

ELEVATION DAY 2.0



Looking at primary care
from a different perspective

ELEVATION, EXPLAINED

- Elevation Day is about looking at primary care from a different perspective
- Since we're at TELUS Spark, each of our 7 priority initiatives is represented by a planet
- Patients are the sun, our lifeforce and guiding light!



7 planets



7 priority initiatives

SPECIALTY COLLABORATION

Mercury is the messenger of the gods. Specialty collaboration supports communication between specialists and family doctors

INDIGENOUS HEALTH

Venus is often referred to as a star because it is the last to fade in the morning (morning star). The Woman Who Married Morning Star is an important story in the Siksika tradition

COORDINATING PATIENT'S MEDICAL HOME

Earth is our home. Patient's Medical Home is our home in the health care system; the foundation on which our work is built

ACCESS & ATTACHMENT

Mars is considered the most potentially habitable planet after Earth. Access (and attachment) to Mars is said, by some, to be critical to the future of humankind

SHARED SERVICES

Jupiter is a gas giant that generates more heat than it receives from the sun. The goal of shared services, or Zone operations, is to help create efficiencies and reduce the burden on PCNs to develop and implement the Zone Service Plan

MENTAL HEALTH

The furthest planet from earth discovered by the unaided human eye, Saturn is known for its ring system. Like mental health, there is much left to be learned about this planet

ZONE PROGRAMS

Uranus was the first planet found with the aid of a telescope. Technology was also key to the creation of Zone programs. Alberta Find a Doctor is based on Google maps and Specialist Link uses a website interface

EMERGING ISSUES

There is one more planet in the solar system! Neptune is not visible to the unaided eye and is the only planet in the Solar System found by mathematical prediction rather than empirical observation! Neptune represents the things we don't yet know that will emerge from 2023-26

19 proposed projects

#1: Linkages

#2: Pathways

#3: Indigenous health scoping

#4: Establish common expectations

#5: Paneling & CII/CPAR

#6: Peer mentorship

#7: ASaP screening

#8: Health team tracking

#9: QI strategies

#10: H2H2H

#11 Coordinated attachment hub

#12: Access & attachment strategy

#13: Strategy development

#14: Business Unit operations

#15: Resource platform

#16: Centralized assessment scoping

#17: Centralized assessment implementation

#18: Alberta Find a Doctor

#19: Specialist Link



MISSION #1

Linkages, in collaboration with the Alberta Surgical Initiative

MISSION GOALS

- Support improvements to patient care by enhancing linkages between primary care physicians or nurse practitioners and specialists, from diagnosis to surgery to rehabilitation

MISSION SPECS

THE SOURCE:
Alberta Government /
Alberta Surgical Initiative

THE TARGET: 2023-26

THE FUEL REQUIRED:
Time, money, resources or
capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

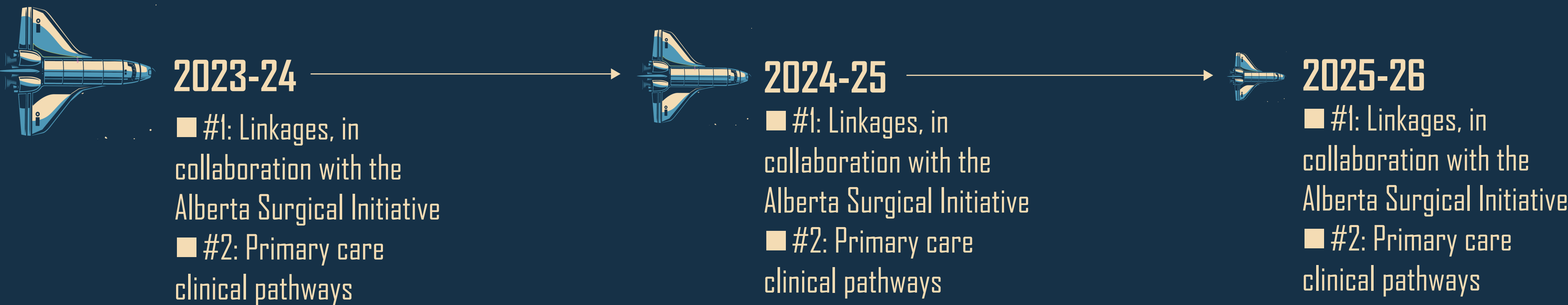
Legend:
Low = Requires 1 element
Medium = Requires 2 elements
High = Requires 3-4 elements

THE MISSION IMPACT:
Impact outcomes could have on
moving towards Zone mission

Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



MERCURY:
SPECIALTY
COLLABORATION

WHY MERCURY? Named after Mercurius, god of commerce, Mercury is the messenger of the gods and a mediator. Specialty collaboration supports communication between specialists and family doctors

MISSION #2

Primary care clinical pathways

MISSION GOALS

■ Leverage primary care clinical pathways as a knowledge translation and change management tool, to support care, understanding and capacity building for clinical conditions that are appropriate in the medical home



MISSION SPECS

THE SOURCE:
Specialty Integration Task Group

THE TARGET:
2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

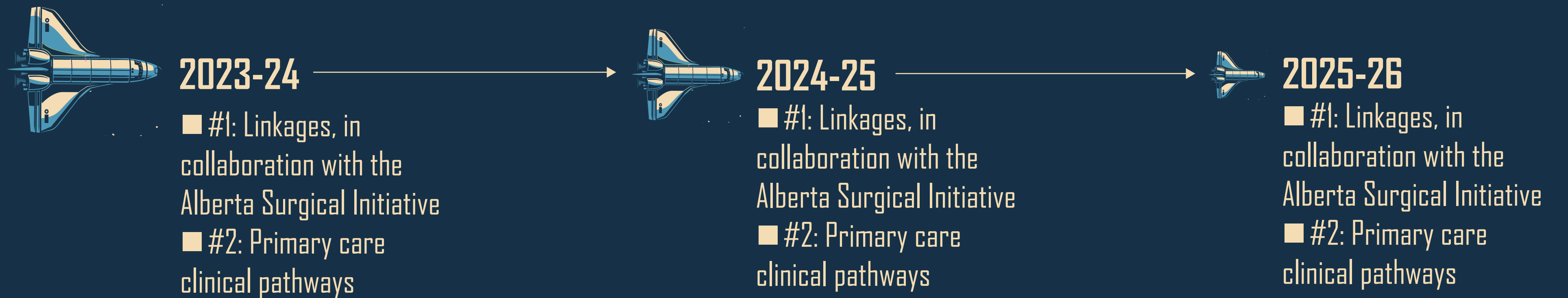
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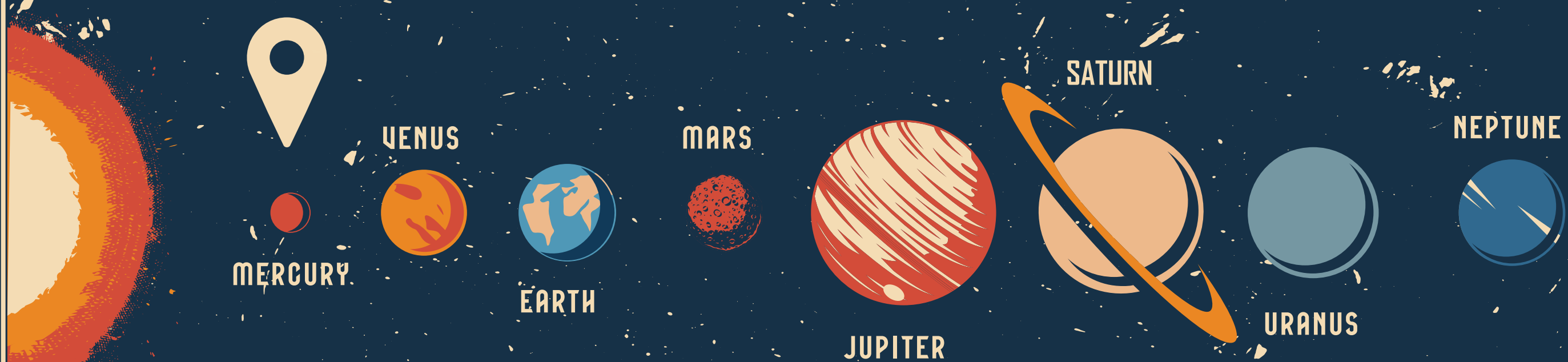
MISSION TIMELINE



