

Physician Practice Improvement Program (PIIP) Fact Sheet

What's required?

To meet PPIP's requirements, physicians must complete the following three activities at least once over a five-year cycle:

- A practice-driven quality improvement opportunity **using objective data**
- A quality improvement activity **using CPSA's Standards of Practice** as a benchmark
- A **personal development** activity with mandatory facilitation*

How the HQCA can help?

The Health Quality Council of Alberta provides reliable and objective data to support quality improvement in primary care.

[Primary Healthcare Panel Reports](#)

These reports provide family physicians with information on their patients' continuity, as well as valuable data on screening and vaccination rates, chronic conditions, pharmaceutical use, and emergency and hospital visits.

Patient Safety Culture Survey

This survey can raise awareness about patient safety in a physician's clinic, evaluate culture, and identify strengths and opportunities for improvement.

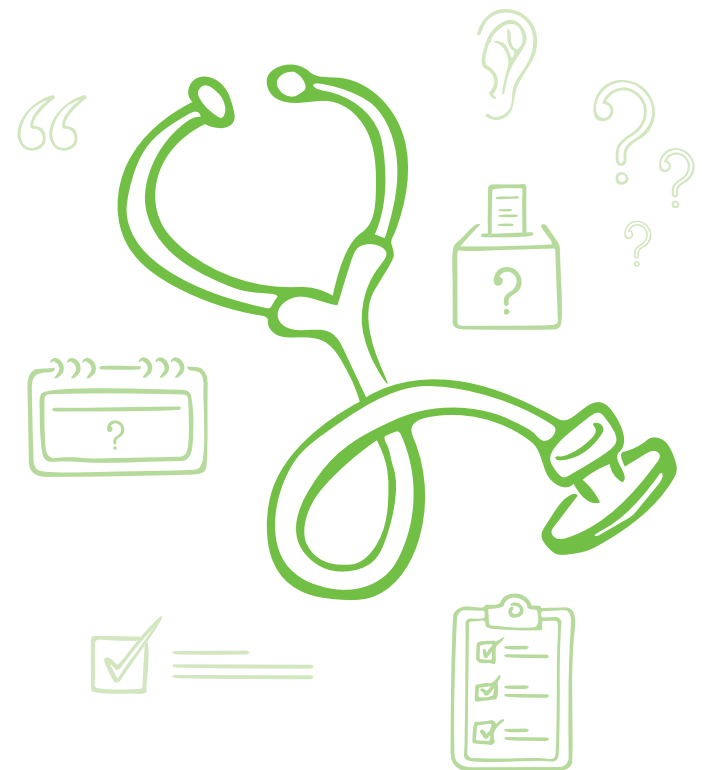
[Primary Care Patient Experience Survey](#)

By leveraging a **standardized**, validated tool that is used provincially, family physicians have the opportunity to see their confidential **patient experience information**, compare their data to other physicians within Alberta, and identify QI opportunities.



What is it?

[PPIP](#) is a quality improvement and personal development program of the College of Physicians & Surgeons of Alberta.



*Facilitation for personal development activities must be completed with a colleague, formal practice facilitator or other individual as appropriate.

Example QI Action Plan template

(Personal Development Quality Improvement)

1 **What is the opportunity or gap?**
The result for the Communication Openness Composite on the HQCA Patient Safety Culture (PSC) Survey was 70% compared to 82.5% for comparator clinics.

2 **What is the SMART goal?**
Introduce team huddles to improve communication and increase results on the PSC by 5% over the next year.

3 **Who will lead the change?**
The Clinic Manager will lead the change.



4 **Who will help implement the change and how will they need help?**
Nursing staff, physicians, and Medical Office Assistants (MOAs). They will need information and education.

5 **How will you identify the root causes of the issue?**
Focus group with staff.
Discussion in team meetings.



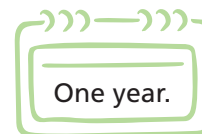
6 **Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?**
Introducing daily huddles.



7 **What resources are needed?**
The Alberta Medical Association guide to implementing huddles.



8 **What is the timeline?**



9 **What barriers may compromise success?**
Staff may be unwilling to participate due to workload. Huddle agenda may not address issues.

10

What strategies will you employ to mitigate the barriers identified?

Staff will be paid to come in 15 minutes before their shift. Attendance is optional. Physicians and other team members involved in development of agenda.

11

How will achieving the goal be identified or measured?

Attendance measures over time. Feedback from the team during implementation and six months post. The HQCA patient safety culture survey would provide definitive data in one year.

12

What strategies will you employ to evaluate and sustain the change?

Regular opportunities for feedback during implementation. MOA's will lead the huddles after pilot phase.



Additional resources

- [Physician Practice Improvement -- CPSA \(cpsa.ca\)](#)
- [Request your HQCA Primary Healthcare Panel Report \(request.hqca.ca\)](#)
- [Request an HQCA Primary Care Patient Experience Survey \(info@hqca.ca\)](#)
- [Request an HQCA Patient Safety Culture Survey \(info@hqca.ca\)](#)



The HQCA has excellent resources for physicians to consider for their PPIP requirements. Whether it's their panel reports or the surveys they conduct, there's a wealth of data at your fingertips that can be applied to quality improvement or personal development activity. As physicians, we want to focus on the QI. Let the physicians worry about collecting the data."

— **Dr. Danielle Michaels,**
Senior Medical Advisor, College of
Physicians & Surgeons of Alberta

Notes



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