



Report to the Members

Overview

This last year has been an interesting one for Pathways as focus has moved from provincial expansion, which is now largely complete, to exploring new avenues for how the organization can serve physicians and the broader medical community. Usage of Pathways continues to grow over time, even as the pace of expansion slows, confirming that this tool is truly making a difference for physicians and patients alike. Pathways also grew as an organization, with its second year in operation as an independent not-for-profit society. Staffing has also increased to do the important work of providing operational support to Divisions, and to support some of the major projects we undertook over the course of the year.

These projects included (1) a significant build out of the existing Community Services directory within Pathways, including making this section live to the public for the first time ever, and; (2) planning, building, and launching a prototype of the Pathways Referral Tracker, along with piloting the Tracker in the White Rock/South Surrey Division. Both of these two projects continue to move ahead, and we're excited about the potential of each.

In determining future direction, however, we feel it is critical to always start by asking one fundamental question – will this improve life for physicians and patients?

Key achievements in 2018/19

- Following last year's AGM and the first election of a Board of Directors, there was time spent on Board development, policy development, and long-term goal setting.
- As part of our sustainability planning, we explored the potential to have Pathways Provincial funded as a separate budget item in the new Physician Master Agreement (as opposed to money being allocated from the GPSC budget), which was confirmed as of April 2019.
- Two more Divisions implemented Pathways locally, with only two Divisions left to launch in the province.
- Improved usage stats by 20% compared to the year prior, and now are listing over 5000 specialists and over 1200 clinics. Also listing over 2300 resources and 1400 forms.
- Facilitated a combined total of 16 Pathways User Group, Board, and Division Administrator meetings.
- With expansion work starting to wrap up, we have begun to look more closely at new feature development. In particular:
 - Community Services Directory: The Community Services section of Pathways underwent a major redesign last year with new filtering capabilities added to improve user experience. This year our development team put a significant amount of effort into creating the ability for the Community Services Directory to be opened up to the public, while still ensuring that specialist and clinical information remains private and confidential. By the end of the fiscal year, Pathways was well on the way to launching two instances of the public directory, both for Ridge Meadows Division and Chilliwack Division. Other Divisions that are interested in their own public facing site are encouraged to contact the Provincial team.
 - Pathways Referral Tracker: A prototype of the Referral Tracker was created, with Pathways working in conjunction with the White Rock/South Surrey Division to pilot the new system. Feedback from the pilot was positive, demonstrating significantly shorter time to receive acknowledgement of referrals (a matter of hours vs weeks), more satisfaction with knowledge of referral status, and a very low proportion of no-shows. These results have led us to start planning for the next phase of expansion. The Referral Tracker includes a dashboard that provides GPs and specialists real time information on the status of a given referral (ie. received, waitlisted, booked, patient seen). Additionally, the platform enables secure messaging between GP and specialist clinics, and provides patients with automated electronic notifications when they have been waitlisted or an appointment is booked.