

PRIMARY CARE pulse check

Calgary Zone Webinar:
Tuesday, September 29, 2020



Primary care
**PULSE
CHECK**

PRIMARY CARE PULSE CHECK

WEBINAR OVERVIEW



Agenda

1. Introduction
2. Pulse Check panel
3. Survey results, discussion
4. Closing remarks
5. Next webinar, evaluation form, certificate of attendance



1. INTRODUCTION

WEBINAR OVERVIEW



With Dr. Rick Ward

- Tonight's topic: Primary Care Pulse Check
- To what extent has COVID-19 challenged family physicians and nurse practitioners personally and professionally?
- How has it changed the way in which we practice or treat our patients?
- Survey distributed last week



2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Jeremy Beach



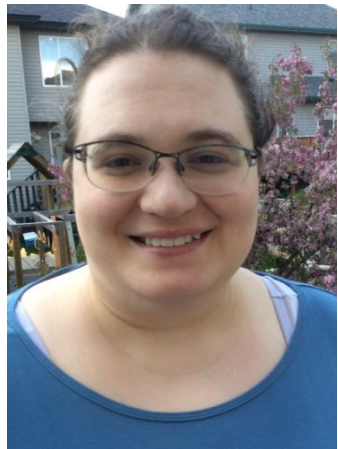
Dr. Paul Boucher



Dr. Michael From



Dr. Christine Luelo



Dr. Kathleen Moncrieff



Dr. Tina Nicholson



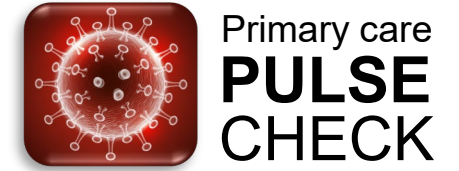
Dr. Rick Ward



Fleur Yumol

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Jeremy Beach

Assistant Registrar

Physician Health Monitoring Program

College of Physicians and Surgeons of Alberta

Disclosures:

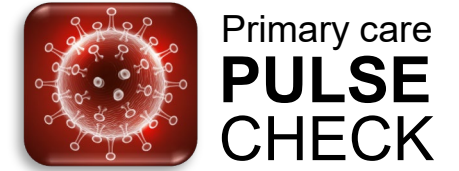
- I am a paid employee of the CPSA and that is likely to affect my opinions
- I do some work for an organisation called ACGIH (American Conference of Governmental Industrial Hygienists) which provides guidance around workplace exposures to hazards. This is unpaid
- I have in the past received research funding from Alberta WCB and Alberta OH&S

CPSA reopening practice document: http://www.cpsa.ca/wp-content/uploads/2020/05/AP_COVID-19-Reopening-Practice.pdf

Resources for physicians: <http://www.cpsa.ca/resources-for-physicians-during-covid-19/>

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Paul Boucher

President-Elect

Alberta Medical Association

No disclosures

- Dr. Boucher has served on the AMA Board of Directors for eight years
- He has served on many internal and external committees such as Nominating Committee, Executive Committee and the Provincial Physician Liaison Forum
- He also served a term as president of the Section of Intensive Care.

Virtual care resources: <https://www.albertadoctors.org/leaders-partners/ehealth/virtual-care>

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Michael From
Family Physician
Carstairs

No disclosures

- Michael From is a community pediatrician working out of the Snowy Owl Medical Clinic in Carstairs
- He grew up in the nearby town of Didsbury and he is passionate about rural medicine
- His practice consists of a mixture between specialty patients and primary care patients
- His hobbies include photography, golf, and playing the board game Settlers of Catan

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Christine Luelo

Family Physician

McKenzie Family Practice

Calgary Zone Medical Co-Chair

Medical Director, South Calgary PCN

Disclosures:

Honoraria, other rewards: Medical Director,
South Calgary Primary Care Network

Speakers' Bureaux, advisory boards: College of Physicians
and Surgeons of Alberta Assessment Program Advisory
Committee

Grants, clinical trials: Medical Lead PHC ORI (Primary
Health Care Opioid Response Initiative), Calgary Zone

