

5,941
Pathway downloads

▼ -3%

39
Available pathways

— 0%

49
Tele-advice specialties

— 0%

4,726
Tele-advice calls

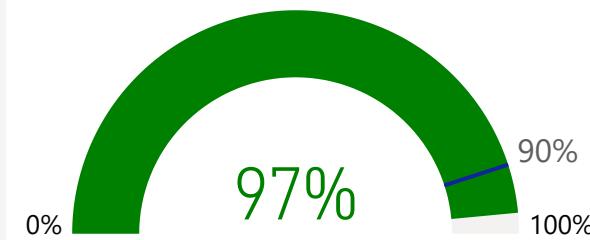
▼ -4%

1,449
Tele-advice users

▼ -3%

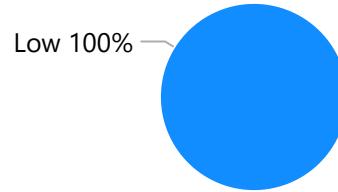
Pathway update compliance

Target rate: 90%



Risk of losing specialties

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



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%



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.

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

Monthly website views

13,070



11,216



10,207

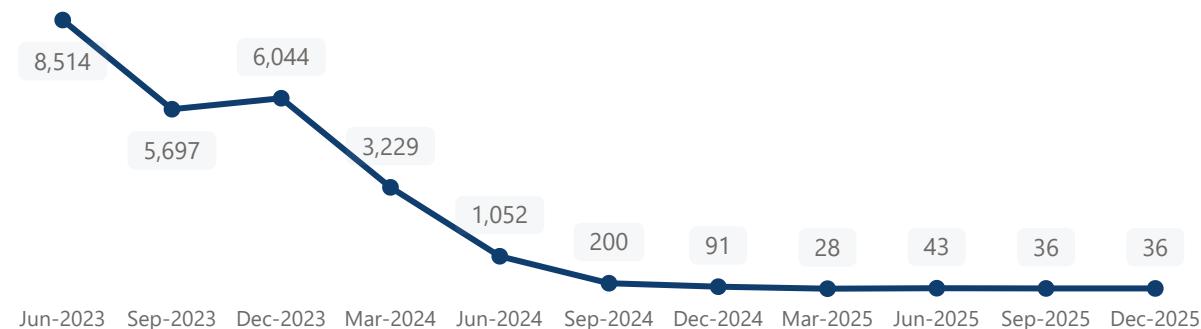


Access and attachment

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

▼

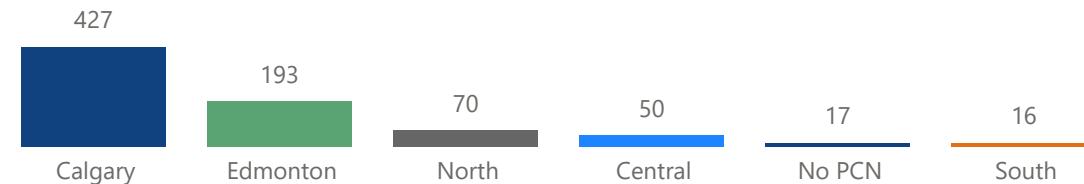
1,139*
Patients attached to provider ▲ 1%

