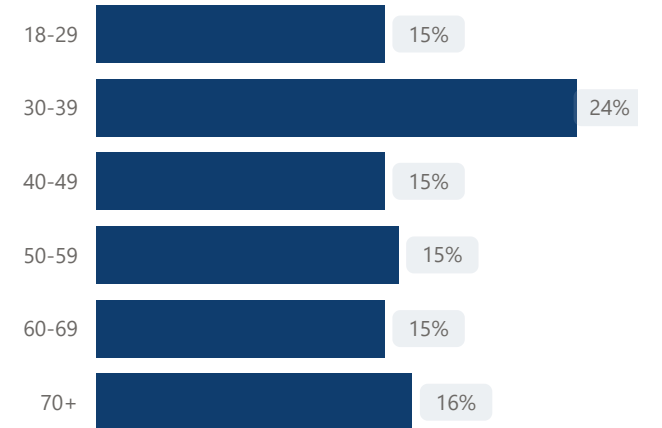
Q4

25-26

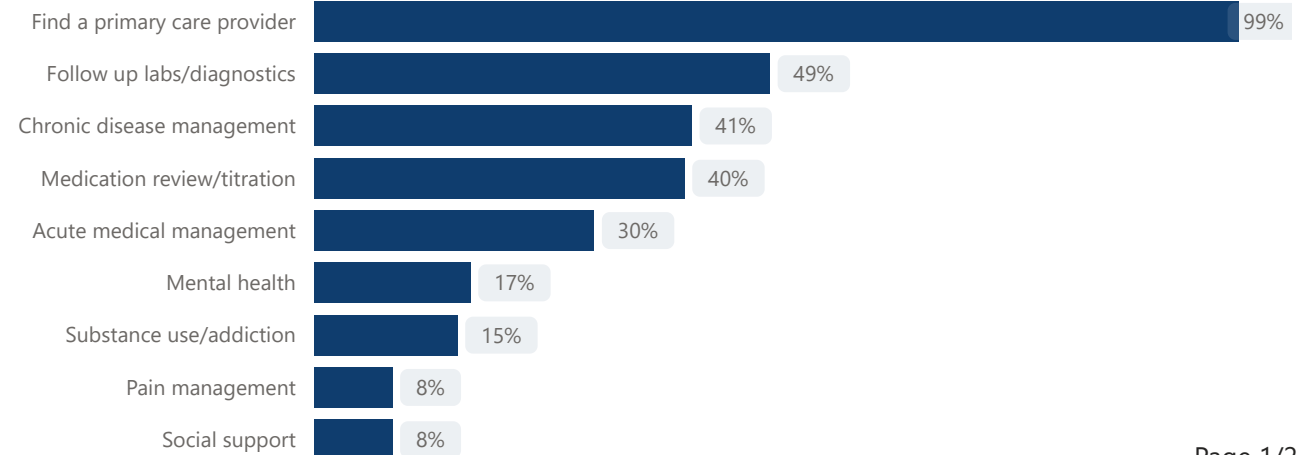
Gender distribution



Age distribution



Reasons for referral



Quarterly report

Q4

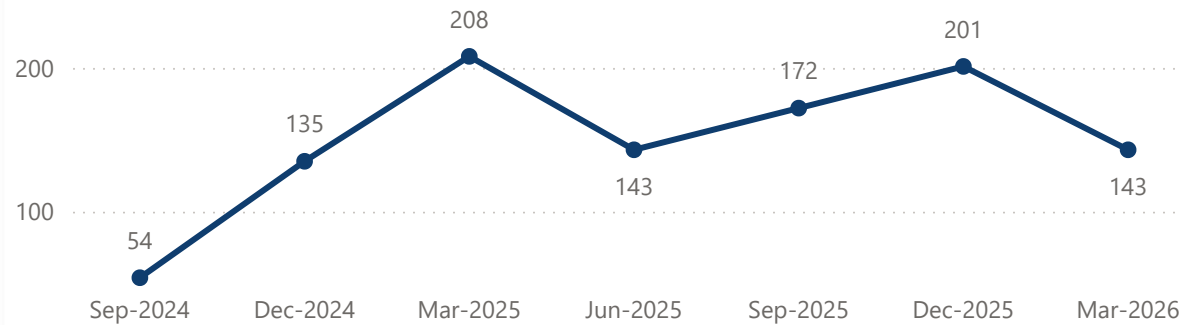
25-26

143

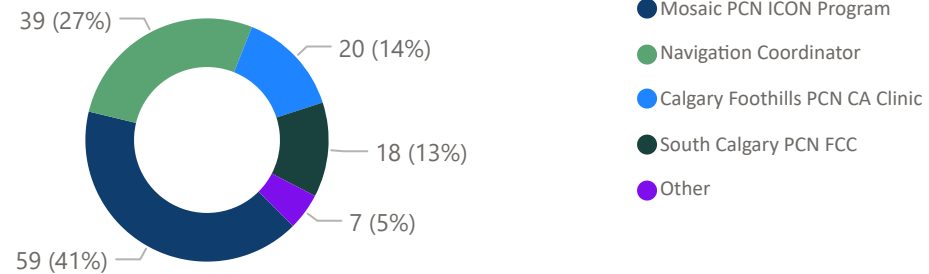
Requests received

▼ -29%

Quarterly distribution of requests received



Distribution of requests to unattached primary care programs

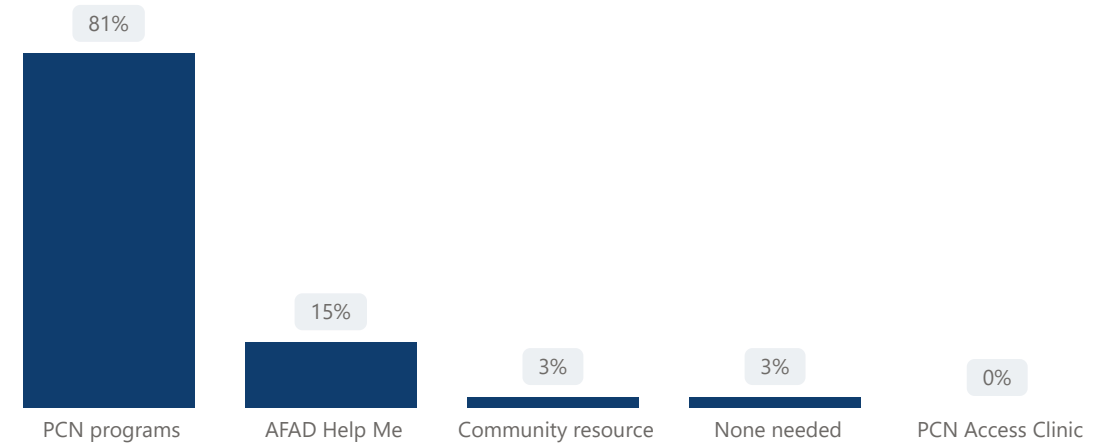


Requests received: The act of sending a patient from one health care provider to another for triaging to additional health care services.
Days to reach a patient: The # of days that have passed since a provider initially contacted a patient before successfully reaching them.
Mosaic ICON program: Mosaic integrated care and optimal navigation (ICON) program.
Calgary Foothills PCN CA Clinic: Calgary Foothills PCN coordinated attachment clinic.
South Calgary PCN FCC: South Calgary PCN family care clinic.