MISSION MAP

MERCURY: SPECIALTY COLLABORATION

WHY MERCURY? Named after Mercurius, god of commerce, Mercury is the messenger of the gods and a mediator. Specialty collaboration supports communication between specialists and family doctors



MISSION #3

Indigenous health scoping group

MISSION GOALS

■ To identify recommendations for Calgary and area PCNs to support implementation of calls to action from the Truth and Reconciliation Commission, and the primary care components of the Calgary Zone Indigenous Health Strategy

Note: Implementation activities to be developed by scoping group



MISSION SPECS

THE SOURCE: Truth and Reconciliation Commission calls to action

THE TARGET: 2023-24

THE FUEL REQUIRED:

Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
Indigenous partners			
	Low	Med	High

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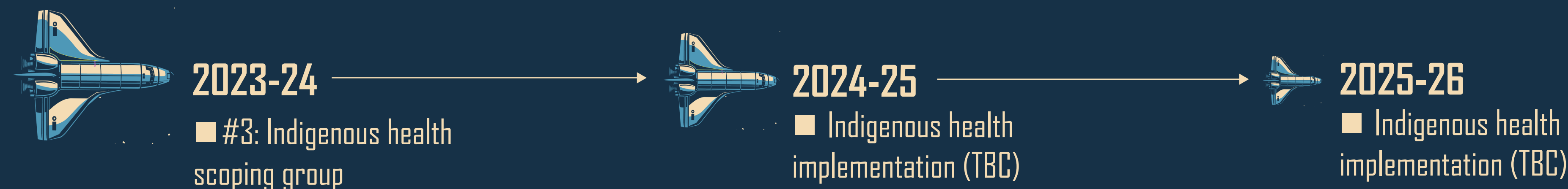
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Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient's Medical Home

MISSION TIMELINE



MISSION MAP



VENUS: INDIGENOUS HEALTH

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MISSION #4

Establish common expectations around Patient's Medical Home support for physicians

MISSION GOALS

- Support equitable access to similar Patient's Medical Home services across the Calgary Zone
- Establish a core set of principles for how PCNs resource clinics that are doing Patient's Medical Home work across the Zone
- Establish a standard reciprocal agreement for physicians in terms of what they provide to PCNs in return for Patient's Medical Home support



MISSION SPECS

THE SOURCE:
Patient's Medical Home Task Group

THE TARGET:
2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

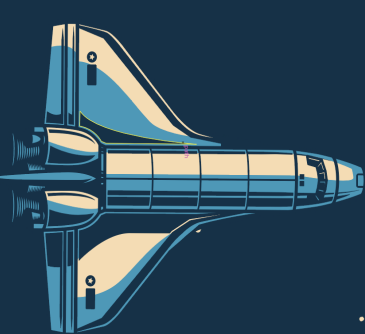
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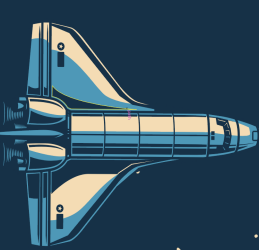
ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient's Medical Home

MISSION TIMELINE



2023-24

- #4: Establishing common expectations
- #5: Physician paneling & CII/CPAR adoption
- #6: Physician peer mentorship strategy
- #8: Standardized tracking of health team utilization



2024-25

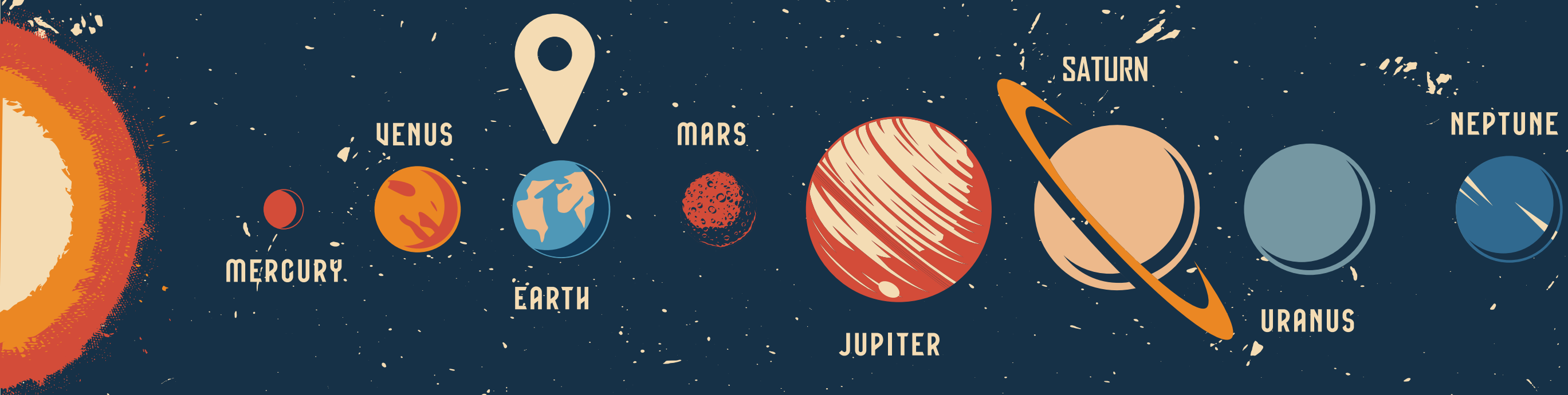
- #4: Establishing common expectations
- #7: Consolidating focus on ASaP screening, chronic diseases
- #9: Linking patient care approaches to quality improvement strategies



2025-26

- #4: Establishing common expectations
- #7: Consolidating focus on ASaP screening, chronic diseases
- #9: Linking patient care approaches to quality improvement strategies

MISSION MAP



EARTH:
COORDINATING
PATIENT'S
MEDICAL HOME

WHY EARTH? The only planet with life and liquid surface water, Earth is our home. Patient's Medical Home is our home in the health care system; the foundation on which our work is built

MISSION #5

Physician paneling and CII/CPAR adoption

MISSION GOALS

- Identify, develop, implement, and test strength-based approach(es) to supporting physician paneling and CII/CPAR adoption, with an emphasis on supporting physicians who are currently using a conformed EMR

