



Primary Healthcare Panel Reports

**DRIVE IMPROVEMENT.
MANAGE YOUR PANEL.
IMPROVE PATIENT CARE.**

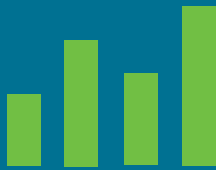


HOW TO REQUEST A PANEL REPORT

The table below helps you to navigate the Health Quality Council of Alberta’s request process for Primary Healthcare Panel Reports. The request form can be found at request.hqca.ca. If you have any questions about the process, please email primaryhealthcarereports@hqca.ca.

| WHO CAN REQUEST A HQCA PANEL REPORT? | PROXY REPORT | CONFIRMED PATIENT LIST (CPL) REPORT | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|  PHYSICIAN  DELEGATE | IF YOU WOULD LIKE THE HQCA TO ESTIMATE YOUR PANEL FOR YOU PATIENT LIST BASED ON HQCA PROXY ALGORITHM | FOR THOSE NOT PARTICIPATING IN CII/CPAR PATIENT LIST BASED ON SUBMITTED PANEL LIST FROM EMR | FOR THOSE PARTICIPATING IN CII/CPAR PATIENT LIST BASED ON CII/CPAR PANEL |
| STEPS | | | |
| PHYSICIANS: Complete request at request.hqca.ca | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Select "enroll me" to receive confirmed patient list report yearly | | <input type="checkbox"/> | <input type="checkbox"/> |
| Submit patient list annually to the HQCA | | <input type="checkbox"/> | |
| Sign information sharing agreement (once) | | <input type="checkbox"/> | |
| DELEGATES: Complete request at request.hqca.ca | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Obtain physician's signature on a delegate access form | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| YOU RECEIVE | | | |
| Ability to compare your data with peers | ✓ | ✓ | ✓ |
| Access to patient health numbers | | ✓ | ✓ |
| Patient list direct from CII/CPAR | | | ✓ |
| | BASIC | BETTER | BEST |





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FREQUENTLY ASKED QUESTIONS

1: How long does it take to receive a report?

Approximately two weeks after all documentation is received.

2: Will I receive a confirmation email after the request?

Yes, both delegate and physician requestors will receive confirmation emails after they submit the online request form. The emails will contain the forms needed to complete the process – the PDF delegate access form that requires a physician signature, the Information Sharing Agreement (only needed if requesting a Confirmed Patient List report for the first time and not part of CII/CPAR), and instructions on how to securely submit a panel list (if requesting a Confirmed Patient List report and not part of CII/CPAR).

3: What happens if a delegate requests a report for a physician that has not requested a HQCA panel report to date?

The HQCA will produce the report and send it to the delegate and physician. The physician will not have to submit a request through the portal. All required documentation will still be needed to process the request (e.g. the PDF delegate access form). If a proxy report is ordered, the physician will continue receiving the report annually. If a Confirmed Patient List report is ordered, it will need to be requested annually. Delegate access to reports is an annual process, regardless of type of report.

4: When can panel reports be requested?

You can request a report at any time, but please note that we will not produce reports between November and March of each year. During that time, we are preparing the new reports to be ready for the annual April release of reports. All requests received between November and March of each year will receive the new report in April.

5: What is a delegate?

The HQCA defines a “delegate” as a person authorized by a physician to view and access the physician’s report. Typically, this is a practice facilitator, clinic manager, nurse practitioner or another key member of your primary care team that supports your quality improvement work.

6: What is the benefit of providing a delegate access to my panel report?

A delegate can assist you by reviewing your report, highlighting areas of strength and opportunity based on your data, and helping you improve an area of interest. For example, if you find that 60 per cent of your eligible patients have been screened for cervical cancer and you want to increase that number, your assigned delegate can identify which eligible patients are due for screening (using the panel report or the EMR). The delegate can share that patient list with you and help you develop a plan for opportunistic screening and outreach.

7: Why is the HQCA unable to assign a proxy panel to my practice?

If the HQCA is unable to provide a proxy panel, you will be notified by email soon after the request is made. The reasons why we sometimes are unable to provide physicians with a proxy panel include physicians who are new to their practice, have moved to a new practice with new patients, or have taken over patients from an existing practice, etc. The setting where physicians submit their claims is also taken into account. That means the HQCA proxy algorithm wouldn’t capture family physician visits if a physician saw patients in an emergency department setting compared to a practitioner’s office, long term care centre, or home visit.