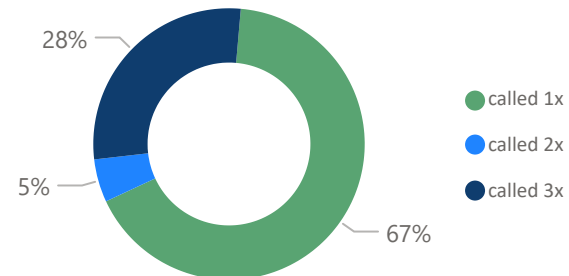
100%

Patients reached within 0-14 days

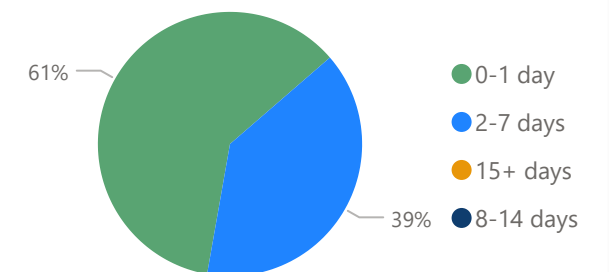
Services patients connected to



Call attempts to reach patients



Days to reach patients





Shared administrative services

Zone communication

Quarterly report

Q4

25-26

22,745

Total webinar views

30

Web stories and social posts

19,979

Combined social media reach

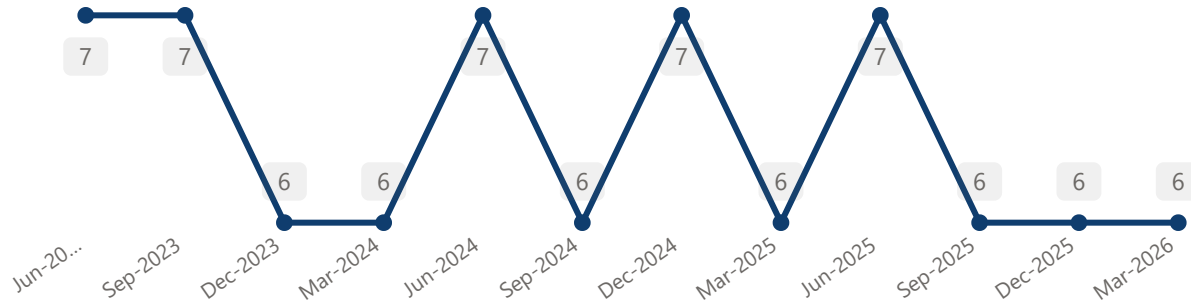
9,166

Combined newsletter audience

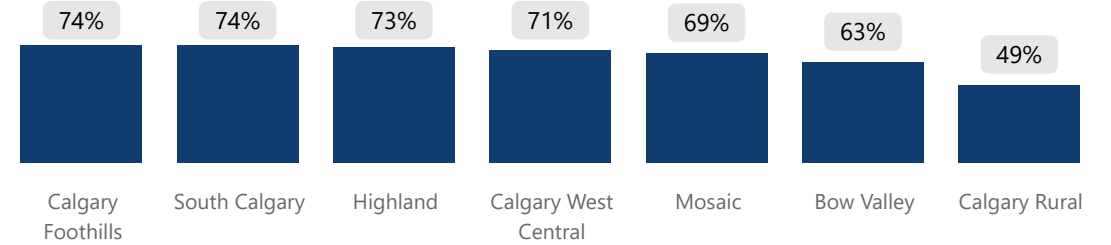
84

Total media training participants

Newsletters distributed



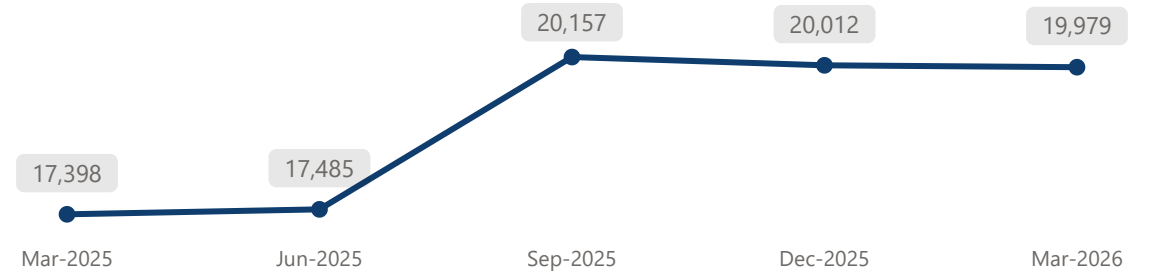
Estimated newsletter open rates



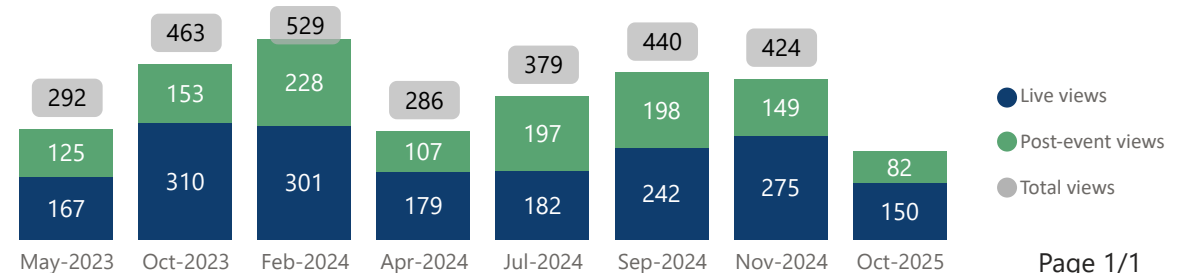
Transition communications

Month	Key messages	Meetings held	PowerPoint	Summary
Jun-2025	✓	✓	✓	✓
Jul-2025	✓	✓	✓	✓
Sep-2025	✗	✓	✓	✓
Oct-2025	✗	✓	✓	✓
