

5,941

Pathway downloads

-3%

39

Available pathways

0%

49

Tele-advice specialties

0%

4,726

Tele-advice calls

-4%

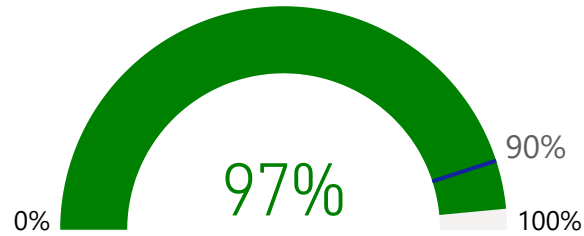
1,449

Tele-advice users

-3%

## Pathway update compliance

Target rate: 90%



## Top 5 clinical pathway downloads

## Downloads

Non-alcoholic fatty liver disease (NAFLD)	663
Migraine	473
Irritable bowel syndrome (IBS)	361
Dyspepsia	313
Chronic diarrhea	305

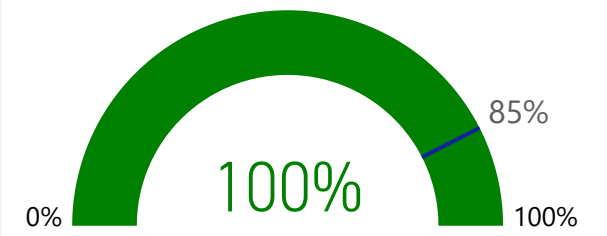
## Top 5 access pathway downloads

## Downloads

Orthopaedics access pathway	178
Endocrinology access pathway	160
Neurology access pathway	136
Rheumatology access pathway	107
Urology access pathway	97

## 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

## Calls

## Unique users

Hematology (Adult)	485	325
Infectious Disease	390	274
Endocrinology	353	232
Gynecology	310	197
Neurology	254	202

**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.

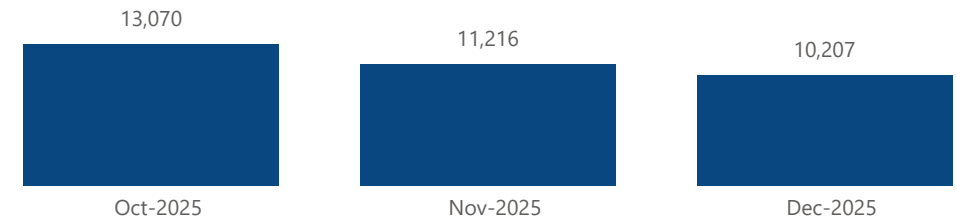
**Specialty engagement indicator:** Based on engagement log.

