

MYQ PROGRAM OVERVIEW



The Family Practice Renewal Program (FPRP) is a joint initiative of the Department of Health and Community Services (DHCS) and Newfoundland and Labrador Medical Association (NLMA), with a mission to transform family practice for better health. One of its key initiatives is the MyQ Quality in Family Practice program, which aims to develop a comprehensive and sustainable education and support program for family physicians and clinic staff in Newfoundland and Labrador (NL). Health Innovation Group (HIG) and Memorial University of Newfoundland (MUN) have been contracted to deliver on this initiative.

Environmental Scan

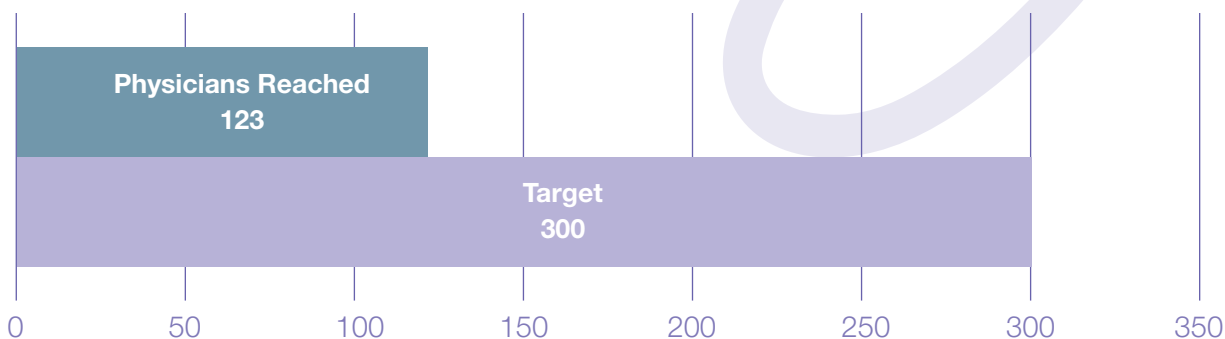
In 2019, in Phase 1 of the MyQ Program, an environmental scan was conducted to identify the specific needs of NL physicians and how to tailor the MyQ program to support the mission of the NLMA and DHCS. The data collection included a literature review, family physician focus groups, a patient representative focus group and key stakeholder interviews.

Initiative Target

The target is to engage 300 family physicians and their staff in the MyQ initiative by 2022. The goal is to engage physicians in quality improvement or building awareness and readiness for future quality improvement opportunities, using multiple approaches:

- Group Expedition Series
- Facilitated Virtual Mini-Series
- Self-Directed Online Learning Modules
- MyQ Physician Network
- Lunch and Learn Sessions
- Local, practice-specific initiatives, other workshops, information sessions, or presentations
- Developing tailored tools, e.g., Tip sheets

Physicians Participating in MyQ Program as of June 30, 2021





Group Expedition Series

This is an enriched learning activity for physicians and their staff. It takes place over one year in a group learning environment. It consists of six learning sessions and five one-hour webinar calls.

Supports include:

1. A dedicated practice facilitator
2. A MyQ EMR and Proxy Panel Report to provide information on practice patterns and trends related to patient population

Due to the pandemic, this offering has been adapted to take place virtually.

Topics

- Know Your Patient Panel
- Improve Access and Flow
- Scheduling for Success
- Improve Clinical Care
- Optimize Team-based Care



Facilitated Mini-Programs

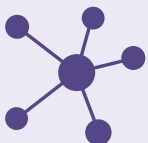
The three, 2-hour, virtual Mini-Programs offer physicians and primary care teams a quick and effective guided learning experience focused on improving processes to better patient outcomes.

Supports include:

1. A dedicated practice facilitator
2. A MyQ EMR Panel Report to provide information on practice patterns and trends related to patient population

Topics

- So Many Patients, Not Enough Me
- Home on Time
- Caring for My Patients' Common Issues



MyQ Physician Network

A network of physician champions participating in shared learning and collaboration with others.

Topics

- Post-Vacation Scheduling
- Engage your clinic teams in QI
- The power of clinical huddles
- Move through the change cycle
- Continuity and Access: Why it Matters for you
- At a glance: Balancing Supply and Demand
- Lead from where you are
- Rapid fire fix to reduce demand



Self-Directed Online Resources

These self-directed online modules are available to all family practice learners.

Online Module 1: 'Quality is My Practice'

Step-by-Step guide to test and implement improvements, operational or clinical, using the 'Sequence to Achieve Change' (STAC)

Online Module 2: 'Scheduling for Success'

Understanding the impact of scheduling routines and will support learners to select the appointment method to best meet their clinical needs in a patient-centred way.

MyQ PRACTICE FACILITATOR TRAINING

Goal and Levels of Learning

The MyQ practice facilitator (PF) learning plan supports MyQ PFs to build their competencies and skills to work effectively with Newfoundland and Labrador (NL) primary care practices and engage in continuous quality improvement. At the start of their journey as MyQ PF, a self-assessment is completed to understand their current knowledge and skills. The questions in the assessment have a response across four levels – emerging, core, accomplished and advanced – which captures the increasing levels of complexity in the practice facilitation work. Understanding the four levels of knowledge helps identify the specific learning needs. At the mid-way point of the MyQ program (July 2021), the PFs updated this assessment to ensure that their learning needs are being met and to identify any new, emerging needs.

