

## New GPSC incentive supports family doctors to implement panel management

**P**anel management is a process of proactively managing a defined population of patients using EMR data to identify and respond to the patients' chronic and preventive care needs. Better patient data lead to better patient care, which is why the GPSC has developed a new incentive and supports to encourage doctors to implement panel management.

### A new phased approach to panel management

In addition to enabling planned proactive care for patients, accurate and optimized patient data are foundational to the transition to the patient medical home—particularly in supporting work between groups of family doctors and multidisciplinary teams. To help doctors ensure they have the best possible patient data, the Practice Support Program (PSP) is implementing a newly developed phased approach to panel management. This approach is based on what's been learned from a PSP pilot project and the experiences of other jurisdictions (e.g., Alberta). It guides physicians and their teams toward data-informed, proactive care.

The three phases of panel management are:

1. Empanelment: Develop an accurate list of active patients by confirming the patient-provider relationship and most responsible provider.
2. Panel cleanup: Develop accurate, up-to-date clinical registries for three to five chosen disease indicators.
3. Panel optimization: Develop accurate, up-to-date clinical registries for 10 to 15 disease indicators to

*This article is the opinion of the GPSC and has not been peer reviewed by the BCMJ Editorial Board.*

provide planned, proactive care. Completing the phases will enable better care for individual patients and help GPs understand their patient population as a whole. This deeper

**The Panel Development Incentive (made available in September 2018) compensates eligible family physicians for committing to and completing the three phases of panel management—empanelment, panel cleanup, and panel optimization.**

understanding of their patient population empowers physicians to advocate for community resources, make the most of their time with patients, improve preventive and proactive care, and organize team members to best serve patients.

### Compensation: The Panel Development Incentive

The Panel Development Incentive<sup>1</sup> (made available in September 2018) compensates eligible family physicians for committing to and completing the three phases of panel management—empanelment, panel cleanup, and panel optimization.

To be eligible for the incentive, family doctors must be using an EMR system to manage patient information and have completed the GPSC PMH Assessment in the 12 months before applying for the incentive.

Valued at \$6000, the Panel Development Incentive consists of three payments:

- Payment 1 (\$2000) may be claimed after eligible family doctors commit to completing the three phases of panel management within 12 months after claiming the incentive.
- Payment 2 (\$1000) may be claimed after eligible family doctors indicate that they have completed phases one and two of panel management by submitting a copy of their GPSC Panel Management Manual and Workbook.
- Payment 3 (\$3000) may be claimed after eligible family doctors indicate that they have completed phase three of panel management

### Self-learning Mainpro+ credits

Use EMR data to inform and plan proactive patient care.

GPs can earn three credits per hour (up to 75 credits) for updating and managing their patient panels as guided by the GPSC Panel Management Manual and Workbook.

For details, contact [psp@doctorsofbc.ca](mailto:psp@doctorsofbc.ca).

by submitting a copy of their GPSC Panel Management Manual and Workbook.

Doctors may claim the Panel Development Incentive only once. Doctors who have completed some or all of the phases with PSP support are eligible to receive the incentive, less any sessional payments already claimed for this work through the PSP and provided that the incentive requirements have been met.

**Other resources and supports**

- The Panel Management Manual and Workbook guides GPs and practice teams through the phases of panel management step-by-step.<sup>1</sup>
- EMR-based Panel Management Tools help update patient information and develop disease registries.<sup>1</sup>
- In-practice coaching provides assistance directly in practices by PSP Regional Support Teams. Contact

the PSP Regional Support Teams to learn more ([www.gpsc.bc.ca/what-we-do/professional-development/psp/rst-contacts](http://www.gpsc.bc.ca/what-we-do/professional-development/psp/rst-contacts)).

For more information about panel management and supports, contact [psp@doctorsofbc.ca](mailto:psp@doctorsofbc.ca).

—**Brenda Hefford, MD**  
**Executive Director,**  
**Community Practice,**  
**Quality and Integration**  
**Department, Doctors of BC**

—**Alana Godin**  
**Director,**  
**Community Practice and Quality,**  
**Community Practice,**  
**Quality and Integration**  
**Department, Doctors of BC**

**Reference**

1. GPSC. What we do. Patient medical homes. Panel management. Accessed 19 September 2018. [www.gpsc.bc.ca/what-we-do/patient-medical-homes/panel-management](http://www.gpsc.bc.ca/what-we-do/patient-medical-homes/panel-management).

Save the date!

**Specialist Symposium**  
**18 January 2019**

On 18 January 2019 the Specialist Services Committee (SSC) in partnership with Specialists of BC will host a symposium designed to actively engage and gather input from front-line specialist physicians and champions across BC in collaboration with BC health authorities and the Ministry of Health. This input will help define the future direction of health care planning for all stakeholders, including SSC's next strategic plan (2020 to 2023).

Interested to join? Check out our webpage for more details: [ssc.bc.ca/specialist-symposium-shaping-future-specialist-care-bc](http://ssc.bc.ca/specialist-symposium-shaping-future-specialist-care-bc)

Questions? Email Joanna Pannekoek at [jpannekoek@doctorsofbc.ca](mailto:jpannekoek@doctorsofbc.ca)



Club **MD**

PUT YOURSELF IN THE PICTURE.

**Exclusive deals from brands you trust**

You work hard. Your downtime is important and we want to help you make the most of it to do the things you love. Club MD provides exclusive deals from trusted brands so you can spend your time on what's important.

Go ahead, put yourself in the picture.

[doctorsofbc.ca/clubmd](http://doctorsofbc.ca/clubmd)



doctors  
of **bc**

hotels • travel • entertainment • car purchase & lease • fitness & wellness • food & beverage • ski • spa • sporting events