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# PPIP

## PHYSICIAN USER GUIDE



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## About the program

The College of Physicians and Surgeons of Alberta (CPSA)'s Physician Practice Improvement Program (PPIP) is a quality improvement and personal development program. By providing support, resources, and knowledge, the CPSA strives to foster a culture of learning and optimized patient care amongst Alberta's physicians. PPIP is designed to:

- Encourage physicians to continually aim for small improvements in their practice.
- Make quality improvement and personal development an everyday part of medical practice.
- Empower physicians to use objective data, peer and patient feedback, and self-reflection to identify areas for improvement.

PPIP was launched by the CPSA on Jan. 1, 2021, to fulfill its legislated mandate of ensuring competence within the profession. **All CPSA-regulated members must participate in PPIP.**

### What to expect

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

- **Quality Improvement: Practice Driven**
  - Use objective practice data and quality improvement methodology to identify areas for improvement and develop an action plan to implement strategies to enhance your practice.
- **Quality Improvement: Standards of Practice**
  - Use the CPSA's Standards of Practice as a benchmark to reflect on objective data about your practice and assess whether any gaps exist.
  - Develop an action plan to address areas for improvement.
- **Personal Development**
  - Gather formal feedback or self-reflection data from peers, learners and/or patients and reflect on it with a leader, facilitator, or trained coach.
  - Use what you learn to develop and implement an action plan that incorporates personal improvements into your practice.
  - Activity must be aligned with one of the [CanMEDS roles](#): Medical Expert, Communicator, Collaborator, Leader, Health Advocate, Scholar, or Professional.

Physicians must report their participation in these activities in the PPIP section of CPSA's Annual Renewal Information Form. Audits will be conducted by the CPSA as an opportunity to learn what physicians are working on and confirm participation. Action plans and any documentation about activities **should be retained for six years.**



## CWC PCN support

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The CWC PCN is here to support our members in fulfilling their PPIP requirements. Many members working with us to build their Patient’s Medical Homes are likely already meeting these requirements.

The following sections highlight areas of PCN support and resources members can access for assistance. Full descriptions of all listed items are available in the [support guide](#) located within this document.

Click your membership type in the guide below to view the resources available to you.

## Membership types

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- A
[Associate membership](#): For physicians who cannot participate in PMH activities with the CWC PCN due to the nature of their practice.

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- S
[Standard membership](#): For physicians who are not quite ready to build PMHs or are not presently interested in CWC PCN support with completing PMH activities.

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- E
[Enhanced membership](#): For physicians interested in working with support from the CWC PCN on their own PMH improvement goals for their panel of patients.

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- C
[Comprehensive membership](#): For groups of two or more physicians interested in working together with support from the CWC PCN on shared PMH improvement goals for their panels of patients.


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- P
[Pediatricians](#) have access to programs and services appropriate for their practice.



# PIIP support

ASSOCIATE AND STANDARD MEMBERS


MEMBER BENEFIT


PIIP ACTIVITY	CWC PCN SUPPORT	EXTERNAL RESOURCES <i>*Please note that this list is not exhaustive</i>
GENERAL SUPPORT	<ul style="list-style-type: none"> <li>Ongoing PIIP education</li> <li>Action plan examples</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">U of A's MyL3P tool</a> (free)</li> <li><a href="#">U of C's MyPI tool</a> (payment required)</li> </ul>
PIIP ACTIVITY 1 <i>Quality improvement: Practice driven</i>	<ul style="list-style-type: none"> <li>Panel Support Program*</li> <li>Discovery Reports</li> </ul> <p><i>*If appropriate for the member's practice</i></p>	<ul style="list-style-type: none"> <li><a href="#">HQCA Panel Report</a></li> <li><a href="#">CPSA MD Snapshot-Prescribing</a></li> <li><a href="#">Alberta Medical Association ACTT Change Packages</a></li> <li><a href="#">Choosing Wisely QI Resources</a></li> </ul>
PIIP ACTIVITY 2 <i>Quality improvement: Standards of practice</i>	<ul style="list-style-type: none"> <li>See General support above</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">CPSA self-directed tools and sample projects</a></li> <li><a href="#">CPSA Group Practice Review</a> (free)</li> </ul>
PIIP ACTIVITY 3 <i>Personal development</i>	<ul style="list-style-type: none"> <li>See General support above</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">HQCA Patient Experience Survey</a></li> <li><a href="#">MCC 360</a> (free via CPSA)</li> <li>Professional development events</li> </ul>



# PIIP support

ENHANCED, COMPREHENSIVE, AND PEDIATRICIAN MEMBERS


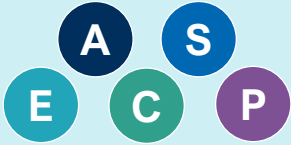

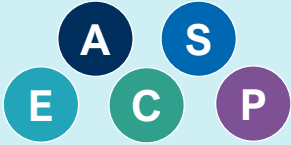
MEMBER BENEFIT


PIIP ACTIVITY	CWC PCN SUPPORT	EXTERNAL RESOURCES
GENERAL SUPPORT	<ul style="list-style-type: none"> <li>Ongoing PIIP education</li> <li>Action plan examples</li> <li>Support for PMH improvement goals via PMH team</li> <li>Documentation of Improvement Work as per CPSA Guidelines (via Monday.com)*</li> </ul>	<p>*Please note this list is not exhaustive</p> <ul style="list-style-type: none"> <li><a href="#">U of A's MyL3P tool</a> (free); completion support from PMH team</li> <li><a href="#">U of C's MyPI tool</a> (payment required)</li> </ul>
PIIP ACTIVITY 1 <i>Quality improvement: Practice driven</i>	<ul style="list-style-type: none"> <li>CWC PCN Panel and Discovery Reports</li> <li>Tracking and reports on Time to Third Next Appointment (TNA) data</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">HQCA Panel Report</a></li> <li><a href="#">CPSA MD Snapshot-Prescribing</a></li> <li><a href="#">Alberta Medical Association ACTT Change Packages</a></li> <li><a href="#">Choosing Wisely QI Resources</a></li> </ul>
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PIIP ACTIVITY 3 <i>Personal development</i>	<ul style="list-style-type: none"> <li>See General Support above</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">HQCA Patient Experience Survey</a></li> <li><a href="#">MCC 360</a> (free via CPSA)</li> <li>Professional development events</li> </ul>






