



Dr. Michelle Hart, left, and patient care coordinator Justine Yoc.

Dr. Michelle Hart

Dr. Michelle Hart has been practising family medicine in Canada since 2003. In 2017, she opened Hart Family Medical and IUD Clinic in Calgary. Dr. Hart also works as a Clinical Assistant Professor at the Cummings School of Medicine, University of Calgary, and is involved in training family medicine residents at her clinic.

THE GOAL

As an academic and busy physician, Dr. Hart says she's inundated with paperwork these days. Despite the information overload she encounters, she knows the value of reflecting on data to inform clinical decisions and help simplify her practice. Her goal is to always be improving patient care.

One of the tools she relies on for patient care measurement is the HQCA Primary Healthcare Panel Reports.

It's not uncommon to find Dr. Hart logged on to her report late at night for a dedicated hour to review the screening rates and prescription patterns for her panel of patients.

THE VALUE

"The HQCA panel report helps me to see the blind spots; what am I missing, and how can we use that information to help patients? For example, one of the reasons I've been using my report this year is to check who and how many in my patient panel are due for various preventative screening tests – things like a mammogram or Pap smear," says Dr. Hart.

AT A GLANCE

Report Recipient

Dr. Michelle Hart

Number of Physicians

Hart Family Medical and IUD Clinic

PCN

Calgary West Central Primary Care Network

How she uses the panel report

- ✓ EMR data validation
- ✓ Chronic disease management
- ✓ Patient continuity insight
- ✓ Panel management
- ✓ Preventative screening outreach
- ✓ CME professional development

Panel reports use administrative health data from Alberta Health and Alberta Health Services so individual physicians can get insight into activity such as preventative screening that's happening inside and outside their clinic walls.

LEVERAGING HER TEAM

Dr. Hart says she will work with her small team to go through the list of patients who are due for screening to ensure nobody is being missed.

She says the panel report is a useful tool to bring primary care team members together to tackle a quality improvement or patient care initiative like preventative screening outreach.

"Frankline is our data person who pulls the information. And we have another team member who phones the patients to remind and schedule their appointments – her name is Justine."

One of the cautionary notes she's learned over the years from her panel report reviews is that it is sometimes the patients she sees the most – the ones who come in for a variety of ailments – are the ones who get overlooked for the more routine preventative screening.

"We're often more up to date with the healthy people who come in regularly for their physical because when I'm seeing them, I've got my physical hat on," she says.

The pharmaceutical measures in the panel reports are another section worth reflecting on, says Dr. Hart.

"What I've noticed in my panel report is that I'm perhaps over prescribing anti-depressants and under prescribing statins," she says. "This year, I want to give every eligible patient a strong recommendation to start a statin."

Dr. Hart says she keeps her prescribing patterns top of mind when she meets with her patients. "It's always about asking the right questions and listening closely to ensure I'm making an appropriate prescription but having this historical information about my prescribing trends gives me additional things to think about to ensure I am getting it right."

Dr. Hart's ongoing reflection about her prescribing practices is an example of the improvement and learning that comes with the HQCA panel reports.

In fact, she is one of many Alberta physicians who uses the HQCA panel reports to earn Continuous Medical Education (CME) credit from the College of Family Physicians of Canada.

"Physicians are getting more and more points for practice improvement work," she says. "When registering my information, I say 'I've spent this much time reviewing my panel report, this is what seen, this is what I've learned, and this is what I'm going to look for.'"

Does the HQCA panel report simplify her practice to the extent she desires and help her address her most challenging patient care issues?

Dr. Hart offers this frank assessment.

"Well, it's not necessarily going to make me change the world, but it does colour the filter that I see it through – and that is positive for me."

ABOUT THE HQCA

The Health Quality Council of Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality. We assess and study the healthcare system, identify effective practices, and engage with Albertans to gather information about their experiences. Our responsibilities are outlined in the *Health Quality Council of Alberta Act*.



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– Dr. Michelle Hart