**Tele-advice specialties:** 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 views





## Access and attachment

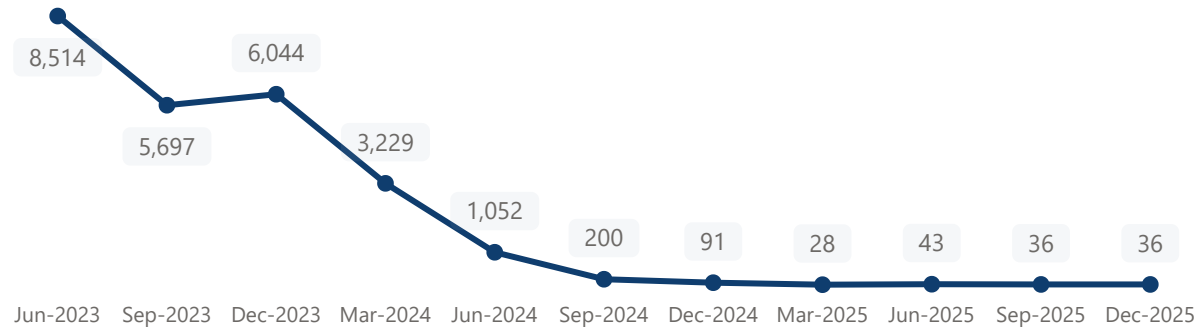
427

Providers taking patients ▲ 26%

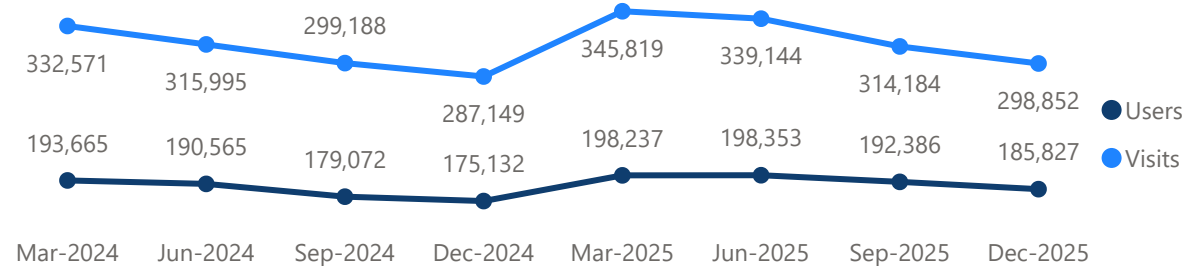
36

Patients pending – 0%

### 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 Q3 are: Calgary = 9, Edmonton = 4, North = 3, Central = 1, 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

Q3

25-26

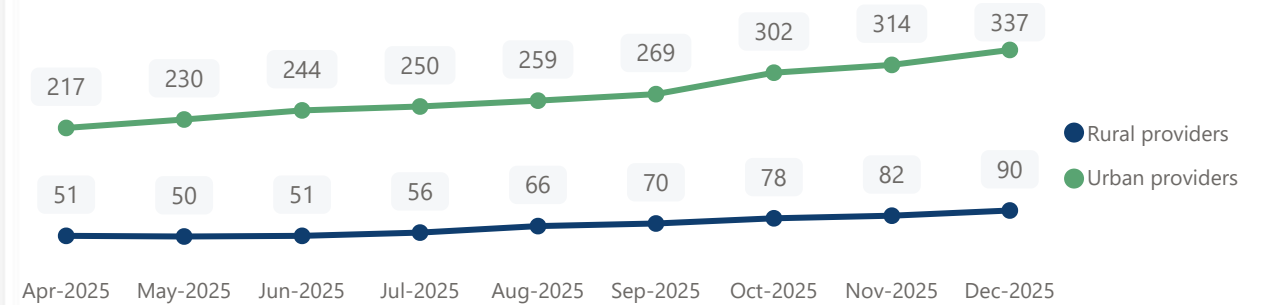
1,139\*

Patients attached to provider ▲ 1%

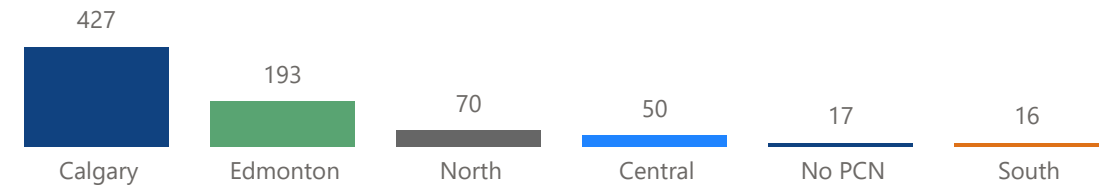
27

Wait list ▲ 42%

### Providers taking patients in Calgary Zone



### Providers taking patients by Zone



### Providers listed on website (Alberta)

	Total	Change from previous quarter
Number of nurse practitioners	152	▲ 6%
Number of doctors	4,161	▲ 3%
Number of providers (doctors + nurse practitioners)	4,313	▲ 3%