Nov-2025	✓	✓	✓	✓
Feb-2026	✓	✗	✗	✗
Mar-2026	✓	✗	✗	✗

Social media total audience



Total webinar views



Total webinar views: Live and recorded sessions since 2020.

Combined social media reach: Calgary Zone and PCN social media audience across Facebook, Instagram and LinkedIn.

Combined newsletter audience: PCN distribution of Zone newsletter.

Transition communications: The Calgary Zone has initiated a communications plan to support the transition of PCNs to regional networks.

Media training: 84 doctors, executives and staff received training over 9 sessions (since 2020).



Coordinating Patient's Medical Home

CII/CPAR adoption

Quarterly report

Q4

25-26

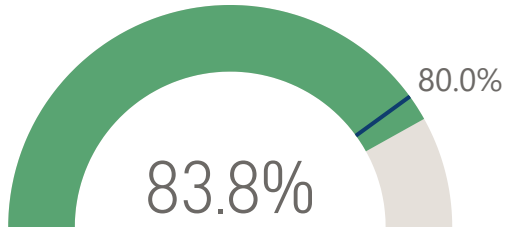
1,625
PCN member participation ▲ 3%

1,531
Live data ▲ 5%

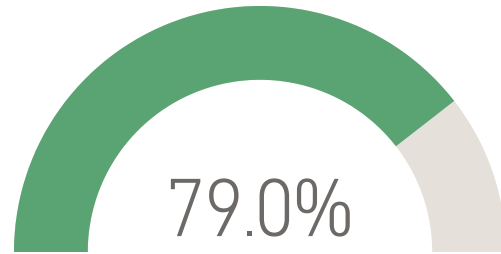
1,939
Physicians on CII/CPAR conformed EMRs ▲ 2%