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%

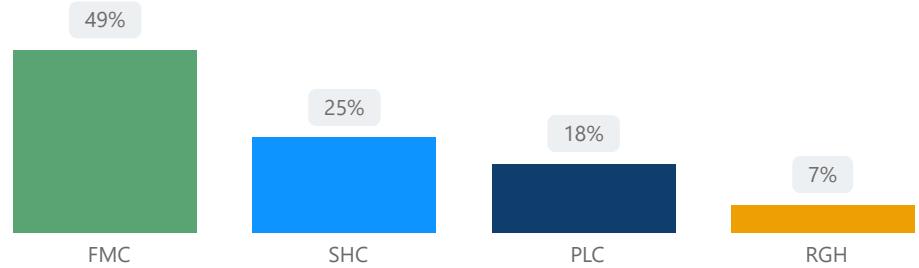
Access and attachment

201

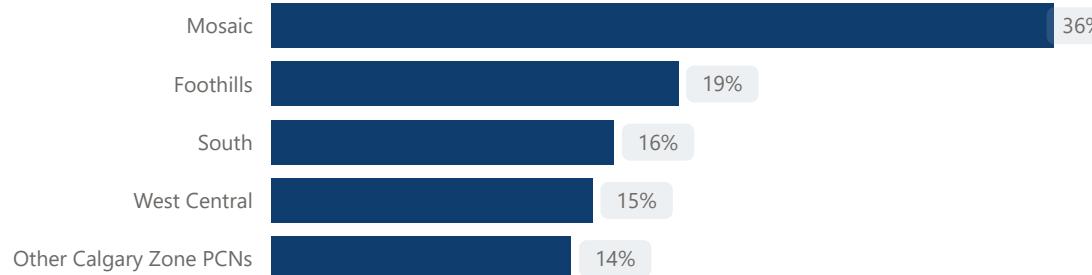
17%

Requests received

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.