Quarterly report

Q3

25-26

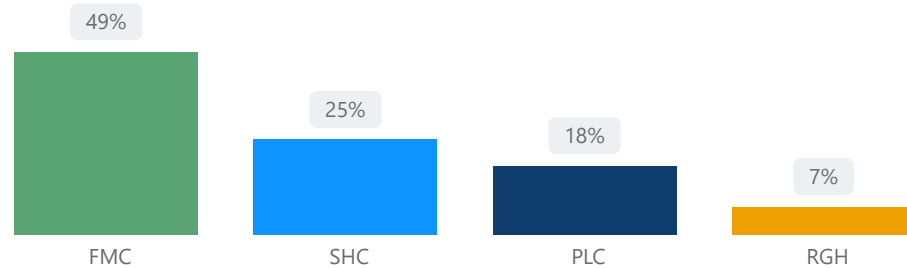
201

Requests received

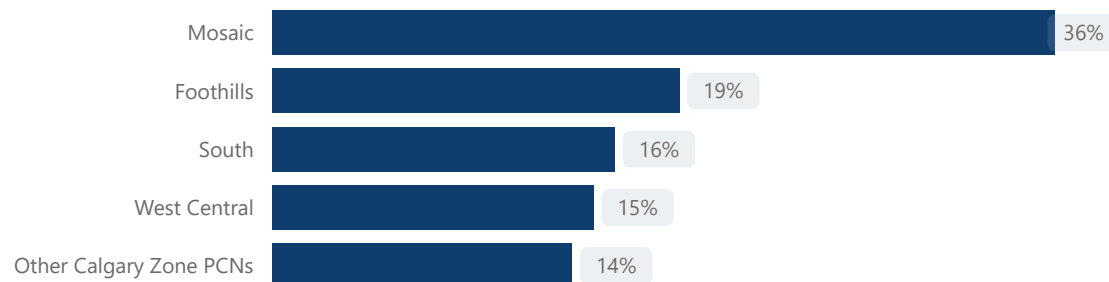


17%

### Acute care site distribution



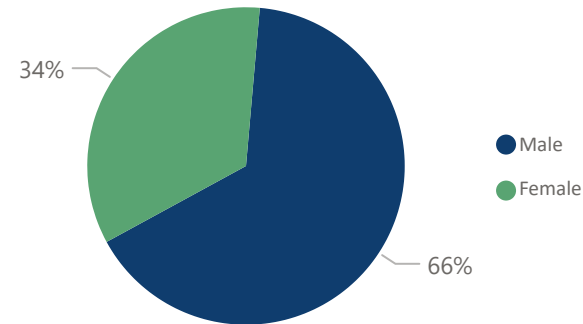
### PCN catchment distribution



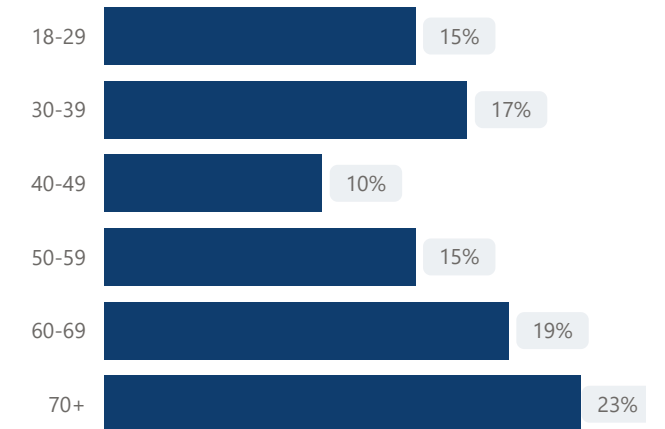
**Primary care providers:** Include family physicians and nurse practitioners.

