



2022-2023 IMPACT REPORT

Fidani Chair in Improvement and Innovation

FIDANI CHAIR IN IMPROVEMENT AND INNOVATION AT THE TEMERTY FACULTY OF MEDICINE



DR. TARA KIRAN

Fidani Chair in Improvement and Innovation and Vice-Chair Quality and Innovation, Department of Family and Community Medicine, Temerty Faculty of Medicine, University of Toronto 2022-23 was a year full of both challenges and opportunities. We desperately wanted the COVID-19 pandemic to be behind us-but there were new variants, a surge of other respiratory illness in the winter, evolving guidance, and the after-effects of the pandemic to contend with. Delayed or missed care, long waits for tests and specialists and a rise in mental health and addiction are just some of the challenges facing burned-out primary care clinicians. Perhaps it's not surprising that record numbers of family doctors are leaving practice, leaving more people struggling to get access to primary care.

I'm proud to work with a committed, dynamic team that rose to meet many of these challenges and support our colleagues during a particularly tough year. We continued our very popular biweekly COVID-19 Community of Practice webinars attended by hundreds of doctors across the province. Community of Practice sessions featured the latest in COVID-19 but also began to address the very real issue of administrative burden in family practice.

We developed practical tools like CareCanvas to support physicians to catch up on the COVID-19 backlog in care. We supported our site leadership to think about new ways of doing things to improve practice efficiency and regain joy in work.

We continued to keep the patient voice front and centre. We launched our department's Patient and Family Advisory Committee – a first not just for our department, but also for other departments at the Temerty Faculty of Medicine, University of Toronto, and family medicine departments across the country. We continued our common Patient Experience Survey, sharing our results more clearly with patients and identifying common areas for improvement.

We furthered our international collaborations, solidifying our reputation as international leaders in teaching primary care quality improvement. Support from the FDC Foundation also enabled me to launch OurCare, the largest effort in Canadian history to engage the public about the future of primary care.





All this work is possible because of our amazing team, including Erin Plenert, Kirsten Eldridge, Marisa Schwartz, and our large, dedicated team of faculty.

These collaborations and successes provide me with hope that there are better days for primary care ahead and that we can hopefully one day realize a vision of high-quality primary care for all people in Canada, regardless of who they are or where they live.

Sincerely,

Tara Kiran





HIGHLIGHTS FROM 2022-23

The Quality & Innovation (QI) Program of the Department of Family and Community Medicine is pleased to highlight our achievements for 2022-2023, within the respective themes of leadership, relationships, and community - the three pillars of the 2022-2027 Department of Family and Community Medicine Strategic Plan.

LEADERSHIP

OurCare



OurCare has three phases:

Dr. Tara Kiran continues to represent the values of the Department of Family and Community Medicine provincially and nationally through leadership and participation on committees working to improve quality in primary care. Over the last year, Dr. Kiran has led **OurCare**—the largest public consultation on primary care in Canadian history. The project's findings will assist in formulating provincial and federal primary care policies by elaborating on patient objectives and how decision-makers evaluate trade-offs, such as those between timeliness and continuity of care.

- 1. The first phase of OurCare launched in September 2022 with a national online survey asking about people's experience with primary care. Over 9,000 people completed the survey. Data from the survey can be viewed at https://data.ourcare.ca/
- 2. The second phase of OurCare engages the public and patients through provincial priority panels–a series of deep dialogues over 30-40 hours with randomly selected members of the public in a particular province. Priority panels will take place in Ontario, British Columbia, Nova Scotia, Quebec and Manitoba between October and November 2023. The curriculum for each panel and their final report with recommendations are available at <u>OurCare.ca/prioritiespanels</u>
- 3. The third phase consists of a series of community round tables with members from marginalized communities held in partnership with community organizations across the country. These one-day dialogues will allow us to understand the specific needs and barriers to care for some of the most underserved groups in Canada.