MISSION SPECS

THE SOURCE:
Patient's Medical Home Task Group

THE TARGET:
2022-23

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

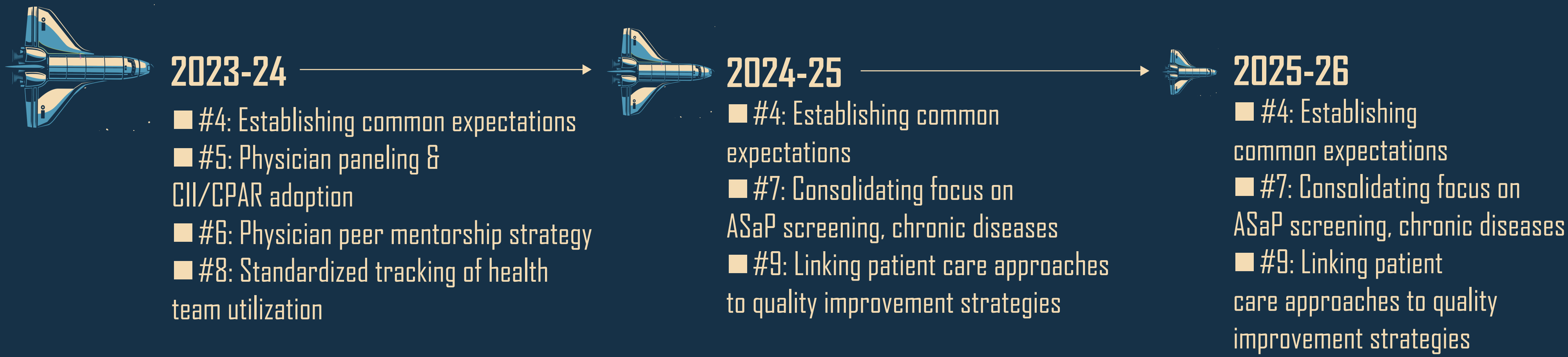
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ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient's Medical Home

MISSION TIMELINE

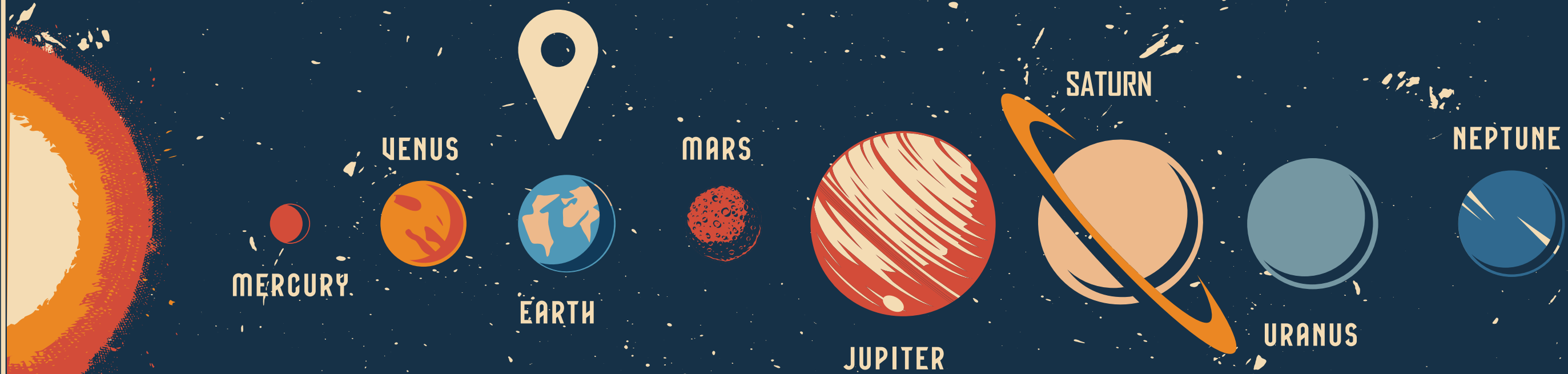


MISSION MAP



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MISSION #6

Physician peer mentorship strategy

MISSION GOALS

- Build a common strategy to recruit, train, coordinate, and utilize physician champions to support the activities aimed at strengthening each component of the Patient’s Medical Home

MISSION SPECS

THE SOURCE:
Patient’s Medical Home Task Group

THE TARGET:
2022-23

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

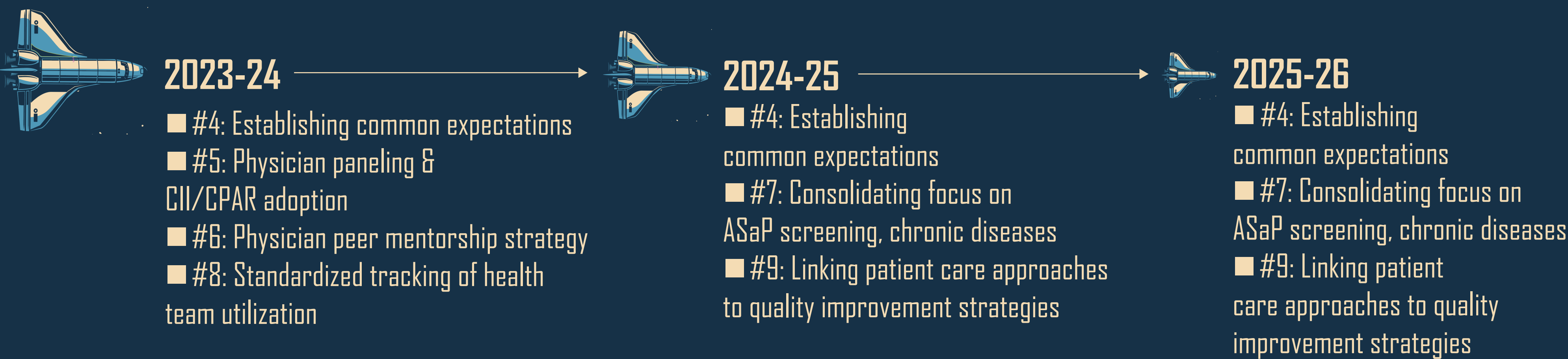
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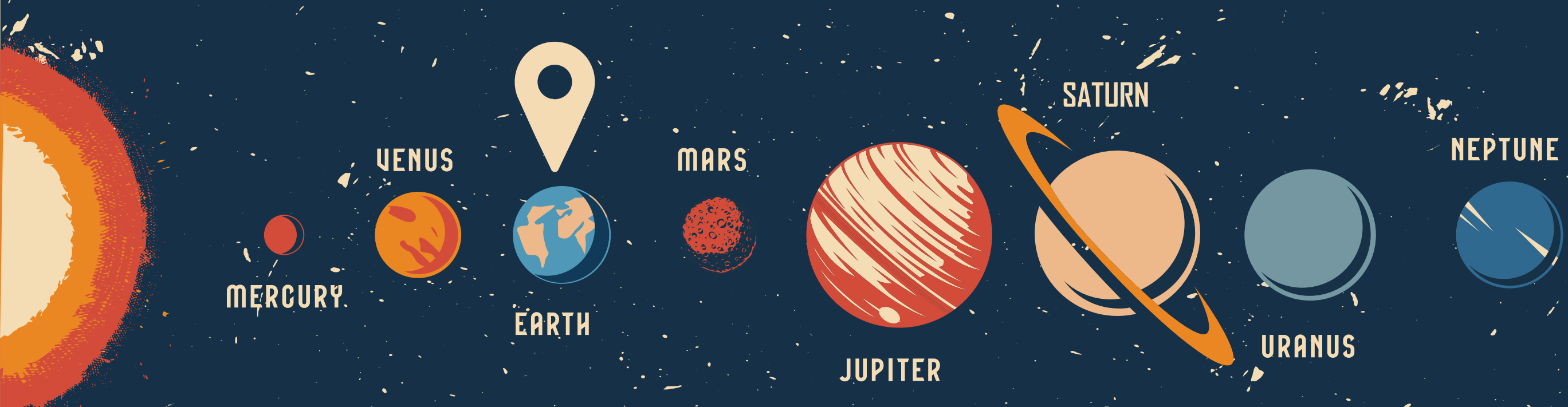
Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