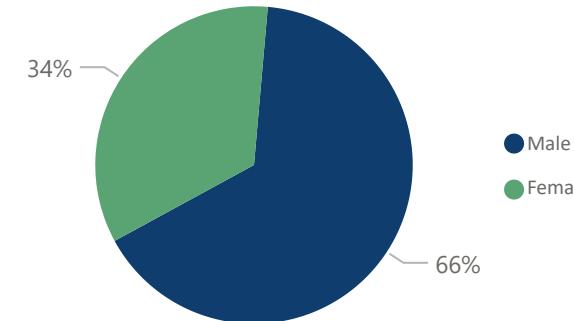
Navigation coordinator: Request summary

Quarterly report

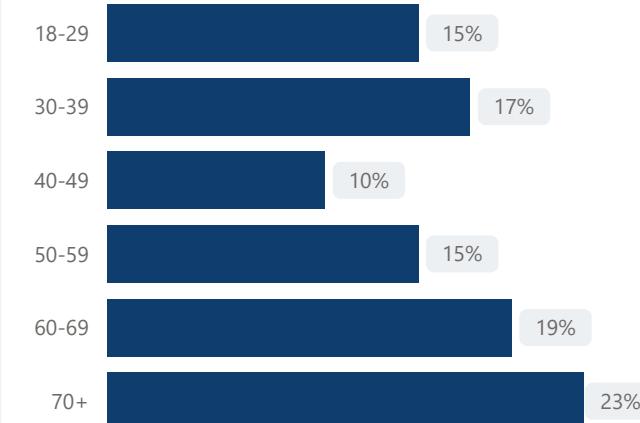
Q3

25-26

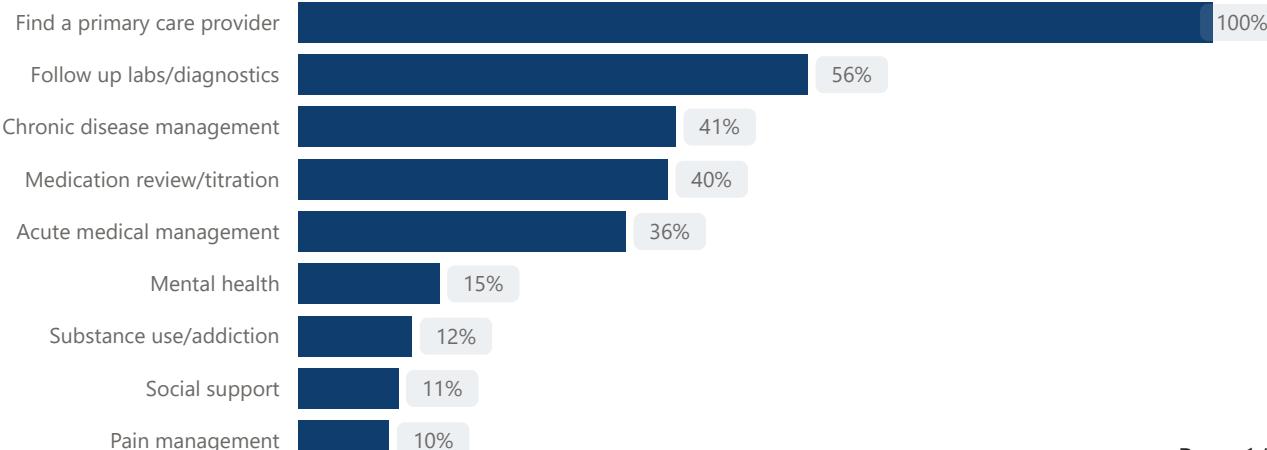
Gender distribution



Age distribution



Reasons for referral



Access and attachment

201

Requests received

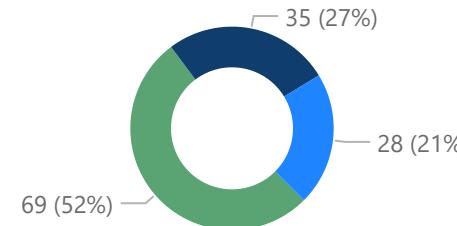
17%

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.