Early results from OurCare have already gained significant traction among policymakers and the media. The project will culminate with a blueprint that outlines the future for primary care in Canada to be released in early 2024.













The OurCare study surveyed a diverse group of more than 9,000 people across Canada (Sept-Oct 2022) about their care experiences and what's important to them when it comes to family doctor care. Here's some of what we learned about:

Reimagining primary care



Survey respondents were supportive of organizing primary care similar to how the public school system is organized in Canada.



agreed that teams of family doctors and nurse practitioners (NPs) should be required to take as a patient anyone who lives in their neighbourhood

66%

agreed every person should be guaranteed a family doctor, NP or health team in their neighbourhood even if it means people will be encouraged to change providers when they move

People were open to organizing care differently if it meant that every person in Canada could have access to primary care. They preferred options where they could have a relationship with one clinician.

91%

were willing to see one NP consistently for most of their care. 76%

were willing to see any family doctor or NP in a group practice with shared records even if it meant not seeing the same person consistently. 65%

were willing to choose from a list of available family doctors or NPs close to their home, instead of being able to choose anyone in the province.

OurCare is a notional initiative to engage the public on the future of primary care in Canada. Over 15 months, we will hear from thousands of people living in Canada about their hopes and priorities for creating an equitable and sustainable system that delivers better care for all. OurCare is led by **Dr. Tara Kiran**, a family physician at **St. Michael's Hospital** and Scientist at **MAP Centre for Urban Health Solutions, Unity Health Toronto** and the Fidani Chair of Improvement and Innovation at the University of Toronto. Learn more about the OurCare initiative: **OurCare.ca**. Explore the data yourself at **Data.OurCare.ca**.

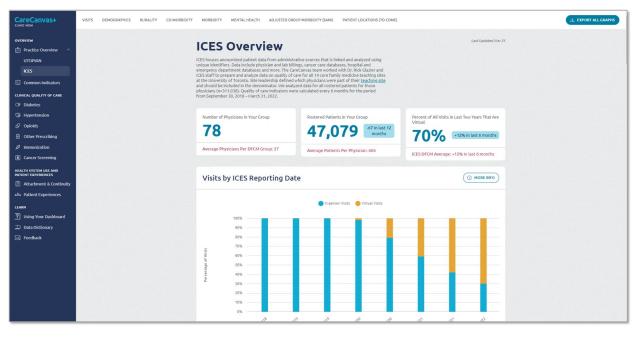




Better Care Made Easier: Introducing CareCanvas

Our team is proud to announce the launch of **CareCanvas** - an interactive, online dashboard that summarizes at-a-glance information from a practice's electronic medical record to make it easier for physicians to care for patients.





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In November 2022, our team introduced the <u>CareCanvas physician-level dashboard</u> to more than 300 doctors who actively contribute data to the University of Toronto Practice-Based Research Network (UTOPIAN). This dashboard summarizes over 15 quality of care measures, with some stratified by patient neighbourhood income level. The dashboard enables doctors to catch up on chronic and preventative care by letting them see, for instance, which of their patients with diabetes or high blood pressure have not visited in person in the last year, or which of their patients with either of these conditions have a blood pressure reading that is over the target. An evaluation of the physician-dashboard was developed and circulated. The majority of respondents reported that the physician-level dashboard was easy to navigate, that the quality metrics were relevant to their practice, and that reviewing the dashboard prompted them to engage in proactive care.

<u>CareCanvas+</u>, the clinic-level dashboard, was made available to all 14 Department of Family and Community Medicine teaching sites in April 2023. This dashboard is the first in Ontario to merge three data sources: electronic medical record data, administrative data from ICES (formerly known as the Institute for Clinical Evaluative Sciences), and patient experience surveys. In parallel, an Ontario Health Team-level dashboard is being developed to assist in identifying gaps in care at the population level. The ICES data represented a new opportunity to provide the Department of Family and Community Medicine sites with quality-of-care measures customized to include physicians who were part of their teaching practice and was made possible through funding from Dr. Rick Glazier.