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MISSION #7

Consolidating focus on Alberta Screening & Prevention (ASaP) screening and chronic diseases

MISSION GOALS

- Develop consistent evidence-informed care approaches while reducing low value care – incorporating shared decision making with patients – for 12 ASaP maneuvers and chronic diseases

MISSION SPECS

THE SOURCE:
Patient’s Medical Home Task Group

THE TARGET:
2024-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

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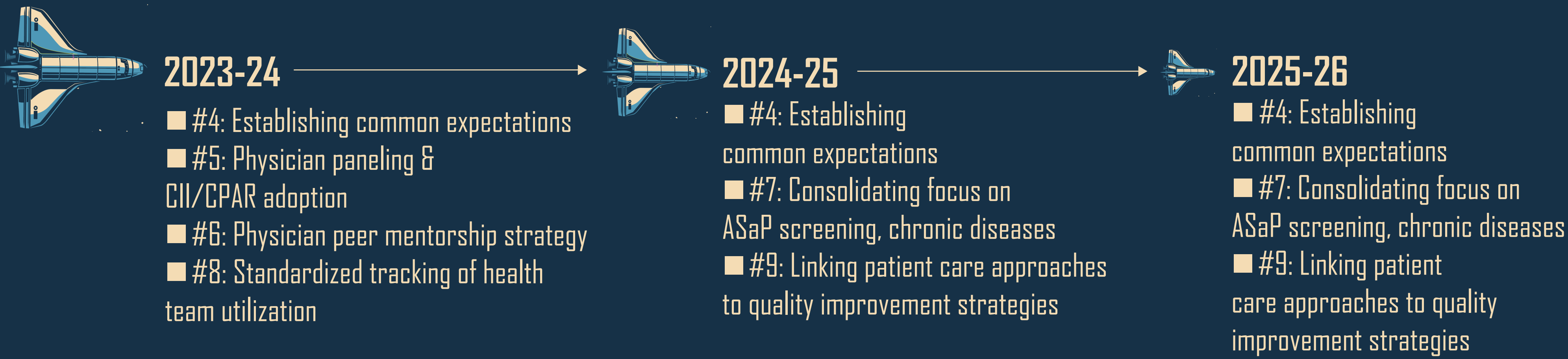
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Low	Med	High

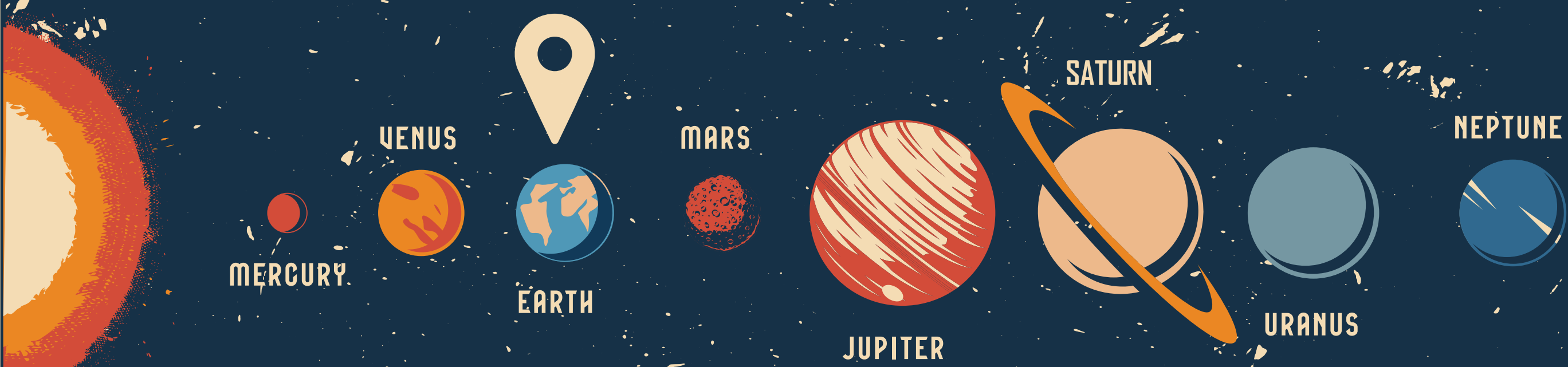


ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



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MISSION #8

Standardized tracking of health team utilization

MISSION GOALS

- Create a standardized method to collect, analyze, and report on the utilization of health team members in the Patient’s Medical Home

Note: The number of patients referred and supported, as well as the nature of the issues that health team members support, are key. This will not involve monitoring physicians