CII/CPAR adoption

Target: 80% adoption by May 2023

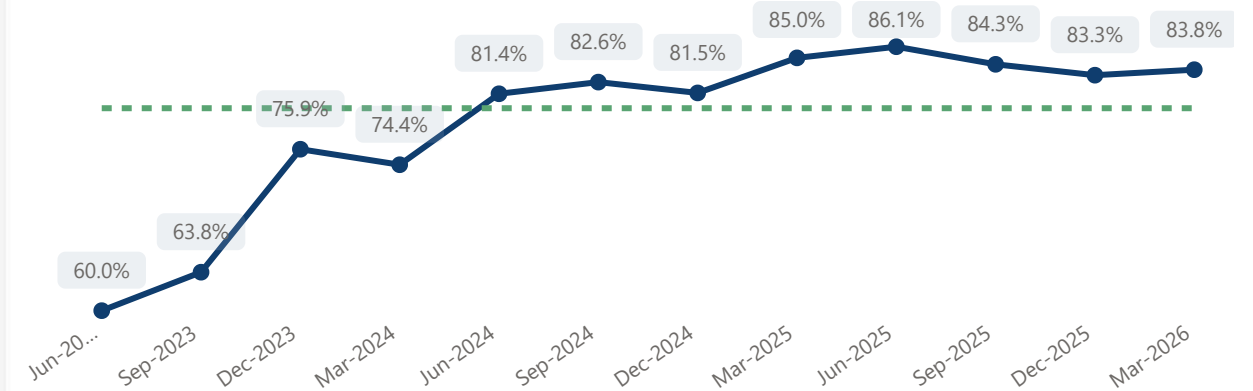


% live data

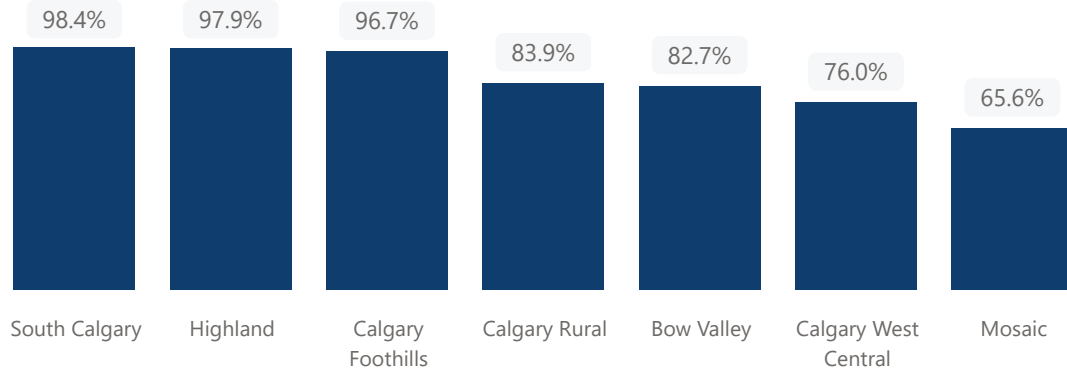


CII/CPAR adoption

● CII/CPAR adoption - - - Target adoption rate: 80.0%

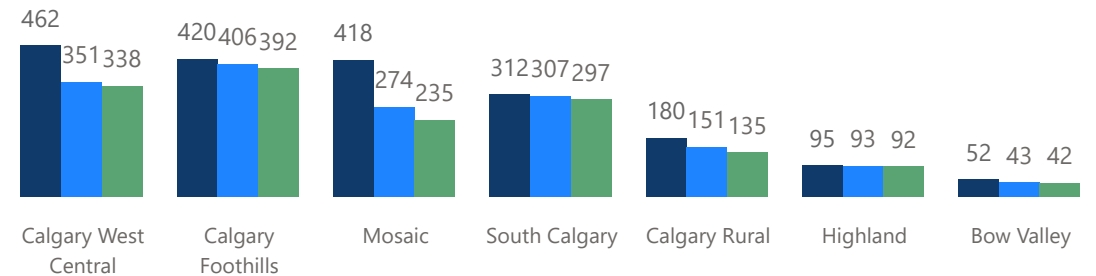


CII/CPAR adoption



Physician participation

● Physicians on CII/CPAR conformed EMRs ● Total PCN member participation ● Live data



CII/CPAR: Community Information Integration / Central Patient Attachment Registry.