Navigation coordinator: Outcome summary

Quarterly report

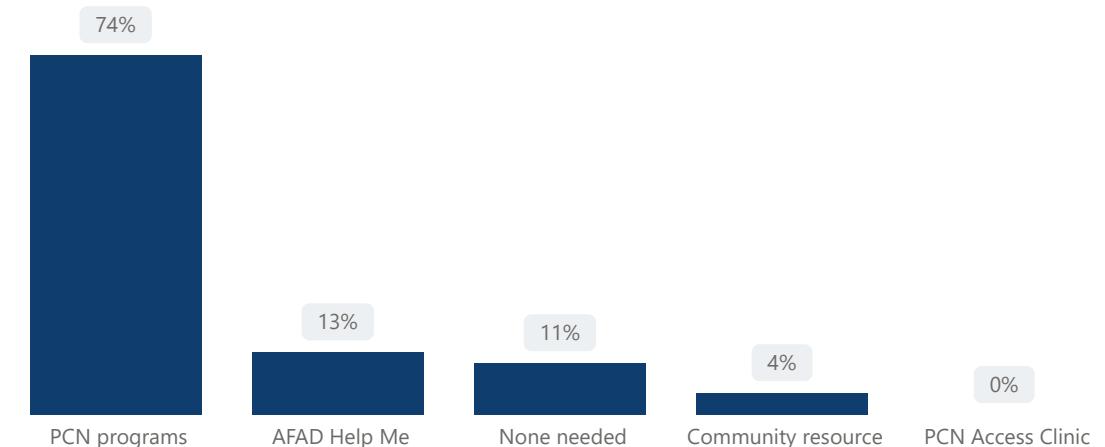
Q3

25-26

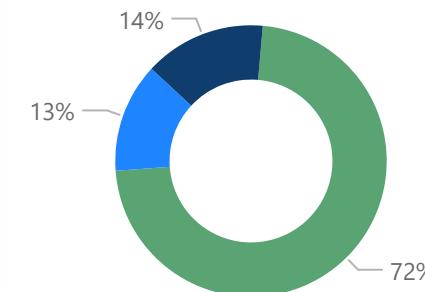
98%

Patients reached within 0-14 days

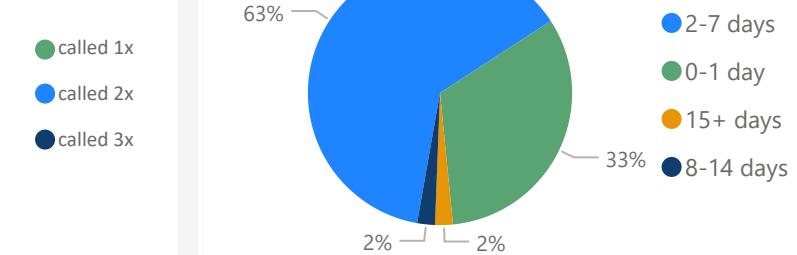
Services patients connected to



Call attempts to reach patients



Days to reach patients



Shared administrative services

22,757

Total webinar views

36

Web stories and social posts

20,012

Combined social media reach

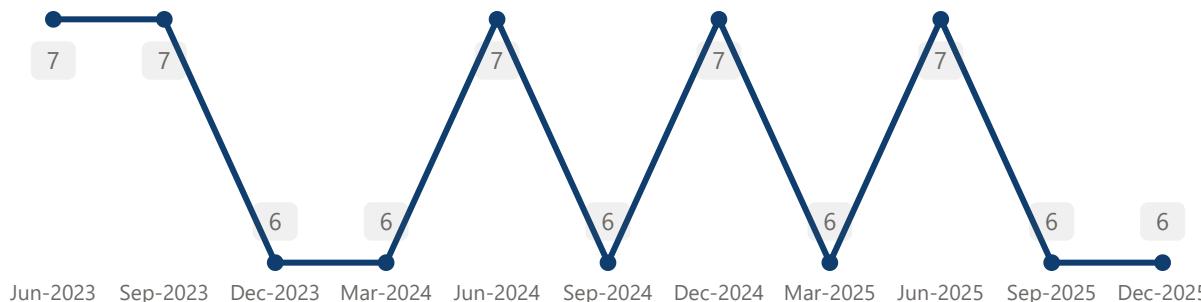
9,742

Combined newsletter audience

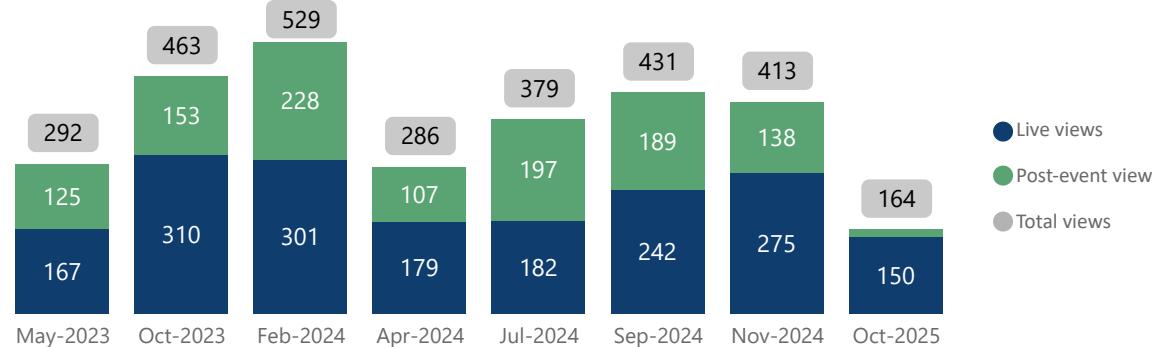
84

Total media training participants

Newsletters distributed



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).