MISSION SPECS

THE SOURCE:
Patient’s Medical Home Task Group

THE TARGET:
2023-24

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

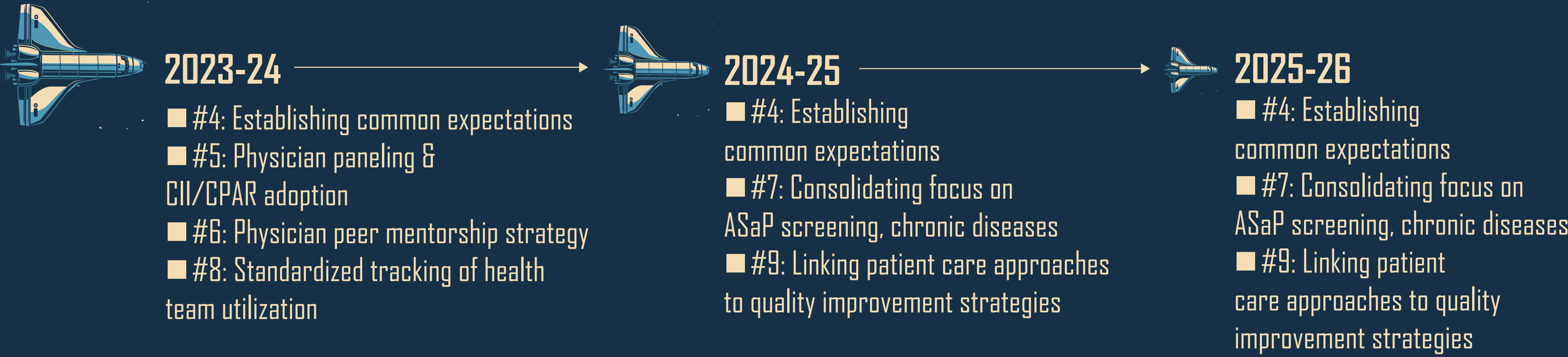
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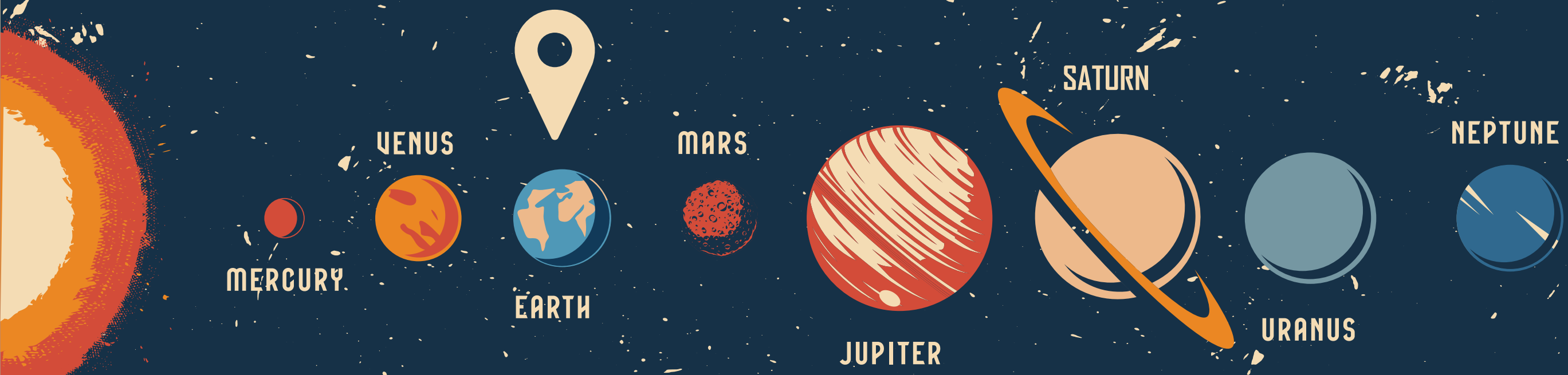
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ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



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MISSION #9

Linking patient care approaches to quality improvement strategies

MISSION GOALS

- Establish a coordinated, Zonal approach to quality improvement that enables consistent tracking and monitoring of quality improvement plans and projects
- Standardize quality improvement plans for Alberta Screening and Prevention screening and core chronic diseases

MISSION SPECS

THE SOURCE:
Patient’s Medical Home Task Group

THE TARGET:
2024-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

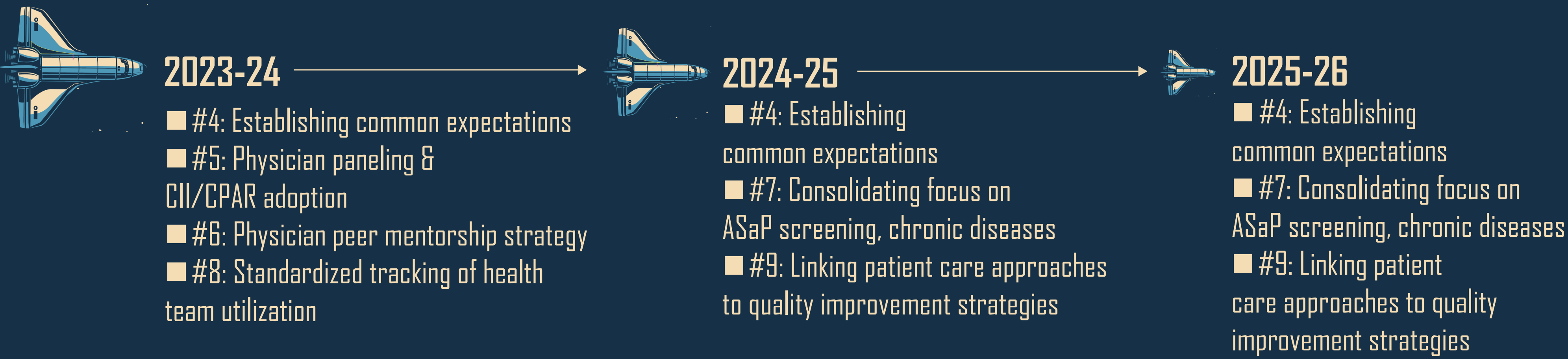
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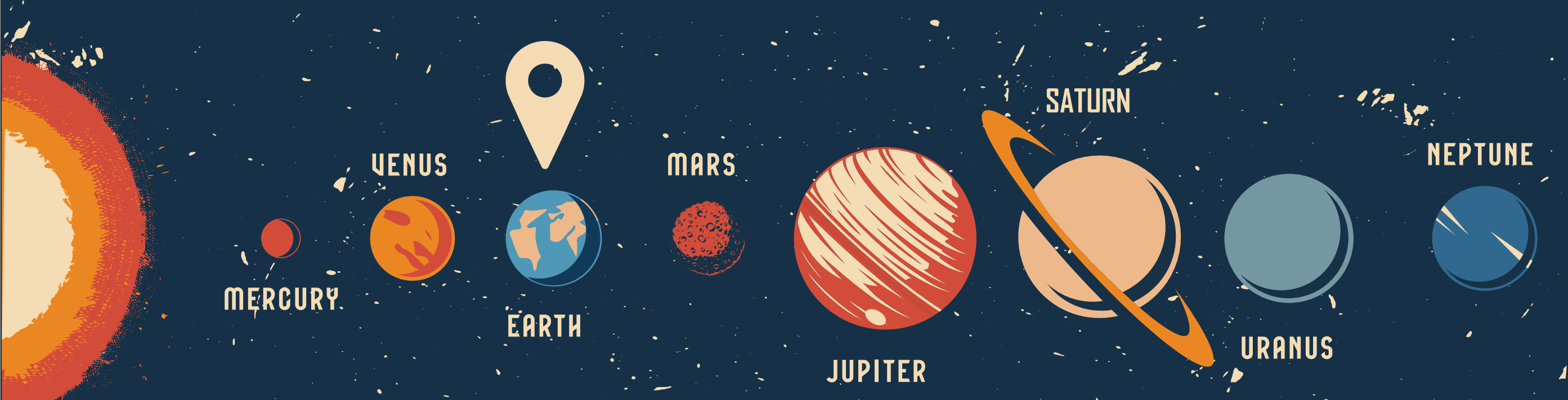
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MISSION TIMELINE



MISSION MAP



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MISSION #10

Home to Hospital to Home (H2H2H)

MISSION GOALS

To implement quality improvement projects that support H2H2H operationalization, including:

- Confirmation of primary care provider:
Two projects focused on best practices and knowledge translation – urban and rural
- Follow-up to primary care in the Calgary Zone:
Four projects focused on improving patient navigation



