Developing a structured approach to A&F for physician groups

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Vision

To focus and customize physician professional development to achieve the best possible outcomes for Albertans

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Objectives

- Describe our group facilitated feedback model and the evidence used to create it

- Demonstrate how the model is being pragmatically used in different physician populations

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Funding and Operations

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Strategic Partnerships

Resources

PLP Process
Supports Physician Learning & Improved Patient Care

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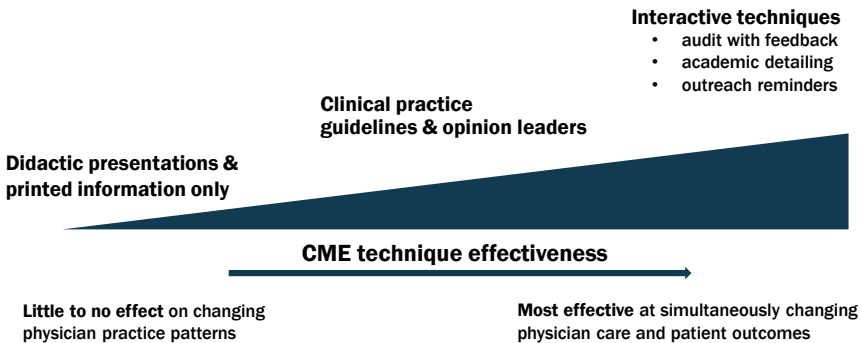---
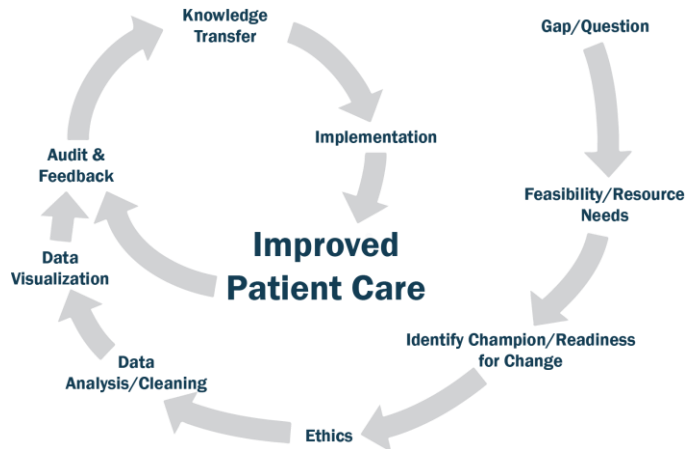
CME Techniques
Evaluated CME techniques to determine the spectrum from most to least-effective
(formal meta-analysis or other systematic reviews N=26)

Interactive techniques
- audit with feedback
- academic detailing
- outreach reminders

Clinical practice guidelines & opinion leaders

Didactic presentations & printed information only

CME technique effectiveness

Little to no effect on changing physician practice patterns

Most effective at simultaneously changing physician care and patient outcomes

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Bloom B. Intl J Tech Assess Health Care 2005; 21 (3): 380–385

Evidence-Informed Feedback Model

What makes PLP unique?

The Data
- Physician's practice specific data
- Aggregate data to allow comparison to peers
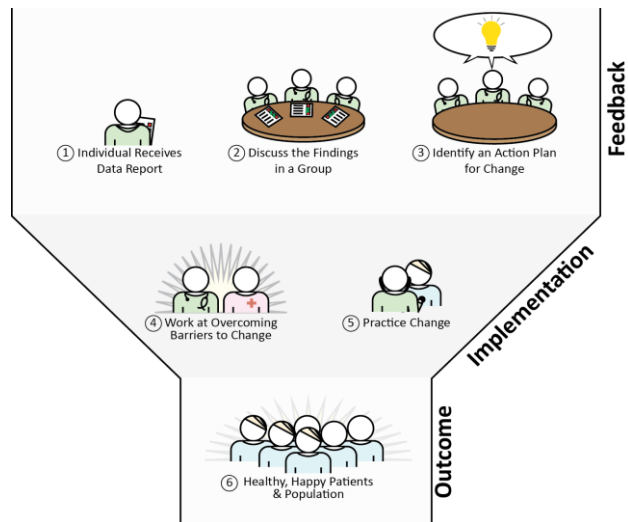
The Approach
- Driven by physicians
- Supported by PLP resources
- Confidential & non-judgmental
- Includes facilitated A&F <u>in groups</u>
- Commitment to change with defined action plans
- Eligible for self-directed CPD credits

So what does this look like in reality?