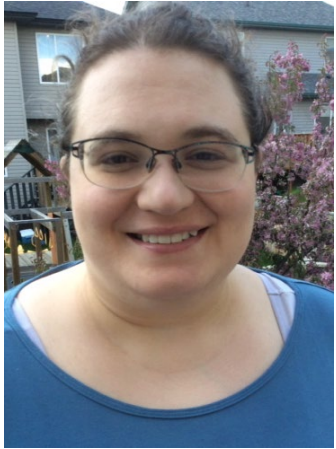
Patents, royalties: None

Investments in health organizations: TELUS (common
shares)

Other influential affiliations: None

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Disclosures: None

Dr. Kathleen Moncrieff

Family Physician

Sunridge Family Medicine Teaching Centre

(3rd year of practice)

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



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Dr. Tina Nicholson

Family Physician

Cochrane Primary Care Centre

(32 years of practice)

Disclosures:

- Honoraria from CanReach as faculty;
- Elvium and Purdue Pharmaceuticals
- Medical Lead, Health Home Community, Calgary Foothills PCN
- Medical Director, Family Physician engagement, offices of CME & CPD and Physician Learning Program, University of Calgary

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Dr. Rick Ward

Family Physician

Crowfoot Village Family Practice

Medical Director, Primary Care,

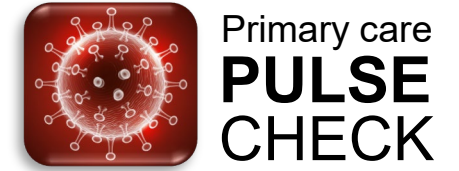
Alberta Health Services (Calgary Zone)

Disclosures:

- Shire
- Pfizer
- Merck
- BI
- AZ
- Janssen
- Takeda
- Servier
- BMS

2. PULSE CHECK PANEL

WEBINAR SPEAKERS



Fleur Yumol

Clinical Social Worker

Physician and Family Support Program
(Alberta Medical Association)

Disclosures:

- Physician and Family Support Program
- Fleur has spent more than 20 years working with physicians through the Physician and Family Support Program
- She has worked as a therapist and is now the administrator of the 24/7/365 support line
- She has a passion for people and organizations and recently started her own boutique organizational wellness company

Physician and Family Support Program: 1.877.767.4637

Confidential support line – 24/7/365

3. SURVEY RESULTS

OVERVIEW



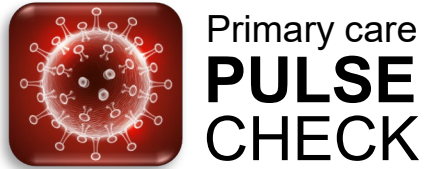
Scope of survey

- Distributed to 1,300 Family Physician, Nurse Practitioner and Pediatrician Primary Care Network members in Calgary Zone one week ago
- Response rate about 25% (n = 351)
- Multidisciplinary teams, non-physician PCN leadership and primary care providers outside the Calgary Zone were excluded



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SURVEY RESULTS



General level of emotional health since COVID-19 started?

Answers	Percentage
Great place – much better than before	2.3%
Pretty good – some better	5.1%
About the same as pre -pandemic	10.5%
A bit worse than before pandemic	46.4%
Significant decrease in the quality and enjoyment of my life	35.6%

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SURVEY RESULTS



What is the source of stress?

Source	Weighted ranking	% reporting 'high or overwhelming stress'
Restricted recreation + lifestyle (travel, meeting friends etc.)	1	35.1%
Running my practice	2	27.1%
Balancing demands of practice and family	3	27.9%
Financial security	4	26.8%
Wellbeing of family	5	18.8%
Personal safety from COVID-19	6	12.2%
Personal safety from patient violence	7	7.4%

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SURVEY RESULTS



What is the source of practice-related stress?

Source	Weighted ranking	% reporting 'high or overwhelming stress'
Financial viability of my practice	1	37%
Changes in how I am delivering care (example – virtual care)	2	25.4%
Complexity of patients	3	24.2%
Personal exposure to COVID-19	4	11.7%
Access to multidisciplinary team	5	10%
Lack of patient volumes	6	8.5%

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SURVEY RESULTS

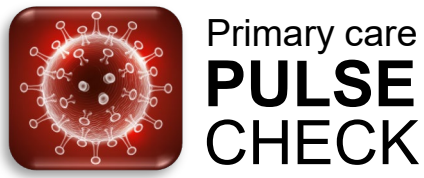


What was the impact of the following events?