Development of the MyQ Practice Facilitator Learning Plan

The MyQ Practice Facilitator learning plan incorporates the key principles of adult learning, as outlined by Knowles.¹ The curriculum builds and expands on the best available evidence to support the capacity building for practice facilitation and is complemented by the knowledge of the MyQ Senior Experts.

LEARNING STRATEGIES

MyQ Group learning sessions

MyQ PFs have a weekly 90 min session, which is topic-specific and combines didactic teaching with an interactive and action-oriented component. These sessions are supported by MyQ physician leads, to help discuss issues from a 'clinician perspective' and brainstorm ways to understand and support their practices. The agendas are set by a MyQ Senior Advisor and the MyQ PF team lead. Further group training is provided in a bi-monthly deep dive on specific content as it relates to the MyQ Expedition and Mini-Program Series. MyQ PFs also hold a weekly team huddle allowing for peer-to-peer learning.

MyQ Individual learning sessions

MyQ PFs have the option to meet with individual Health Innovation Group (HIG) content experts. These ad-hoc sessions are problem-oriented and provide the MyQ practice facilitators with the opportunity to learn from key and diverse perspectives, e.g., the physician, QI, clinical process teams, EMR and change management leaders.

External and self-learning

Additional training opportunities include attending specialised international conferences and relevant Canadian and international practice facilitation and quality improvement (QI) resources.

¹ Knowles M. *Andragogy In Action: Applying Modern Principles of Adult Learning*. San Francisco: Jossey-Bass Publishers; 1990.

IMPROVEMENTS TO THE LEARNING PLAN

PFs are encouraged to provide feedback to continuously improve the learning experience. Improvements have been made to the training in response to this feedback, such as:

1. MyQ Physician leads joined the weekly group learning sessions.
2. The agenda for the group learning sessions is set by the PF lead and the MyQ Senior Advisors to ensure that the topics covered are relevant to, and meet the current needs of, the MyQ PFs.
3. MyQ PFs can meet one-on-one with key HIG content experts to address individual learning needs.

CONTENT OF PRACTICE FACILITATOR LEARNING PLAN

There are four cornerstones of the content of the learning plan, which are customised for the NL primary care context of the MyQ program. The image below highlights each element and their respective learning objectives.



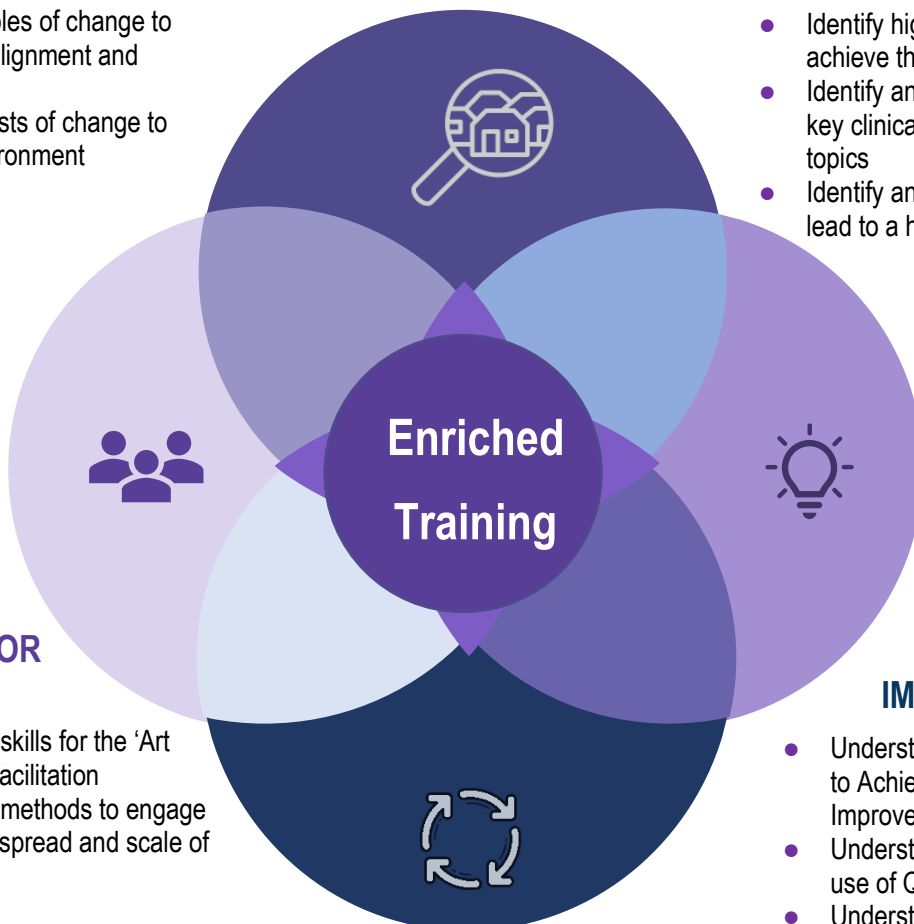
CONTEXT

- Adapt the principles of change to the practice for alignment and readiness
- Adapt specific tests of change to the practice environment



CONTENT

- Identify high leverage changes to achieve the practice goals
- Identify and promote evidence based key clinical practice changes for priority topics
- Identify and apply the behaviours that lead to a high performing team



FACILITATOR ROLE

- Learn advanced skills for the 'Art and Science' of facilitation
- Learn advanced methods to engage practices for the spread and scale of improvements

QUALITY IMPROVEMENT

- Understand and apply the Sequence to Achieve Change and the Model for Improvement
- Understand and apply the appropriate use of QI tools
- Understand and apply principles around diffusion of innovation