Our team is actively collaborating with <u>POPLAR</u> (the Primary care Ontario Practice-based Learning and Research Network) to enable scale up to all family physicians in Ontario. Recognizing that data is necessary but not sufficient to drive improvement, we are also creating opportunities for Continuing Professional Development that are directly related to the data in CareCanvas – this includes a plan for peer-to-peer coaching and tools to support physicians to use CareCanvas to meet College of Physicians and Surgeons of Ontario quality and innovation requirements.

An expanded team is contributing to other aspects of the dashboard including:

- Dr. Adam Cadotte family physician and QI Data Science Lead providing high-level guidance to support the development, sustainability, and spread of the CareCanvas dashboards
- Dr. Noah Ivers family physician and Canada Research Chair in Implementation of Evidencebased Practice and an expert in how data is provided back to physicians
- Dr. Jennifer Schuldiner Postdoctoral Fellow at Women's College Hospital Institute for Health Systems Solutions and Virtual Care who is leading the development of the continuing professional development opportunities
- Dr. Susie Kim family physician and CareCanvas Implementation Lead supporting dashboard implementation at the Department of Family and Community Medicine sites





- Dr. Noah Crampton family physician supporting the development of the Ontario Health Teamlevel dashboard
- Dr. Michelle Greiver, Greg Clark + UTOPIAN team supporting the integration of UTOPIAN data into the dashboard
- Ms. Marissa Beckles POPLAR Project Manager supporting the scale up to family physicians across Ontario

Looking Ahead: We have been successful in securing additional funding for the development of the Ontario Health Team-level dashboard from the Toronto Western Hospital Alternate Funding Plan Innovation Fund and the INSPIRE-PHC Program. These additional funds will support the hiring of a CareCanvas Data Analyst, who will drive the development of the Ontario Health Team-level dashboard and support the roll-out of the dashboard to 5 to 10 Ontario Health Teams.

RELATIONSHIPS

Patient Engagement



In February 2021, our team welcomed **Ms. Dana Arafeh** as the Patient Engagement Specialist - a unique role among departments of family medicine across Canada. Coming out of Dana's first year in the role, she released a report 'Patient and Family Engagement in the DFCM: Current State and Future <u>Directions</u>' which detailed the goals and activities over the next 1-3 years toward building a culture of patient and family engagement.

Dana spent the first half of 2022 working on the department's strategic planning, making sure that the patient voice was incorporated throughout the process. Dana identified 13 members to join the lived experience leadership circle which helped inform the key inputs of the <u>strategic plan</u> alongside the Indigenous leadership circle and both internal and external stakeholders.

In addition to the strategic plan, much of Dana's efforts in 2022 were focused on the development of our inaugural <u>University of Toronto Family Medicine Patient Advisory Committee</u>, a key priority from the Patient Engagement report. Dana worked with individual sites to recruit potential advisors, interviewed more than 40 advisors personally, and developed a terms of reference and <u>orientation materials</u> for the advisors to enable their success.

In September 2022, the 16 <u>patient partners</u> selected for the new committee met for the first time. Each committee member is a patient at one of the department's teaching clinics and comes from a diverse background—making the group both inclusive and diverse. To date, the advisors have provided the Department of Family and Community Medicine leaders with feedback on a range of issues





including the patient experience survey, CareCanvas, and resident training and evaluation. A large focus for the committee over the next year will be developing patient-facing materials that explain the role of the resident.

Dana has also built a database of approximately 150 patient partners in addition to the Patient Advisory Committee who are enthusiastic about supporting the work of the department and who are already participating in various committees, such as the recently established Digital Health committee. Dana has established a Patient Partner newsletter that already has more than 200 subscribers in order to keep these patient partners involved and informed of future opportunities for engagement. In January 2023, the <u>first newsletter</u> was distributed. Dana has also developed a standardized compensation structure for patient engagement efforts across the department to support these activities, which we hope will support further patient engagement across the Department of Family and Community Medicine.