MISSION SPECS

THE SOURCE:
Alberta Government, Supported Transitions Task Group

THE TARGET:
2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

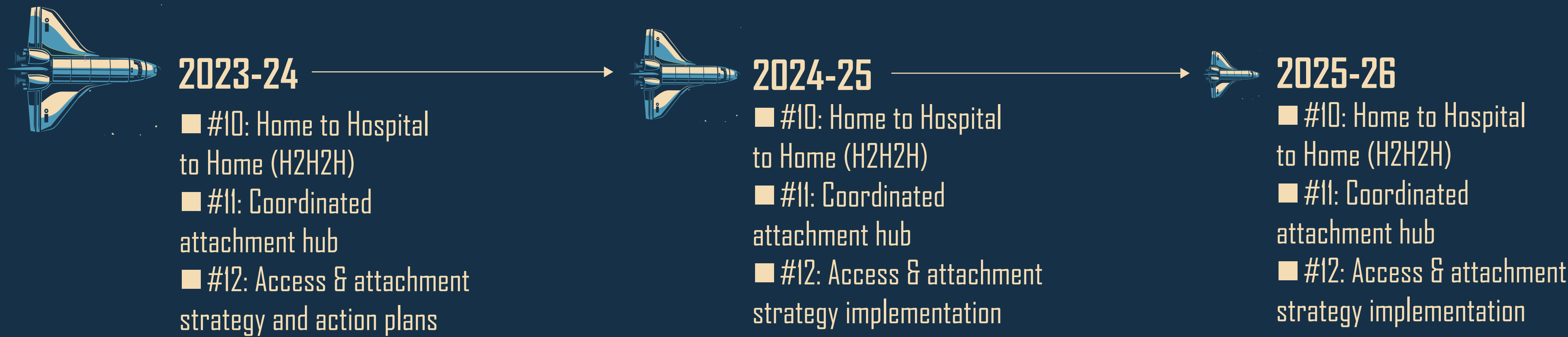
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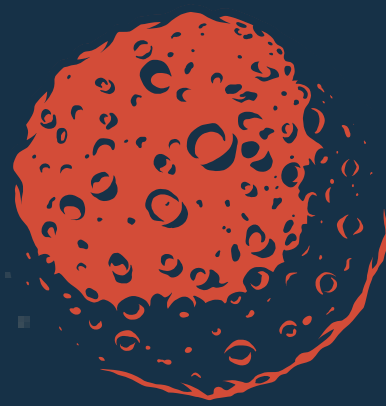
Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



MARS:
ACCESS & ATTACHMENT

WHY MARS? Mars is considered the most potentially habitable planet after Earth. Access (and attachment) to Mars is said, by some, to be critical to the future of mankind. Access and attachment is critical to the future of primary care

MISSION #11

Coordinated attachment hub

MISSION GOALS

■ Development and implementation of a coordinated attachment hub that brings together pilot projects and partnerships to maximize the potential for patients to be attached to a physician, nurse practitioner or team in the Calgary Zone



MISSION SPECS

THE SOURCE:
Alberta Find a Doctor, PCN data, Supported Transitions Task Group

THE TARGET:
2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

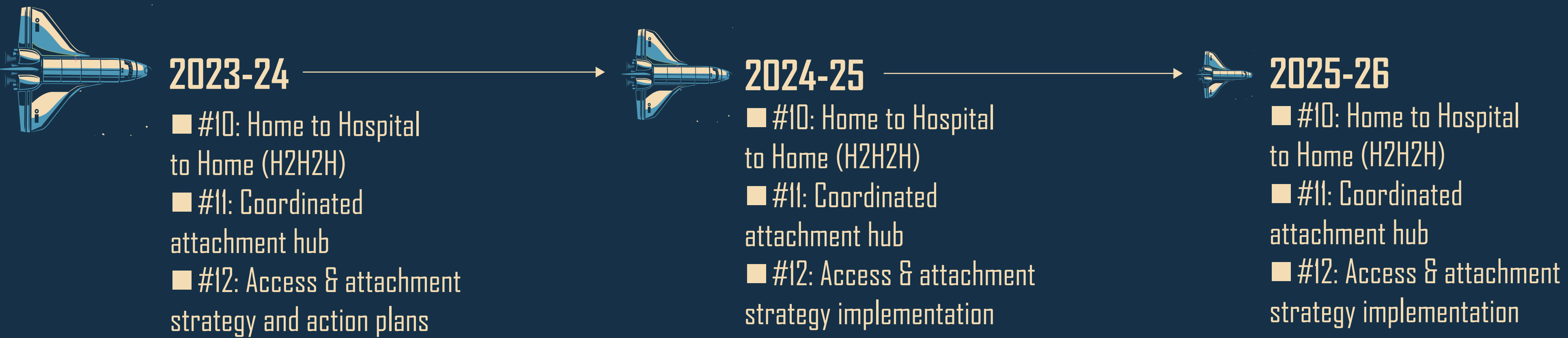
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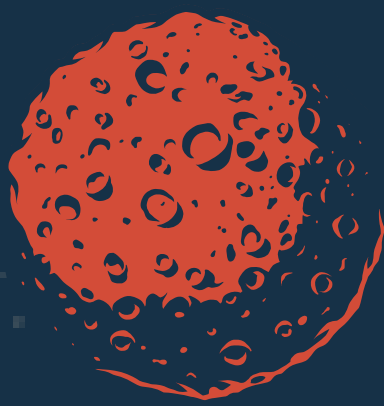
Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



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MISSION #12

Access & attachment strategy and action plans

MISSION GOALS

■ Development and implementation of an access and attachment strategy and action plans that maximize the availability of primary care for attached and unattached patients in Calgary and area

MISSION SPECS

THE SOURCE:
Alberta Find a Doctor, H2H2H, PCN data, Supported Transitions Task Group

THE TARGET: 2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

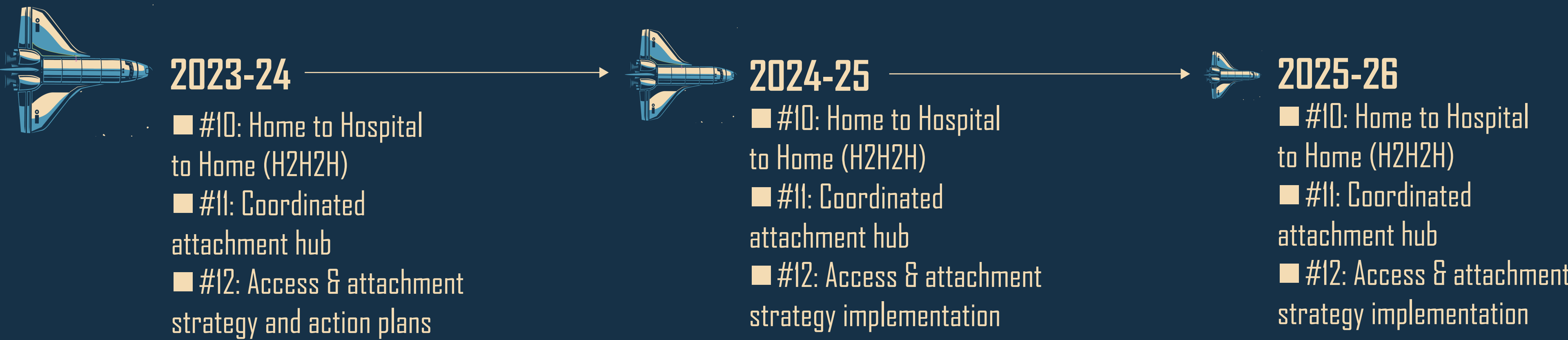
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MISSION TIMELINE