Domain	Positive Impact	No impact	Strongly negative impact
Conflict between AMA and Government	0%	0.4%	77.2%
Changes to billing rules	1.7%	6%	46.7%
Changing office structure to respond to pandemic	2.6%	8.3%	15.4%
Changing patient demands due to pandemic	1.4%	8%	15.1%
Fear of contracting COVID-19	1.4%	16%	10%
Providing virtual care	18.2%	6.3%	8.3%
Changes to family routines	7.1%	13.1%	9.4%

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SURVEY RESULTS

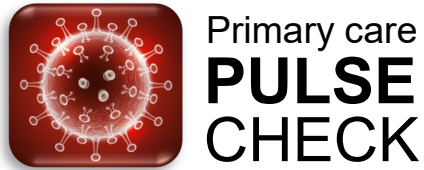


Compared to pre-pandemic times, what is your practice like now?

Responses	Percentage
Virtual care encouraged, face to face visits when appropriate	74.6%
I've gone back to the way I practiced before the pandemic	16.8%
I'm winding down my practice	7.4%
Only virtual care	1.1%

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SURVEY RESULTS



Which statements apply to how you feel about virtual care?

Statement	Percentage
Current payment models do not support its use	77.5%
Many patients enjoy and now expect virtual care	67%
I dislike providing care this way	35.6%
I don't feel comfortable providing care this way	27.9%
My patients feel resentful about being forced to receive care this way	8.8%
Enabled me to reduce expenses and practice more flexibly	8%
No opinion	2.6%

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SURVEY RESULTS



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What one thing has been protective for you – emotionally, financially or spiritually – to get you through the past 6 months?

kids Strong faith outside Increased GOD physician able children meditation practice
husband group home nature good community supportive spending time
family friends keep faith love support less work
family relationships exercise together family
Supportive spouse colleagues well friends going
Family support great time Regular exercise partner outdoors
Support family relationship patients stress Strong live spouse Spirituality
try alone close working home Hope Staying connected Spiritually

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SURVEY RESULTS



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What has been the greatest impactful change for you in the past 6 months – good or bad?

seeing respected home decreased manage lot virtual provinces demands way new harder
conflict close will situation move help billing parents clinics Ongoing doctors hours take
Financial insecurity Uncertainty virtual visits less value increased difficult made
without need s care children covid call stress give family one
Bad Decreased income **virtual care** restrictions
patients reduced **government** loss income **work**
longer **changes** However **feel** able **practice** unable **time**
people **good** concern **income** volume **physicians** risk **pandemic**
work home NOW provincial government due health care realizing cut much issues worry
leave expectations also Alberta lead Financial many plan health provide disrespected
spending time pay us want Loss outside things m life future

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SURVEY RESULTS



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What message do you have for PCN and AHS primary care leadership about the past 6 months?

information life community ongoing Please person try current clinics effort especially hit
makes months way resources provide excellent patient care lot going PCN AHS
continue None health care seen advocate respect leadership taken help
great COVID plan us coming primary care family physicians
changes years Thanks hours feel family PCN updates
physicians billing government challenges
support pay need one patients AMA work well
virtual care support physicians good bad practice issues
time webinars care important AHS UCP appreciate really doctors team
Thank support great job stress positive pandemic financially will things fighting
personal supportive leave S deal Keep now many helpful help us want increased system
PPE see patients longer know

5. NEXT WEBINAR

CALGARY ZONE SERIES



Help us choose topic for next COVID-19/mental health webinar

- Ideas received to date include:
 - COVID-19 clinical biases
 - COVID-19 pearls
 - How to support parents
- Next webinars in series scheduled for
 - Monday, October 19
 - Monday, November 23
- Share your topic ideas via evaluation form receive certificate of attendance:

<https://survey.albertahealthservices.ca/TakeSurvey.aspx?SurveyID=mlL0l89K3>