Improving Patient Experience



Dr. Debbie Elman and Dr. Erica Li continue to lead our cross-site patient experience survey in their shared role as QI Patient Experience Measurement Co-Leads. Centralizing this effort has continued to reduce the time local teams spend collecting data and allows them to prioritize improving care for patients.



To date, seven iterations of the survey have been circulated to thousands of registered patients at each teaching site. The survey was modified this year to include the <u>Person-Centered Primary Care Measure</u>, a patient-reported outcome measure that examines primary care characteristics that are rarely examined, such as the patient's connection with the physician and ability to achieve desired health outcomes. We have continued to broaden our selection of patient-facing materials with the development of both site-specific infographics and an <u>animated video</u> summarizing the results of the latest survey.

In the summer of 2022, a series of Share & Learn sessions were developed as a shared initiative for teams to explore the issue of phone wait times—a key improvement priority that came out of the patient experience survey. These sessions were an opportunity for teams to share how they have tackled these challenges at their own sites using a QI approach and key lessons learned. They were well-attended with between 30 and 40 attendees at each session, representing all 14 of the Department of Family and Community Medicine teaching sites.

Attendees included family physicians, nurses, administrators, and patient partners amongst others. A report, '<u>Share & Learn: Helping Patients to Access Care</u>' was produced summarizing the outcome of these sessions, alongside a complementary <u>patient-facing poster</u> illustrating how we are using the data from the patient experience survey to inform change ideas.





QI Retreats



Bridging gaps, building meaningful connections, and sharing expertise with the goal of improving quality care are central to the work of the QI program. We continue to collaborate with numerous stakeholders, such as the Ontario College of Family Physicians, the College of Family Physicians of Canada, the Association of Family Health Teams of Ontario, Ontario Health, the Centre for Quality Improvement and Patient Safety and others.

Additionally, deliberate effort has been made to establish and sustain international partnerships, including one with the University of California San Francisco's Department of Family Medicine's Center for Primary Care Excellence. In fact, the **Better Care, Made Easier: 2022 Q&I Program Retreat** included the Center for Primary Care Excellence's founding director, Dr. Tom Bodenheimer, who led a conversation on the strengths of primary care practice and the Building Blocks selfassessment for QI Program Directors, Site Chiefs and Executive Directors, admin staff, and departmental Vice-Chairs.





Strengthening relationships amongst the Quality Program Committee members is also a priority for us, as we have welcomed four new QI Program Directors to the group this past year. We had our **second in-person retreat of the year in June 2023, focusing on leading and reinvigorating joy in our work**. Our guest speaker and DFCM Chair, Dr. Danielle Martin, led an encouraging session on leading change in a stressed system that left attendees feeling inspired and equipped with some practical solutions that they can apply in their own workplace.





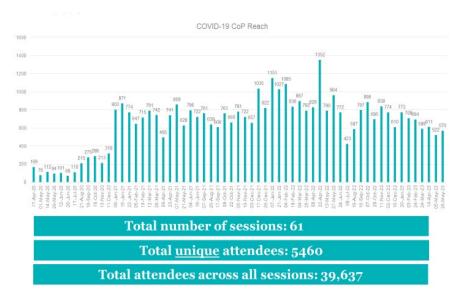




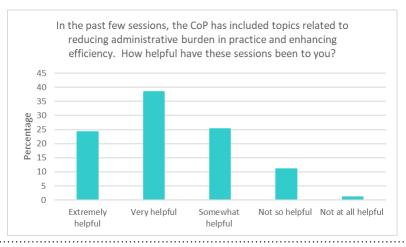


Community of Practice - 50th session

Since its inception more than three years ago, the <u>COVID-19 Community of Practice</u> has continued to evolve into a vibrant community where family physicians regularly gather to learn and share resources with one another. We have hosted 61 sessions in collaboration with the Ontario College of Family Physicians and attendance has remained consistent, with 500 to 1000 participants regularly attending any given session. Approximately 85% of attendees are family physicians. Attendees come from a range of practice models from all across the province.