CII/CPAR adoption: Physicians live and in progress.

PCN member participation: Includes physicians that are live and in progress.

Live data: Provider is submitting encounter or consult data to Alberta Netcare portal or panel data to CPAR.

Conformed EMR: An EMR that meets the standards and requirements for participating in CII/CPAR.



Access and attachment

301,197

Website visits

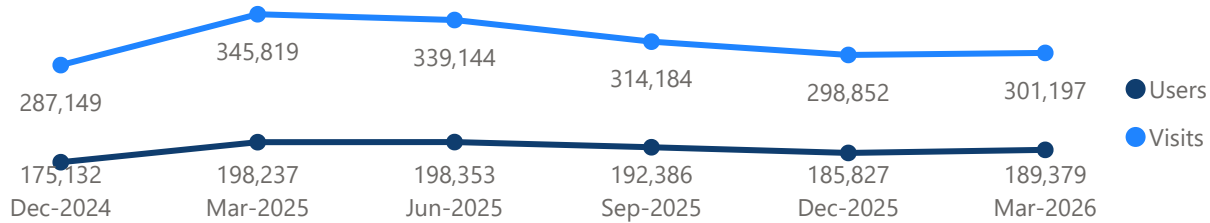
▲ 1%

189,379

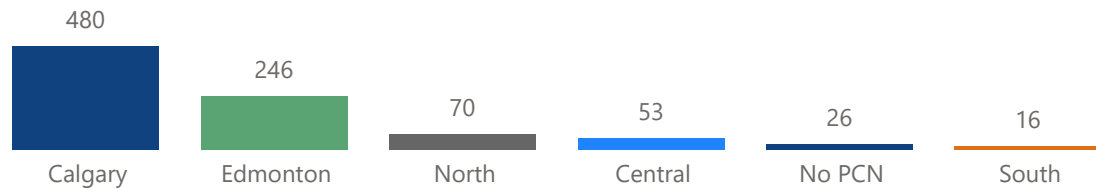
Users

▲ 2%

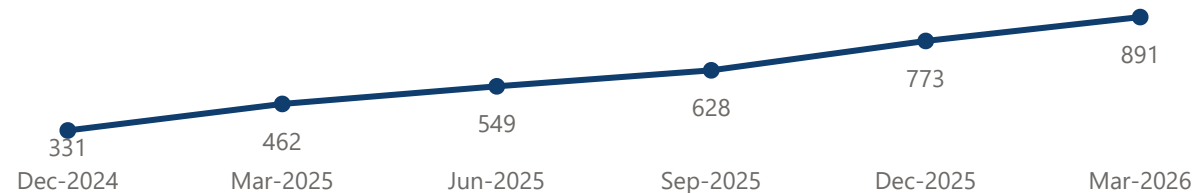
Total website visits and users by fiscal quarter



Providers taking patients by Zone



Total providers accepting new patients by end of fiscal quarter



Website visits: The number of sessions a user actively engaged with the website.

Users: Total number of unique visitors who have logged an event in the selected date range.

NPs taking patients: Nurse practitioners accepting patients at the end of each quarter.

Providers taking patients: Includes physicians and nurse practitioners accepting patients at the end of each quarter. No PCN providers per zone in Q4 are: Calgary = 10, Edmonton = 8, North = 6, Central = 2, South = 0.

Gender/Age of users: Only users with specified gender/age are shown in the respective graphs.