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Audit & Feedback Interventions

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Pragmatic tips for a Feedback Session

Preparation
- ☐ Identify local champions (2-3)
- ☐ Choose clinical questions where there is the strong evidence and the greatest room for improvement/achievable benchmarks

Explore Reactions & Content
- ☐ Normalize reactions to data
- ☐ Acknowledge data limitations
- ☐ Safe, learning environment
- ☐ Encourage local champions to share their data/practice
- ☐ Support reflection and interpretation of data related to evidence & local context
- ☐ Coach – developing action plans and leveraging successes

Action Plan
- ☐ Identify successes & keys to success
- ☐ Identify opportunities for improvement & potential barriers
- ☐ Group talk/brainstorm – flipcharts, whiteboard
- ☐ Action plans supported by logic models

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Antipsychotic Use in the Elderly

Physicians

Teams

Multi-Disciplinary Teams
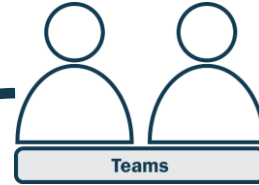
B-Safe
Hospitalists at all four adult hospitals
  138 hospitalists, 68 consented

All patients ≥ 70 years old
  6970 patient encounters

Data sources
  Integrated EHR
  Provincial Pharmacy Information Network

Seniors Health SCN
Significant pre-work to foster team approach
  6 supported living sites, 40 participants

Care site level aggregate data - all patients receiving antipsychotics with no diagnosis
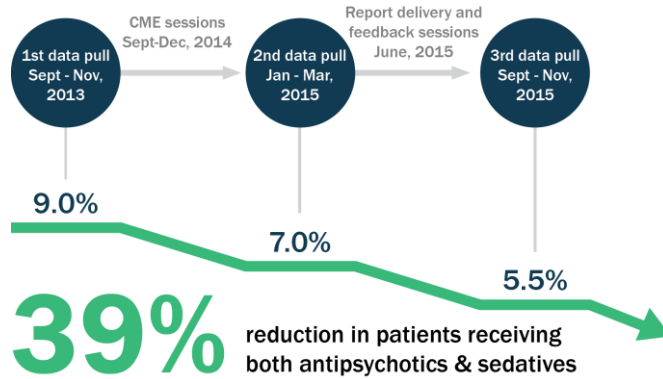
Data sources
  Provincial Pharmacy Information Network

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Best Sedative and Antipsychotics For the Elderly (B-SAFE)

Percent of patients receiving both antipsychotics and sedatives

Seniors SCN project

# Family Physician Engagement

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Choosing Wisely Recommendations for the Family Physician

Choosing Wisely Recommendations :

- Do not repeat DEXA scans less than 2 years apart

- Do not order DEXA screening on low risk patients

- Don't do imaging for lower back pain unless red flags are present

- Don't screen women with Pap smears if under 21 years of age or over 69 years of age

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Choosing Wisely Recommendations for the Family Physician
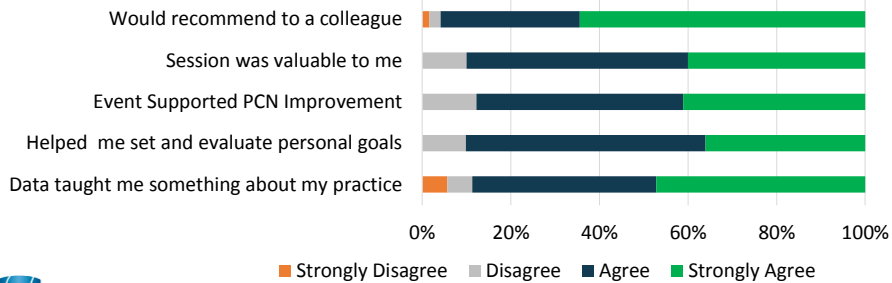
Pearls

Co-develop pragmatic action plans

Align action plan with clinicians value/norms

Repeated feedback sessions

Repeated measurement/ sustainability

Next Steps

Compare effectiveness and value of variations in A&F
Opioid prescribing – collaboration with College of Physicians and Surgeons of Alberta (CPSA)

Data reports alone – MD Snapshot reports from CPSA – mailed and electronically disseminated

Traditional A&F

A&F with explanation of data

Educational webinar - supporting release to walkthrough data reports

Workshop at a conference – participants bring reports and discuss in a small group setting

A&F in group setting

Audit and Facilitated Feedback

PLP's small group, multi-disciplinary team, facilitated feedback session

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