In response to attendee feedback, sessions continue to highlight pertinent COVID-19 updates, but have evolved to cover a wider range of topics, such as other vaccine preventable diseases, e-consults, and exploring digital tools that can support practice as we play catch-up post-COVID. Inclusion of topics related to reducing the administrative burden and enhancing efficiency have been well-received. More than 87% of attendees reported that these sessions have been somewhat to extremely helpful and over 80% reported that they would like to continue to see these administrative issues discussed at sessions.







Post session evaluations have also demonstrated the impact on knowledge and individual physician motivation. After a recent session looking at how and when to use digital tools in family practice, over 88% of attendees reported that they left the session feeling motivated to take action.



The following testimonial illustrates how these sessions have benefited family physicians:

"I benefited a great deal from the Community of Practice sessions. The information was not only useful for my own clinical practice, but it helped me stay on top of emerging issues to support my professional leadership roles involving primary care."

- Dr. Allan Grill, Associate Professor, Department of Family and Community Medicine, Temerty Faculty of Medicine, and Chief of Family Medicine, Oak Valley Health

Educational Series

Our program continues to set the standard for quality improvement-focused educational initiatives for family medicine residents, family medicine physicians, teachers, and educators, and most recently community-based primary care clinicians. In the fall of 2022, we launched the <u>Primary Care Clinician</u> <u>Educational Series</u>. This QI curriculum, led by Dr. Susanna Fung, builds on our popular post-graduate QI educational series and was designed to provide primary care clinicians with the knowledge and skills to lead quality improvement work in their practice. It also includes an extra module that describes how the series can help family physicians complete their quality and innovation requirements for the College of Physicians and Surgeons of Ontario.

More information about the program can be found here: <u>https://www.dfcm.utoronto.ca/primary-care-clinician-educational-series</u>

All of the self-learning e-modules—for <u>primary care physicians</u>, <u>family medicine faculty & teachers</u>, and <u>family medicine residents & learners</u>—continue to be made available at no cost to anyone interested in improving quality in primary care. Over the past 3 years, approximately 315 people from





across Canada and internationally have registered to access our QI curriculum. Either parts or all of our curriculum is now used at several medical schools including the Northern Ontario School of Medicine, Queen's University and the Aga Khan University campus in Nairobi, Kenya.



In December 2022, **Dr. Margarita Lam-Antoniades** accepted the position of **QI Education lead**.

This role encompasses both the QI Postgrad and QI Faculty Development roles. This is with thanks to Dr. Navsheer Gill and Dr. Susanna Fung for their leadership and curriculum development for the Faculty and Primary Care Clinician educational series, respectively.

Looking Ahead: As we look toward the 2023-2024 academic year, we plan to make some improvements to the QI curriculum for family resident learners by including additional content on environmental sustainability and patient safety, including teaching incident analysis. For sites that are interested, Dr. Lam Antoniades will also be piloting some teaching around the use of personal practice data.

International Partnerships

The Strategic Institutional Partnership (SIP) between Ghent University and the University of Toronto converges the research capacity and expertise at both institutions to explore and test interdisciplinary responses to global challenges. Our team at the University of Toronto will be working with partners at UGent on a project exploring the patient's role in patient safety in primary care, with specific attention to vulnerable population groups.

Under the leadership of the <u>Office of the Vice President International (OVPI)</u> and in partnership with the Mastercard Foundation and five African institutes in higher education, the University of Toronto is engaging in a network to collectively address shared health sector challenges. The DFCM was invited to collaborate with the <u>Kwame Nkrumah University of Science and Technology</u> (KNUST), one of eight initial partners of the <u>African Higher Education Collaborative</u>, to develop a series of Continuing Professional Development programs to enhance the competency of primary care providers in a number of key areas, including quality improvement. A team of physicians from the DFCM led by Dr. Margarita Lam-Antoniades, QI Education Lead are working with our KNUST colleagues on the co-creation and delivery of a Healthcare Quality course. This course aims to provide participants (frontline healthcare providers and administration leadership) with the skills and knowledge to apply the concepts of quality improvement to their work with patients, healthcare management, and larger primary care organizations in Ghana. In fall 2023, four of our QI Directors will be travelling to Ghana to deliver this two-part course in collaboration with our Ghanaian colleagues.