# Support guide

## PIIP SUPPORT

Support	Description	Member Benefit
Ongoing PPIP education	The CWC PCN will continue to share information regarding PPIP updates and support (e.g., webinars, success stories) through our newsletters and on the dedicated PPIP Examiner webpage.	
Action plan examples	These theoretical action plan examples provide a framework for understanding how QI projects can be planned and evaluated.	
Panel Support Program (PSP)	The PSP supports the identification and formalization of clinic panel processes tailored to each physician's practice. Occurs through panel identification, panel maintenance, CII/CPAR navigation, and enrollment support. Physicians are provided with a Discovery Report upon completion.	
Discovery Reports	Using your EMR data, the Discovery Report highlights an overview of your active patient panel. Includes demographics, chronic disease, condition burden, and Alberta Screening and Prevention (ASaP) screening progress. Discovery Reports are provided at the end of the PSP or periodically for Enhanced and Comprehensive members to support ongoing PMH goals.	



<p>Support for PMH improvement goals via PMH team</p>	<p>Your PMH team can support you in planning, implementing, and tracking QI projects. Your team members are also available to make recommendations on potential screening initiatives based on your panel data.</p>	
<p>Documentation of Improvement Work as per CPSA Guidelines (via Monday.com)</p>	<p>Your PMH team members can support you in recording and tracking QI projects and progress through Monday.com. You can view your project progress at any time. Tips and guidance for using the <a href="https://www.monday.com">Monday.com</a> tool is available on the Examiner.</p>	
<p>CWC PCN Panel and TNA data</p>	<p>Using EMR data, additional analytic reports are available to support ongoing PMH goals. The analytic report provides an in-depth panel-level analysis using best practice guidelines and outcome indicators regarding a specific goal or condition (e.g., diabetes analytic report). TNA data is collected monthly and can be shared with you upon request.</p>	



## External supports

Support	Description
<a href="#">U of A's MyL3P tool</a> *Completion support from PMH team members is available for Enhanced, Comprehensive, and Pediatrician members.	MyL3Plan is a free online tool that promotes self-reflection to identify areas to advance your practice with an emphasis on developing a concrete plan for implementing practice changes.
<a href="#">U of C's MyPI tool</a> *Payment required	MyPI is an online platform that provides embedded e-coaching for physicians and teams, and a framework for how to best reflect on their practice and create actionable change plans, which incorporate reminders and goal setting. Physicians using the tool can complete independent QI activities, group QI activities, or select from a list of QI activity templates.
<a href="#">HQCA Panel Report</a>	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.
<a href="#">CPSA MD Snapshot- Prescribing</a>	MD Snapshot-Prescribing is an interactive tool, providing physicians with relevant and timely information about their opioid, opioid-naïve, benzodiazepine/z-drug, and antibiotic prescribing.
<a href="#">Alberta Medical Association ACTT Change Packages</a>	Change packages for primary care clinics are intended to be a guide to support clinical teams with topic-specific improvement work. Guides are based on evidence from literature, research, and experience of others, and serve as a menu of options for work that could be implemented based on your practice setting.  Current packages include <i>Panel Processes</i> , <i>Continuity</i> , <i>Screening and Prevention</i> , <i>Opioid Processes</i> , <i>Care Planning</i> , <i>Reducing Financial Impact Strain (RIFS)</i> , and <i>Home to Hospital to Home (H2H2H)</i>
<a href="#">CPSA self-directed tools and sample projects</a>	This webpage offers self-directed tools for implementing and evaluating QI initiatives and provides a sample project video.



<a href="#">CPSA Group Practice Review</a>	<p>The Group Practice Review (GPR) is a collaborative, educational process designed to strengthen and enhance a group practice. Clinics are visited by a nurse reviewer and have a follow-up meeting with a physician facilitator, who shares feedback, talks about best practices, identifies opportunities for improvement, and offers resources tailored to each clinic’s needs.</p>
<a href="#">HQCA Patient Experience Survey</a>	<p>Physicians that participate in the HQCA’s survey learn what patients like about their care experience and where they see opportunities for improvement on topics that range from their overall care experience, communication, care planning, and access.</p>
<a href="#">MCC 360</a>	<p>MCC 360 was developed to provide physicians with meaningful and actionable feedback that leads to positive practice changes. In addition to a self-assessment, survey responses gathered from patients, physician colleagues, and non-physician co-workers ensure a 360-degree perspective; qualitative, narrative comments and paired coaching time with a trained peer-physician complete the program and prompt an objective and constructive action plan.</p> <p>MCC 360 is free if accessed through the CPSA. Members can contact Tanya Northfield, Program Manager, PPIP to arrange.</p> <p>P: 780.969.5005   1.800.561.3899 ext. 5005</p> <p>E: tanya.northfield@cpsa.ca</p>
Professional development events	<p>Organizations such as Well Doc Alberta and CMPA offer a variety of education sessions to promote professional development in various areas (e.g., leadership, communication, wellness). Confirm that the event will help you meet PPIP requirements before participating.</p>