MISSION MAP



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MISSION #13

Calgary Zone primary care strategy development

MISSION GOALS

To create an overarching strategy to guide work conducted at the Calgary Zone level, which will:

- Articulate strategic objectives for the Calgary Zone
- Formulate strategic actions to support objective achievement

*Note: Strategy to guide implementation



MISSION SPECS

THE SOURCE:
Elevation Day 1.0 findings

THE TARGET:
2023-24

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

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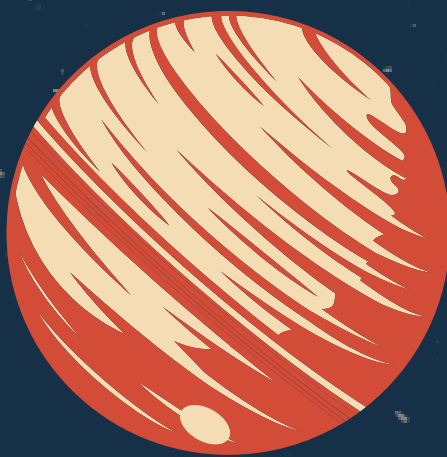
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MISSION TIMELINE



MISSION MAP



JUPITER: SHARED SERVICES

WHY JUPITER? Jupiter is a gas giant that generates more heat than it receives from the sun. The goal of shared services, or Zone operations, is to help create efficiencies and reduce the burden on PCNs to develop and implement the Zone Service Plan

MISSION #14

Business Unit operations

MISSION GOALS

■ Provide backbone support for Calgary Zone activities, maximize economies of scale, and facilitate collaboration across the Zone to be “better together”

MISSION SPECS

THE SOURCE:
Calgary Zone

THE TARGET:
2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
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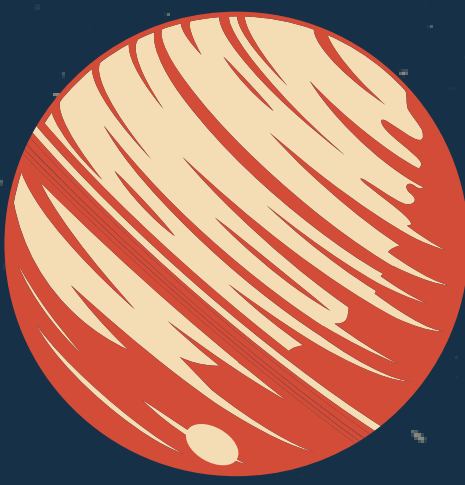
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MISSION TIMELINE



MISSION MAP



JUPITER:
SHARED
SERVICES

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MISSION #15

Resource platform
directory on
Specialist Link

MISSION GOALS

■ Increase accessibility to mental health resources for primary care, by making the Access Mental Health referral and program database available to family physicians and nurse practitioners in the Calgary Zone via the Specialist Link website



MISSION SPECS

THE SOURCE:
Mental Health Task Group

THE TARGET: 2022-23

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

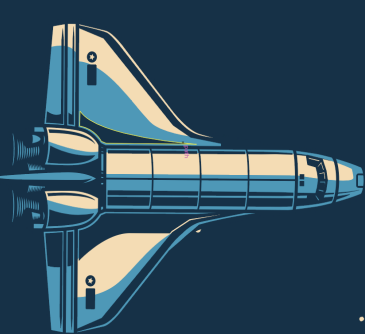
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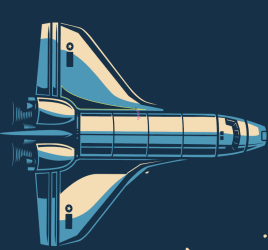
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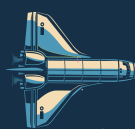
2023-24

■ #16: Mental health centralized assessment project scoping (TBC)



2024-25

■ #17: Mental health centralized assessment project implementation (TBC)



2025-26

■ #17: Mental health centralized assessment project implementation (TBC)

MISSION MAP



**SATURN:
MENTAL
HEALTH**

WHY SATURN? The furthest planet from earth discovered by the unaided human eye, Saturn is known for its ring system. Like mental health, there is much left to be learned about this planet, which has at least 83 moons, of which only 53 are named

MISSION #16

Centralized assessment project (scoping)

MISSION GOALS

■ Develop a proposal for a Zonal approach to mental health assessment for urgent mental health concerns that addresses the current challenges in the Calgary area. It should also maximize the current opportunities with an engaged specialist and available grant funding



MISSION SPECS

THE SOURCE:
Mental Health Task Group

THE TARGET: 2022-23

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Time, money, resources or capacity needed for mission

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PCNs			
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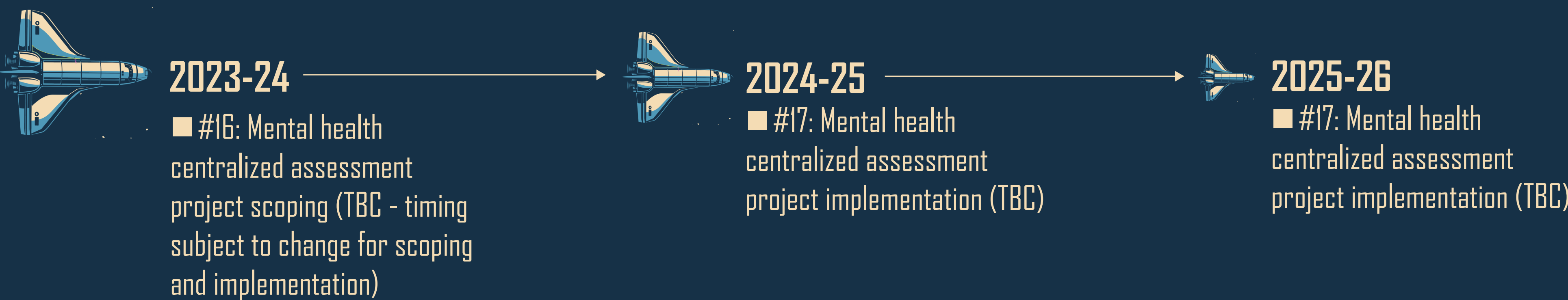
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MISSION TIMELINE



MISSION MAP



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MENTAL HEALTH

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MISSION #17

Centralized assessment project (implementation)

MISSION GOALS

■ Implement a Zonal approach to mental health assessment for urgent mental health concerns, based on the scoping project undertaken in 2022-23

*Note that fuel, impact and timing are projected and subject to change, based on the scoping project



MISSION SPECS

THE SOURCE:
Mental Health Task Group

THE TARGET: 2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

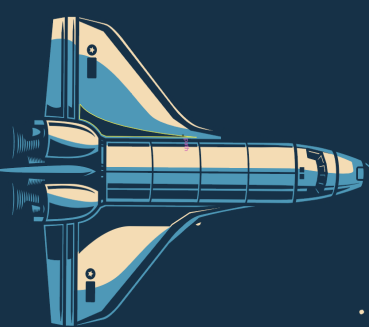
Legend:
Low = Requires 1 element
Medium = Requires 1+ elements
High = Requires 3-4 elements

THE MISSION IMPACT:
Impact outcomes could have on moving towards Zone mission

Low	Med	High

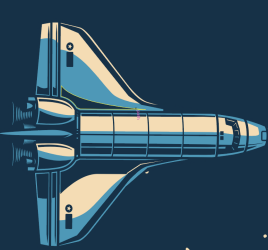
ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient's Medical Home