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

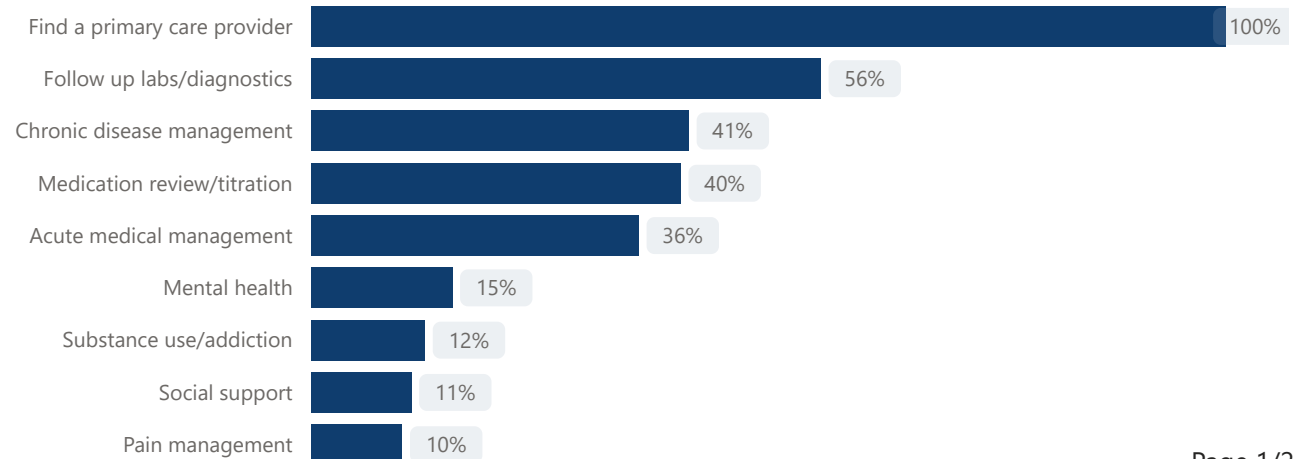
### Gender distribution



### Age distribution



### Reasons for referral



Quarterly report

Q3

25-26

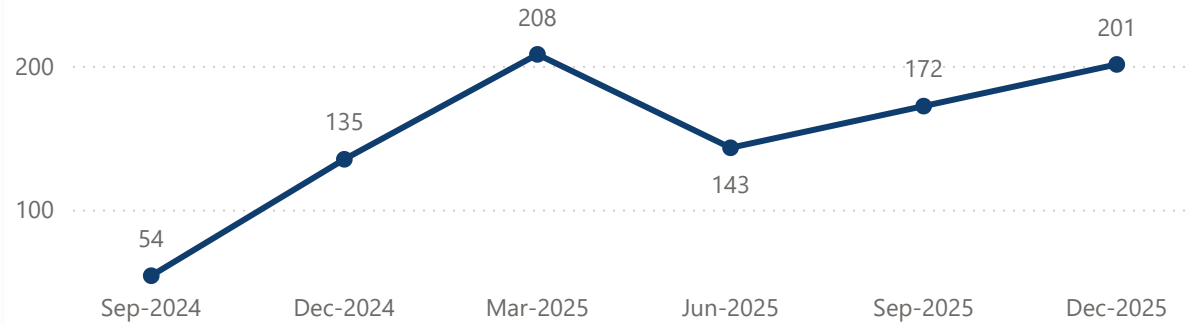
201

Requests received



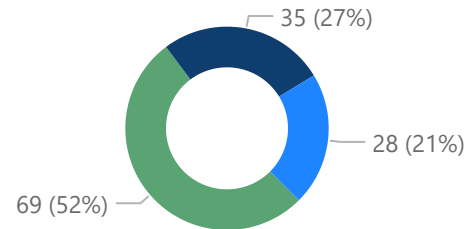
17%

Quarterly distribution of requests received



Distribution of requests to unattached PCN programs

● Mosaic ICON Program ● South Calgary Family Care Clinic ● Foothills Coordinated Attachment Clinic



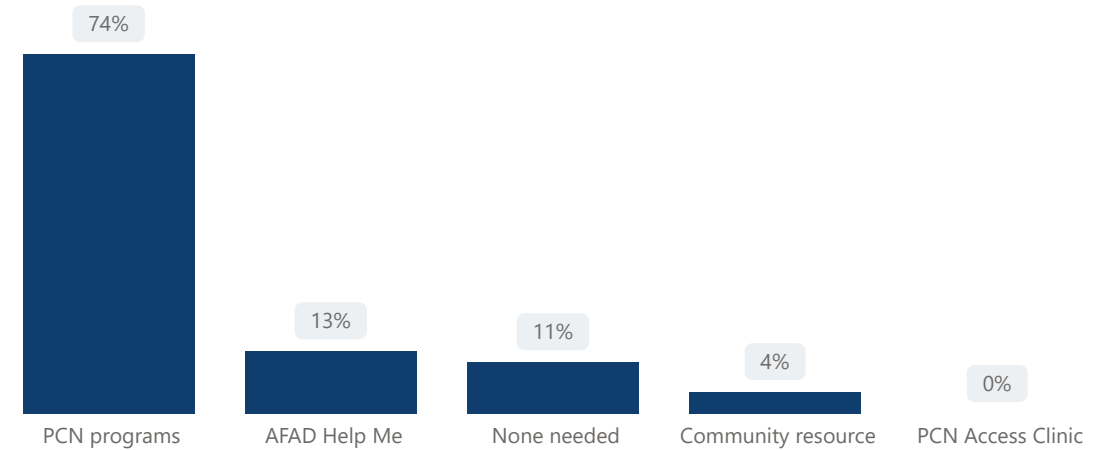
**Patient referral:** The act of sending a patient from one health care provider to another for additional health care services.

