How Pathways Supports Divisions and their PCN work

Pathways is a heavily used resource by clinicians and their teams with over 4.3 million page views in the past year and increasing. PSP has new Pathways modules and QI activities.

Pathways as a directory of PCN Services:

- One-stop-shop for clinicians & teams for all information about PCN supports in each Division.
- Pathways has a new category for 'PCN Allied Supports'. PCN Allied Supports profiles can be created and added to Pathways under this category, where all relevant details about the PCN services and how to refer to them can be housed and used as a reference at point of care.
- This approach ensures that physicians & their teams do not need to rely on memory or searching through emails to find the details of the supports available to them & their patients.
- With all Divisional PCN information entered in Pathways, it is also an up to date reference for project managers of all PCN services available across all Divisions.

Pathways as a resource for PCN team members:

- PCN teams can have access to Pathways and use the resources and tools available including:
  - Emailing customized patient information bundles from a no-reply Pathways email,
  - Repository for local care pathways with enhanced functionality for use at point of care

Care Pathways in Pathways:

- Pathways provides a one stop location for clinicians and their teams to find and use locally developed clinical care pathways at the point of care.
- Use of Pathways as the repository for care pathways also enables enhanced functionality such as quicklinks to send services and bundled information to patients.

Pathways Referral Tracker (RT):

- The use of the Referral Tracker (RT) for sending PCN referrals can streamline the intake, case assignment and referral acknowledgement processes, reduce costs and also enable standardized measurement for evaluation. Also easy to set-up for pooled referral intake.
- Currently there are 6 RT Divisions in Phase 1 of RT roll out (WRSS, SND, NS, Chilliwack, Abbotsford, Mission). All will be using RT to send, receive, track and report on their PCN referrals. There is potential for other Divisions to use the Referral Tracker for PCN referrals.
- Referral workflows and processes are being established now in non-RT Divisions that could result in unnecessary extra cost and effort which could potentially be avoided with use of RT.

Pathways and PCN Evaluation:

- Track use of clinical care pathways & evaluate impact of education/CME related to PCN services.
- In addition to streamlining referral workflow, the use of Referral Tracker, can enable the creation of detailed standardized reports on PCN referral metrics such as:
  - # of PCN referrals sent for each type of service
  - Time to acknowledgment of referral
  - # of patients seen
  - Wait time between request for service and appointment

Suggested Next Steps

1. Give all PCN team members access to Pathways.
2. Provide training videos +/- webinars for PCN teams on how to use Pathways.
3. Work with PCN Managers and local Pathways Administrators to add PCN local services to Pathways.
4. Work with PCN project managers to add locally developed care pathways to Pathways and ensure the documents are created in a manner that makes use of the enhanced functionality available in Pathways by embedding links for use at point of care by clinicians & their teams.
5. Further explore the use of the Pathways Referral Tracker to refer to PCN supports in non-RT Divisions.

Pathways
www.pathwaysbc.ca

Divisions of Family Practice
A GPSC initiative

GPSC
General Practice Services Committee

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