MISSION TIMELINE



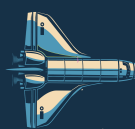
2023-24

■ #16: Mental health centralized assessment project scoping (TBC - timing subject to change for scoping and implementation)



2024-25

■ #17: Mental health centralized assessment project implementation (TBC)



2025-26

■ #17: Mental health centralized assessment project implementation (TBC)

MISSION MAP



SATURN:
MENTAL
HEALTH

WHY SATURN? The furthest planet from earth discovered by the unaided human eye, Saturn is known for its ring system. Like mental health, there is much left to be learned about this planet, which has at least 83 moons, of which only 53 are named

MISSION #18

Alberta Find a Doctor

MISSION GOALS

- Develop a strategic plan for Alberta Find a Doctor, which should include developing and implementing a sustainable plan to operationalize the website in collaboration with other Zones

MISSION SPECS

THE SOURCE:
Supported Transitions Task Group,
Alberta Find a Doctor Provincial
Steering Committee

THE TARGET: 2023-24

THE FUEL REQUIRED:
Time, money, resources or
capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

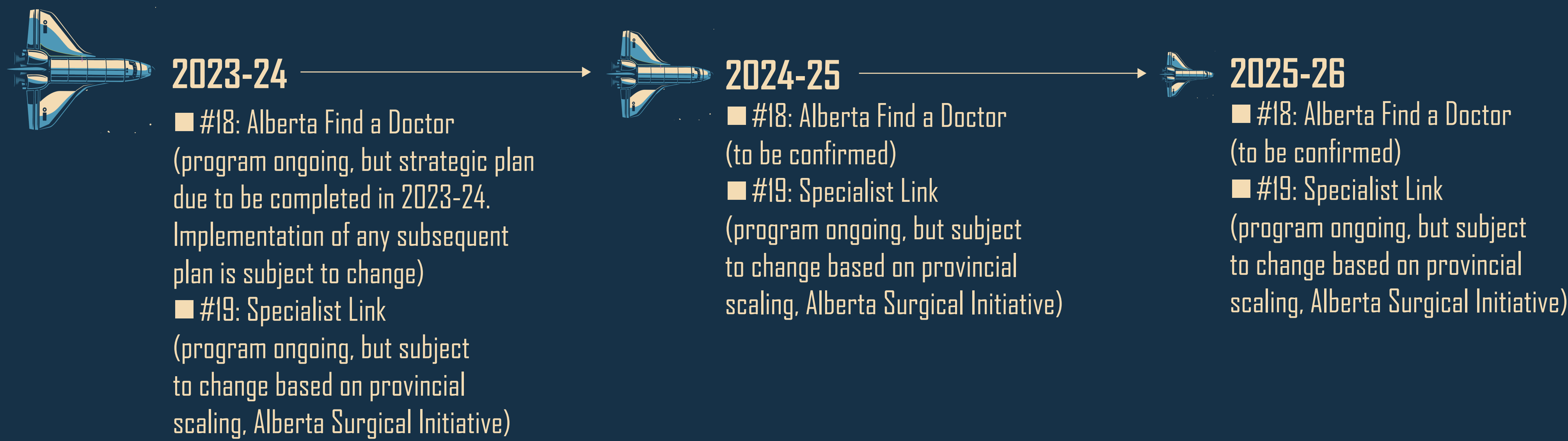
Legend:
Low = Requires 1 element
Medium = Requires 2 elements
High = Requires 3-4 elements

THE MISSION IMPACT:
Impact outcomes could have on
moving towards Zone mission

Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient's Medical Home

MISSION TIMELINE



MISSION MAP



URANUS:
ZONE
PROGRAMS

WHY URANUS? Uranus was the first planet found with the aid of a telescope. Technology was also fundamental to the creation of Zone programs. Alberta Find a Doctor is based on Google maps and Specialist Link uses a website interface to connect doctors and specialists

MISSION Specialist Link

#19

MISSION GOALS

- Support sustainable operations of Specialist Link in the Calgary Zone while supporting the provincial scale of tele-advice through the Alberta Surgical Initiative

MISSION SPECS

THE SOURCE:
Specialty Integration Task Group

THE TARGET: 2023-26

THE FUEL REQUIRED:
Time, money, resources or capacity needed for mission

Clinics			
PCNs			
Biz Unit			
	Low	Med	High

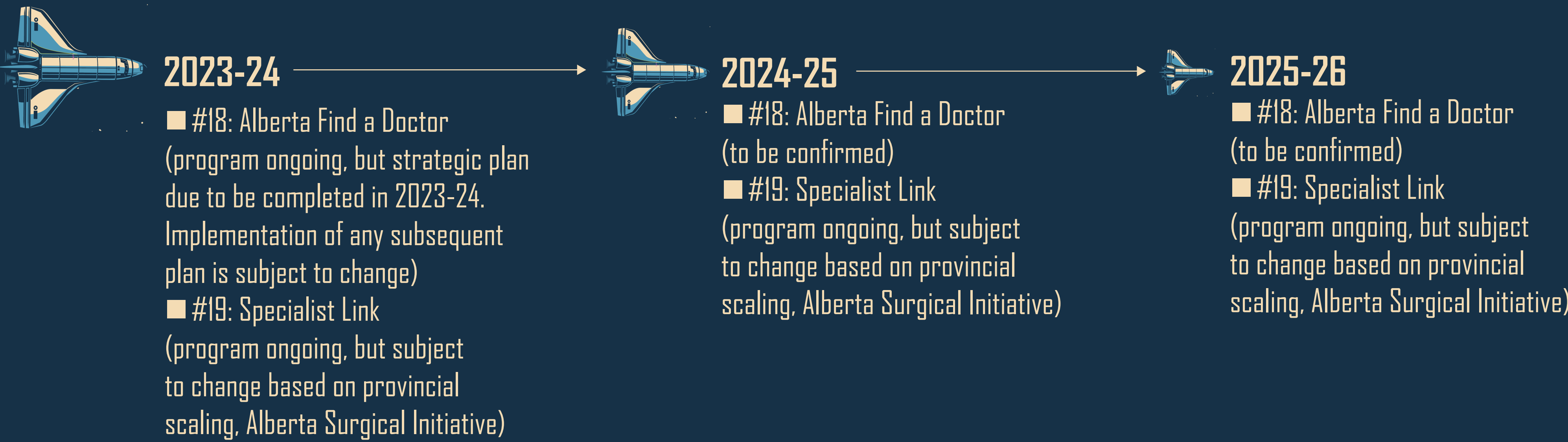
Legend:
Low = Requires 1 element
Medium = Requires 2 elements
High = Requires 3-4 elements

THE MISSION IMPACT:
Impact outcomes could have on moving towards Zone mission

Low	Med	High

ZONE MISSION: Leveraging our strengths and sharing our resources, to better serve patients through the Patient’s Medical Home

MISSION TIMELINE



MISSION MAP



URANUS:
ZONE
PROGRAMS

WHY URANUS? Uranus was the first planet found with the aid of a telescope. Technology was also fundamental to the creation of Zone programs. Alberta Find a Doctor is based on Google maps and Specialist Link uses a website interface to connect doctors and specialists