Alberta Find a Doctor metrics

Quarterly report

Q4

25-26

891

Providers taking patients

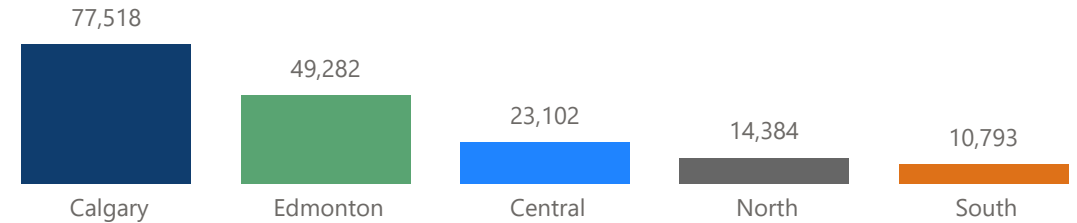
▲ 15%

51

NPs taking patients

▲ 16%

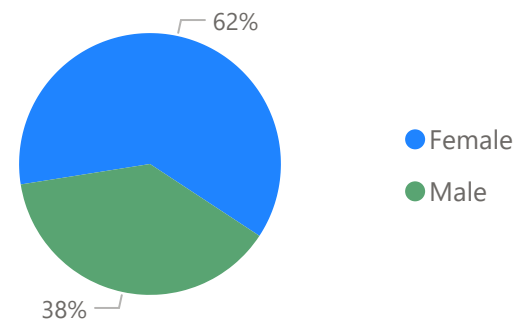
Total website active users by Zone



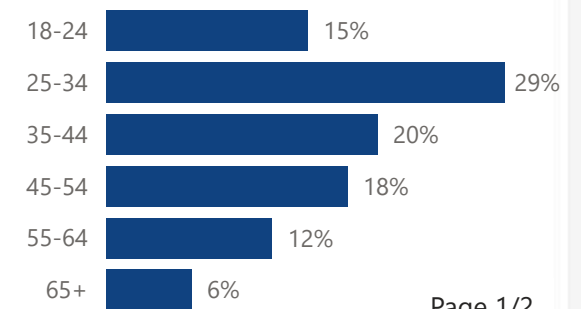
Top 5 website users by city



Gender of users



Age of users





Access and attachment

Alberta Find a Doctor metrics

Quarterly report

Q4

25-26

301,197

Website visits

▲ 1%

189,379

Users

▲ 2%

891

Providers taking patients

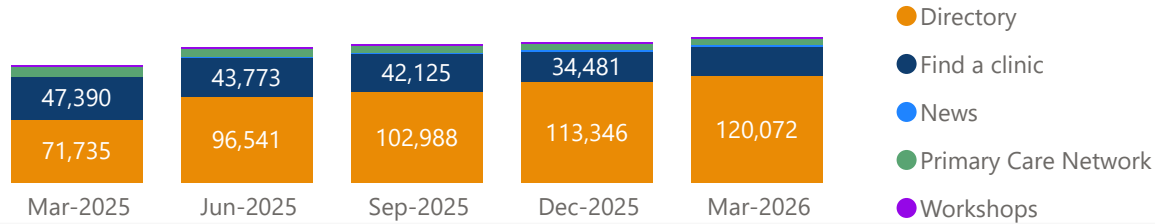
▲ 15%

51

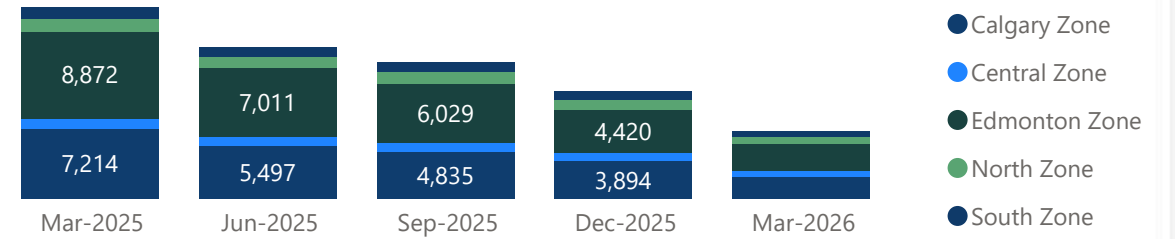
NPs taking patients

▲ 16%

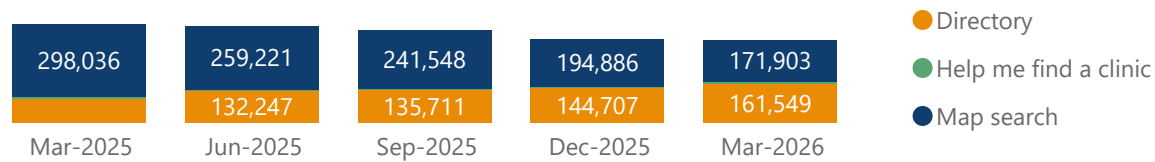
Top landing pages on AFAD website