**Days to reach a patient:** The # of days that have passed since a provider initially contacted a patient before successfully reaching them.

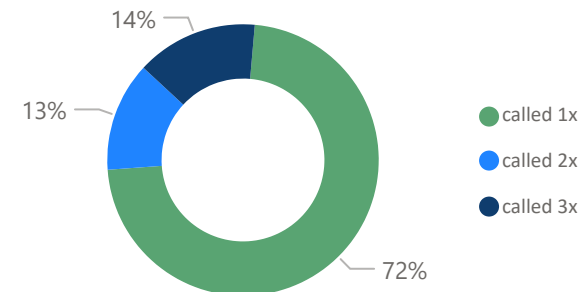
98%

Patients reached within 0-14 days

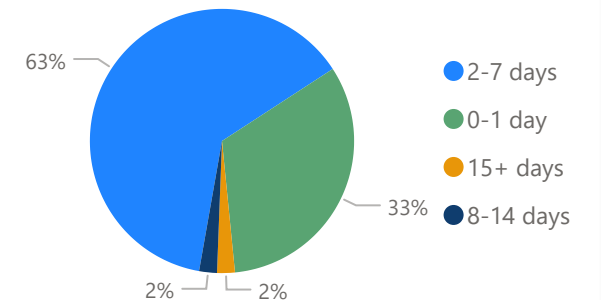
Services patients connected to



Call attempts to reach patients



Days to reach patients





Shared administrative services

Zone communication

Quarterly report

Q3

25-26

22,757

Total webinar views

36

Web stories and social posts

20,012