ACADEMIC SITE ACHIEVEMENTS

At the heart of our program's excellence is the exceptional leadership of our QI Directors across our 14 teaching sites.

Southlake Academic Family Health Team



Dr. Navsheer Gil

At the Southlake Academic Family Health Team, we launched our first Patient informed Weight Management Program as a joint program with the Southlake hospital and our IHP team. This program was the result of a resident QI project looking into how patients wanted their clinicians to approach weight management. Another highlight was holding our inaugural QI Retreat with all members of our organization. This was an excellent opportunity to celebrate all our QI successes over the last decade and make a collaborative plan for our upcoming QI goals.

We were fortunate to have help from Ms. Dana Arafeh (Department of Family

and Community Medicine Patient Engagement Specialist) in navigating patient engagement in a meaningful and productive way.

University Health Network Family Health Team



Dr. Sarah Reid

The most significant quality improvement project done at the University Health Network Family Health Team was led by Dr. Sarah Reid and our pharmacist Patricia Marr. The aim of the project was to improve the accuracy of the medication list in the Family Health Team EMR for specific patient groups (e.g., Multiple Meds, Hospital Discharge). The take home messages revealed that almost all cases had at least 1 medication discrepancy [~ 95%] and ~40% had the potential to cause harm.

Scarborough Family Medicine Teaching Unit



Dr. Susanna Fung

This year, our quality improvement program focused on improving wellness amongst our preceptors as a part of COVID-19 recovery. We held rounds to discuss how to use QI tools to assess and measure different aspects of our well-being. For those keen to make wellness a priority, we initiated a group QI project to improve our individual self-care time. The QI program is also involved with the Scarborough Health Network Health Equity Certificate Program by teaching QI methodology to health care workers and mentoring equity-focused QI projects within Scarborough. We continue to build capacity for improvement work amongst our preceptors in Scarborough.





Royal Victoria Hospital – Family Medicine Teaching Unit, Barrie



Dr. Melissa Witty

Our multidisciplinary Patient Safety Committee analyzed the workflow surrounding prescription refills and found inefficiencies that led to the discontinuation of E-prescribe. One of our resident QI projects identified that sexually transmitted infection screening rates in low-risk patients decreased during COVID-19 and endeavored to improve this through provider education.



Dr. Lynda Ekeh

Another of our resident QI groups piloted the

implementation of an online booking system for the staff physicians at our Family Medicine Teaching Unit as a change idea to improve phone wait times. Our Research, Education and QI Program committee continues to support QI initiatives within our medical community.

Sunnybrook Hospital Academic Family Health Team



Dr. Debbie Elman

The Sunnybrook Academic Family Health Team is focusing on sustainable health, equity, and access. The project looking at reducing use of inhalers with high carbon footprints continued and expanded from last year with very good results and is ongoing with a patient facing component just rolling out. A comprehensive equity survey has been created that we are hoping to roll out to all new patients and at preventive care visits. We also have a robust interdisciplinary team trying to tackle the problem of phone wait times. Finally, we have members of our Patient and Family Advisory Committee joining each of the resident QI projects for feedback and perspective.

Women's College Academic Family Health Team



Dr. Susie Kim

We are happy to share that the Women's College Academic Family Health Team has made great strides in improving patient engagement and communications this past year. Our Patient and Family Advisory Committee had its inaugural meeting and now gathers regularly to provide valuable input on important issues including our family practice website, quarterly newsletters, and managing "No Shows" to name a few. The Patient and Family Advisory Committee is also actively engaged in shaping our strategic plan for 2023-2027. We continue to work towards more patient representation on committees within the clinic as well as increasing patient awareness of research and QI initiatives.