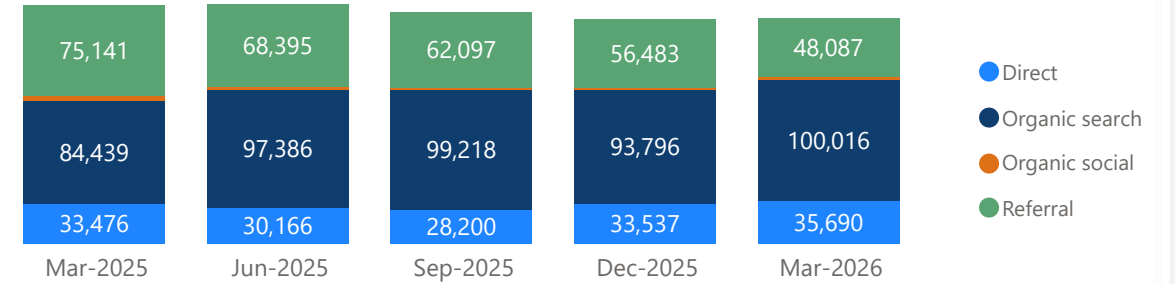
Page views under Primary Care Network page



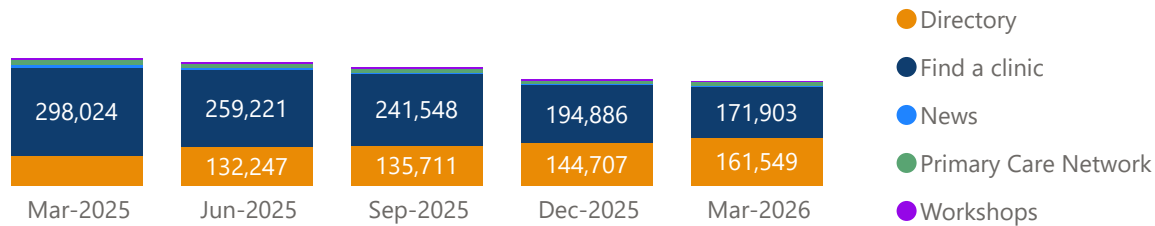
Page views of "Find a Clinic" resources



Users by source channel



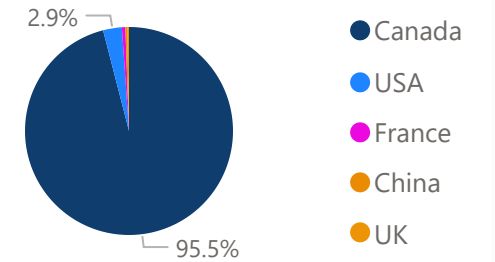
Main page views of AFAD website (repeated views)



Top 5 website visits by province



Top 5 website users by country



Landing page: First interaction between a user and AFAD website. i.e., the URLs where the visitor initially landed on the AFAD website.

Page views: Total number of pages viewed in the selected date range.

Repeated views: A count of repeated views of a single page.

Source channel: Specific sources from which users came to the AFAD website.