Combined social media reach

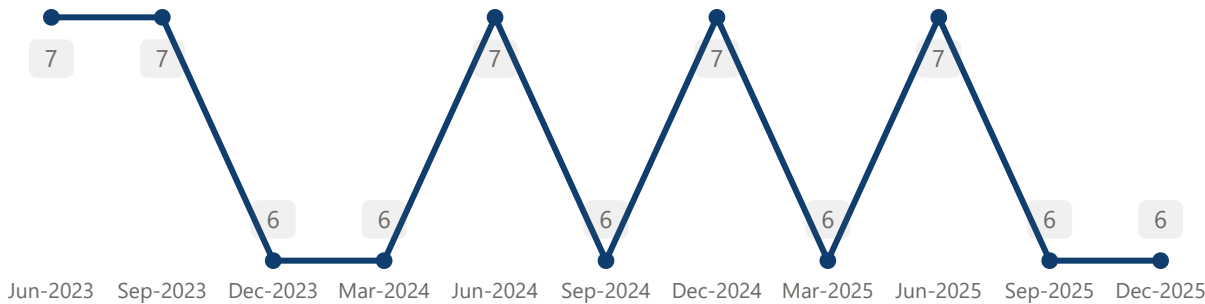
9,742

Combined newsletter audience

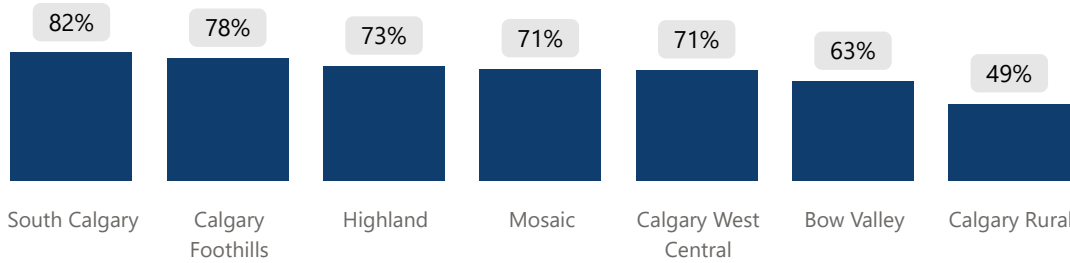
84

Total media training participants

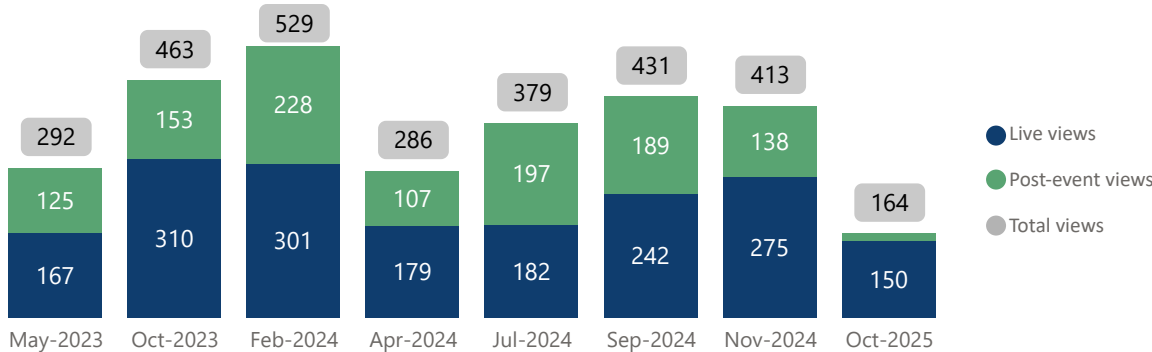
Newsletters distributed



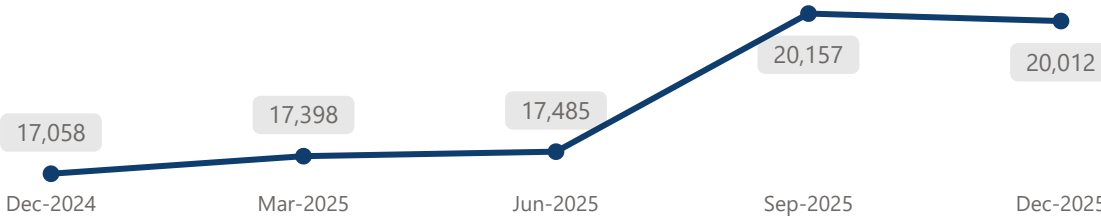
Estimated newsletter open rates



Total webinar views



Social media total audience



Transition communications

Month	Key messages	Meetings held	PowerPoint	Summary
Jun-2025	✓	✓	✓	✓
Jul-2025	✓	✓	✓	✓
Sep-2025	✗	✓	✓	✓
Oct-2025	✗	✓	✓	✓

