

PSP MODULE EVOLUTION PROJECT: Leading CPD & Quality Improvement Practice

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BACKGROUND

The **Practice Support Program (PSP)** supports family physicians in British Columbia (BC) with quality improvement activities.

The program offers tailored in-practice supports in collaboration with divisions of family practice. PSP's full service coaching and mentoring approach helps meet the unique needs of a practice and its patients, and supports practices to adopt attributes of a patient medical home in BC.

Currently, PSP delivers peer-led Learning Modules and Small Group Learning Sessions in communities across the province for family physicians and their practice teams on a myriad of important clinical and office workflow topics.

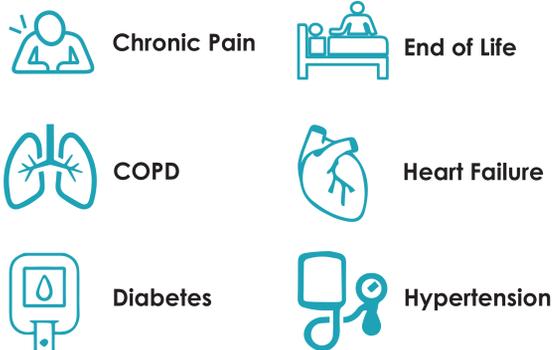
Learners have identified the following challenges with the historic PSP program:

- **Time Commitment**
- **Set Structure**
- **Lack of Flexibility**
- **Limited Accessibility**

CLINICAL TOPICS

As PSP moves towards delivery of tailored learning opportunities, historical content is evolved in partnership with the educational experts at the **UBC Division of Continuing Professional Development**.

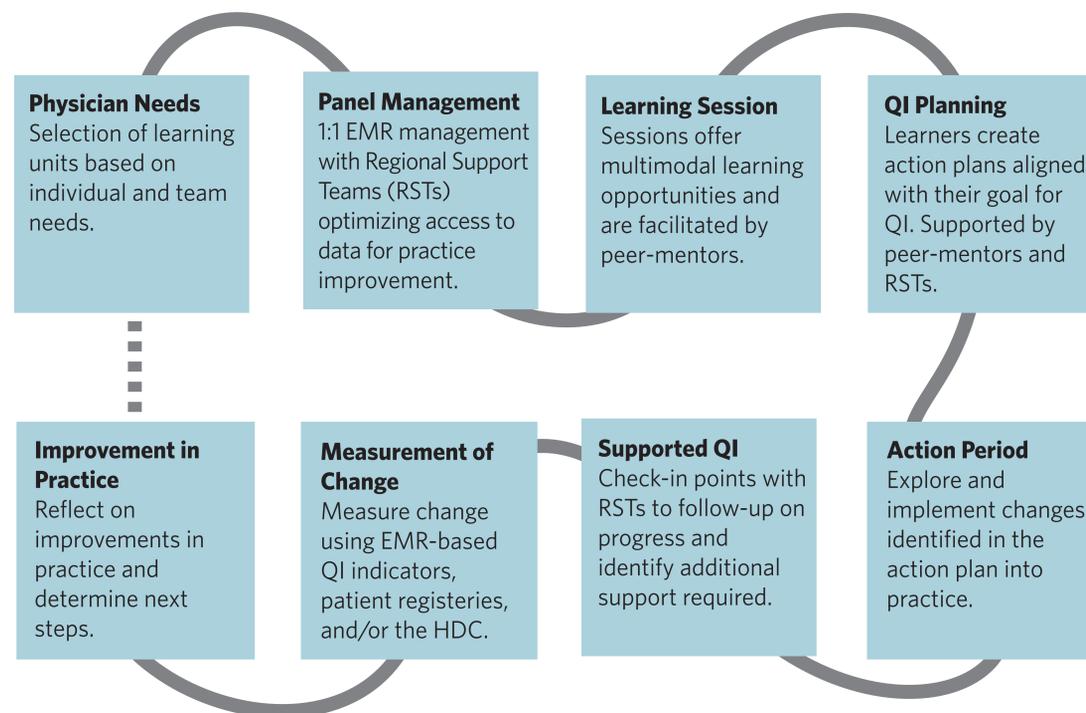
The goal is to evolve 6 clinical topic areas from the existing PSP learning modules into **dynamic, multi-modal offerings**.



MODULE EVOLUTION PROJECT

The project aligns with best-practices in continuing professional development, adult learning principles, and data-informed practice improvement. Through numerous collaborations important themes such as **quality improvement (QI), self-management support, team-based care, patient voice, and cultural safety** are integrated into the content.

Physicians access **tailored learning pathways** reflecting immediate priorities and team needs. Learning sessions are grounded in QI, focusing on actionable changes. To help facilitate practice improvement (PI), support from the PSP Network and tools to track improvement progress (i.e. EMR-based QI indicators, patient registries, Health Data Coalition (HDC)) are available to learners.

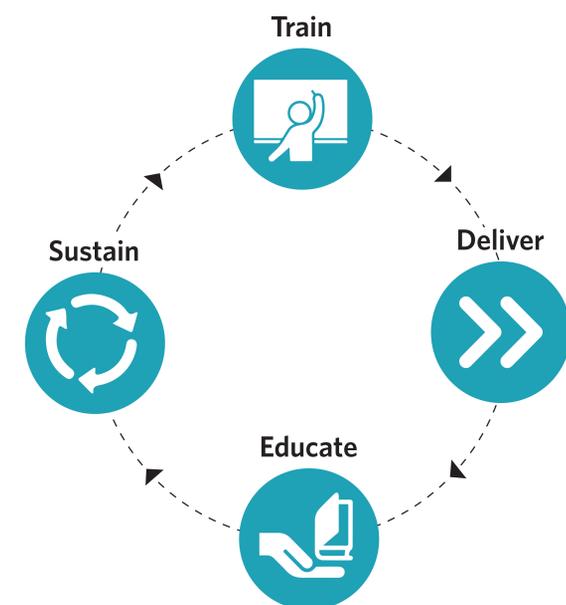


PRIORITIES

The evolved PSP learning modules address historical challenges and prioritize 4 key elements in development and delivery.

- **Accessibility** Multi-modal learning opportunities available for physicians (i.e. online, in-person, blended).
- **Customizable** Physicians customize their learning pathway based on individual needs and availability
- **Supported** PSP's provincial network of Coaches and Peer Mentors provide 1:1 support for QI.
- **Ongoing Learning & QI** QI activities provide opportunities to identify and address areas for improvement in practice.

NEXT STEPS



The evolved modules and approach to QI will be evaluated on an ongoing basis to ensure practice needs are identified and met. Data collected and collated from the built-in measurable QI mechanisms will inform updates and improvements to the clinical topics, content and delivery.

IMPLICATIONS

Future Education Offerings

Alignment of QI indicators with specific learning units will provide opportunities to translate evidence-based education into data-informed practice improvements. This will **improve content knowledge** and provide educators with a better **understanding of physician learning needs**.

Collective Impact

Facilitation of improved linkages across multiple organizations with complimentary mandates supports provincial coordination and alignment of **educational and QI supports**.