

Panel Management

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Agenda

- What is Panel Management
- Why is Panel Management important?
- Showcase the Oscar Panel Dashboard
- Walk through a Panel Management step in your EMR
- Questions

What is Panel Management?

Panel Management is about providing proactive population based care

1. Identifying patients for which a FP is primarily responsible for
2. Cleaning up that list of patients so its accurate and up to date
3. Understanding the prevalence of diseases across those patients by creating disease registries
4. Acting upon identified gaps in care found within those registries.

“Panel Management is a set of tools and processes for population based care that are applied systematically at a level of a primary care panel, with GPs directing proactive care for their empaneled patients.”

-Ester Neuwirth et al., 2007

Why is Panel Management important?

According to the 10 building blocks of primary care, panel management is foundation in four key areas:

- **Patient care**

- planning proactive care based on the needs of a patient population

- **Achieving and improving access**

- Balancing capacity within the team to ensure patient needs are met

- **Team based care**

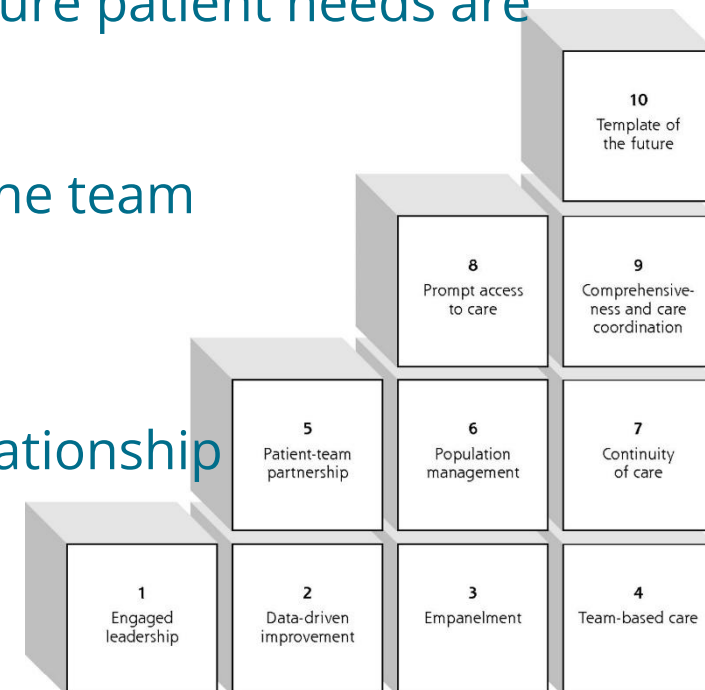
- Planning the distribution of work across the team

- **Continuity of care**

- clinical outcomes
- Improve outcomes with reliable follow-up
- Strengthens patient – family physician relationship

- **Primary Care Networks**

- Be PCN ready



What's in it for you?

- Understand who your patients are
- Understand their capacity (supply s are/demand)
- Identifying incentive opportunities
- Missed revenue incentives
- Identifying opportunities for efficiencies in addressing complex needs (e.g. group medical visits)
- Recruitment and retention of locums or new GPs (e.g. Retiring GP)
- Want to provide better care for patients
- Identify areas for other supports to help with workload
- Improved workflow processes
- Wanting to engage in proactive or preventative care
- Inform need for AHPs
- Validation- you are busy!
- Connection to PCN
- Data accuracy for migration
- Improved data= more accurate reflection on patients
- Saves time in identifying patient needs/gaps in care and implementing recalls
- Motivated by seeing that their data isn't accurate
- New doctors wanting to understand what they inherited (untangling)
- Improved ability to support other GPs
- Know whether you can take on new patients or not
- Are patients evenly distributed in the practice
- Confidence around not missing patients who

Compensation

- › Free service to Family Physicians to provide better longitudinal care whereby you will receive revenue incentives for completing the Facilitation Cycles

Supports for Panel Management

- > Practice Support Program
 - Practice Improvement Coaches
 - Panel Management Coaches
- > EMR tools (Oscar Dashboard)

EMR Tools: Oscar Dashboard

- Designed as a visual pie chart
- Displays patients currently on the most common diseases registries(15 in total)
- Will show those patients that can be considered for the disease registry
- Additionally, in the Oscar EMR we have RBT's which allows you to search for other health diseases (ie hypothyroidism)

If you are interested in having a Panel Assistant work with you reach out to:

Delrae Fawcett, Manager, Panel Management Delivery

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Let try it!

- Three options:
 - Run active patient list and timeframes
 - Review a consider list for Diabetes
 - Identify a goal opportunity by reviewing a registry

Questions?