Zone communication

Quarterly report

Q3



25-26



20,012

Combined social media reach

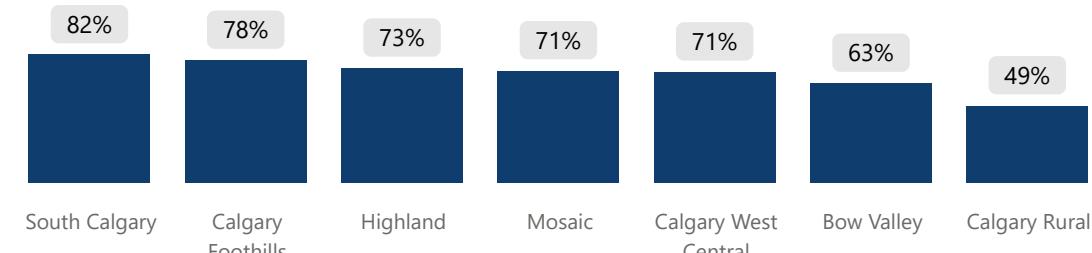
9,742

Combined newsletter audience

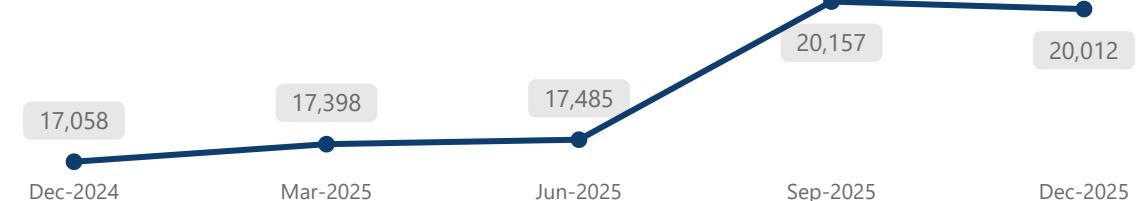
84

Total media training participants

Estimated newsletter open rates



Social media total audience



Transition communications

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

Coordinating Patient's Medical Home

CII/CPAR adoption

Quarterly report

Q3

25-26

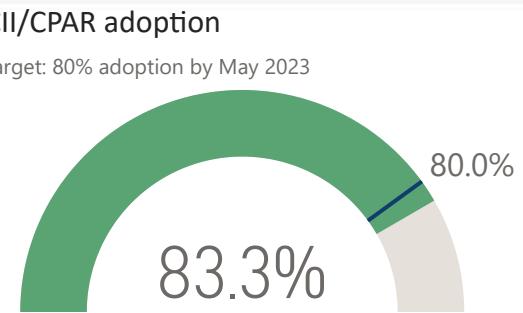
1,577
PCN member participation ▲ 2%

1,462
Live data ▲ 2%

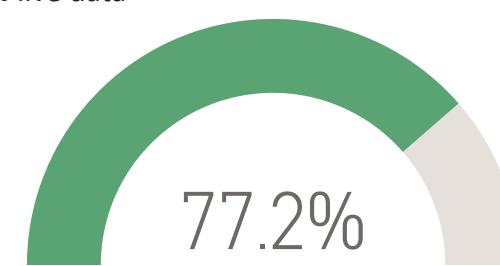
1,894
Physicians on CII/CPAR conformed EMRs ▲ 4%

CII/CPAR adoption

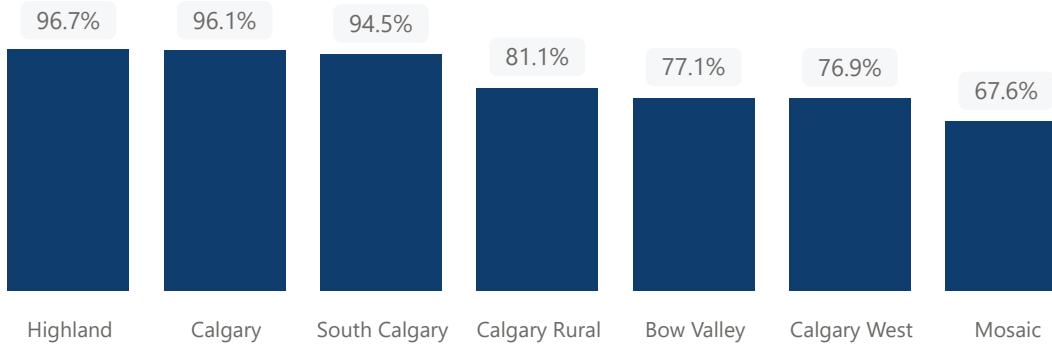
Target: 80% adoption by May 2023



% live data



CII/CPAR adoption



CII/CPAR: 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.

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