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

Q3

25-26

1,577

PCN member participation

▲ 2%

1,462

Live data

▲ 2%

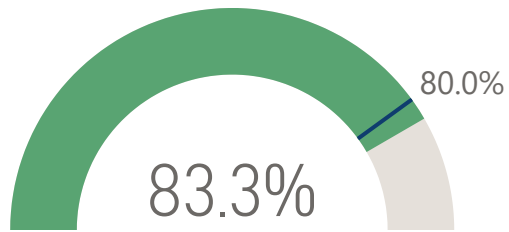
1,894

Physicians on CII/CPAR conformed EMRs

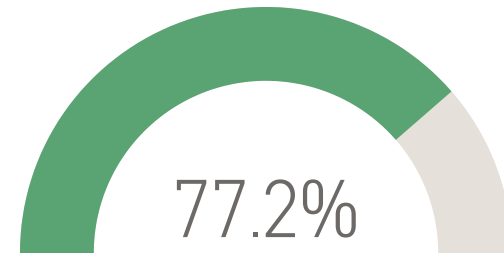
▲ 4%

### CII/CPAR adoption

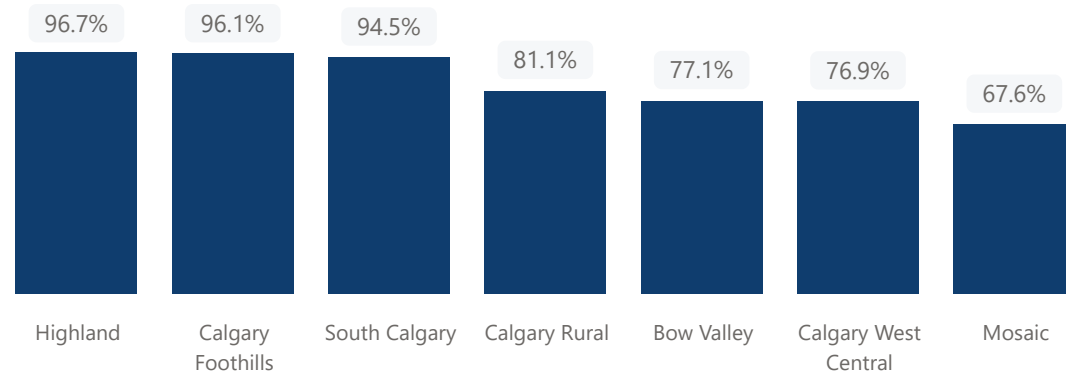
Target: 80% adoption by May 2023



### % live data

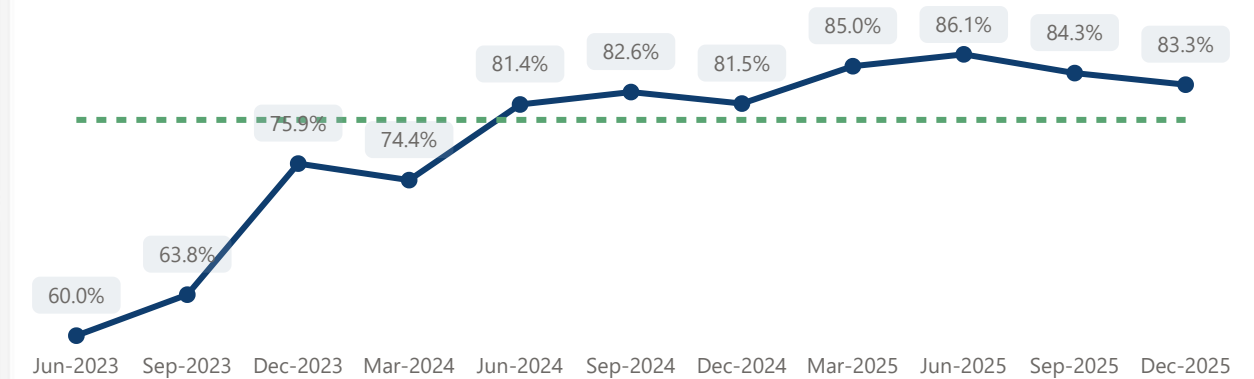


### CII/CPAR adoption



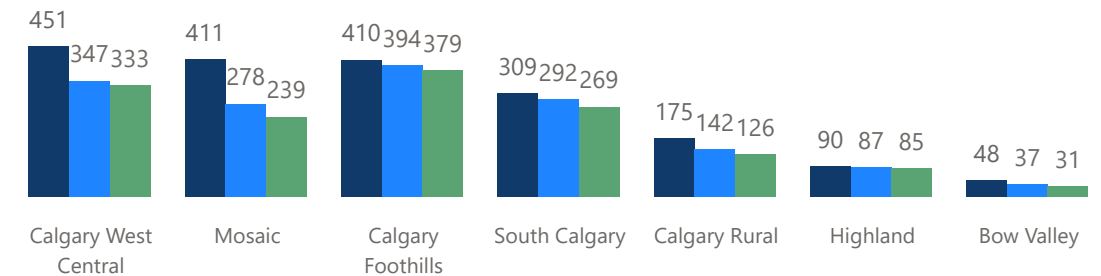
### CII/CPAR adoption

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



### 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.