North York Family Health Team, Toronto



Dr. Tiffany Florindo



Dr. Jen Stunburg



Dr. Michael Taglione

We have initiated a department-wide QI project to improve fatty liver screening and management in patients with diabetes. We have provided education to our colleagues through a collaborative effort with our gastrointestinal specialist colleagues and are working to create an optimized referral pathway for advanced fatty liver imaging. We continue to present monthly "Do It Better Rounds" at departmental meetings, which have proven to be a popular and effective way to update our community of family physicians on local and departmental quality improvement initiatives. Within our department, we have also provided support to colleagues in completing their College of Physicians and Surgeons of Ontario QI projects.

Mount Sinai Academic Family Health Team



Dr. Sakina Walji

Mount Sinai Academic Family Health Team continues to be committed to patient partnership and engagement. We continue to build and strengthen our relationship with our Patient and Family Advisory Committee and patient pool. With co-engagement we are working hard to increase diversity of our Patient and Family Advisory Committee and include different voices.

Our team is also dedicated to improving the wellness of our staff. The pandemic and changes in healthcare delivery have resulted in burnout across the healthcare system. We have been conducting surveys and focus groups with our whole team with the goal of ongoing identification and implementation of improvement strategies.

Credit Valley Family Medicine Teaching Unit, Mississauga



Dr. Ali Damji

Credit Valley's QI Program has achieved remarkable milestones, including an award-winning resident project that enhances Advanced Care Planning documentation in healthy patients. They established an interdisciplinary memory clinic to evaluate individuals with memory concerns in primary care. Collaborating with Aga Khan University, they mentored their faculty in QI program development. Moreover, their support for medical students resulted in successful presentations at ICAM and IHI Quality & Safety Copenhagen. They actively contribute to medical education by delivering QI lectures to students.





Lastly, their involvement in the creation of a provincial EMR tool aligns with primary care quality standards, facilitating assessment of anxiety and depression.

Health for All Family Health Team, Markham



Dr. Karuna Gupta

The Health for All Family Health Team has embarked on several major quality improvement initiatives this year. We have focused on improving diabetic care (statin prescribing and pneumococcal vaccination) using the Care Canvas Dashboard as a novel springboard. Our pharmacist and a group of residents led a reboot of the Ottawa Model for Smoking Cessation focusing on re-educating providers to improve referral rates. Our administrative team conducted multiple projects to improve patient access and reduce administrative workload for example through implementation of e-booking. This team is led by Karuna Gupta and Gina Yip.

Southeast Toronto Family Health Team



Dr. Blaise Clarkson

In the last year, the Southeast Toronto Family Health Team has worked to improve incident reporting and management in order to improve patient safety and quality of care. The QI team continues to focus on improving data integrity and the processes by which we collect our Quality Improvement Measures. Newer QI initiatives include penicillin allergy de-labelling, and ongoing work on climate-conscious inhaler prescribing. The team has worked hard to deliberately catch up on cancer screening during and post-pandemic with dedicated cervical cancer screening clinics and establishing team-based processes for breast, cervical and colon cancer screening. This team is led by Dr. Blaise Clarkson and Dr. Sam Tirkos.

St. Joseph's Health Centre/Urban Family Health Team Family Medicine Teaching Unit



Dr. Linda Weber

This past year, with the guidance of a strong and evolving Patient and Family Advisory Committee, St. Joseph's Health Centre has focused their quality improvement efforts on access and the implementation of digital solutions to enhance patient care. We reorganized our urgent care into specific urgent care clinics, dramatically increasing our access for urgent matters while enhancing staff and resident satisfaction. Patients can now book into these and other clinics online. To further our clinical efficiency, MDs and clerical staff have been trained in Ocean e-referrals, e-consults, Ocean forms and Ocean reminders. Uptake of these clinical tools have been increasing monthly both by providers and patients.





St. Michael's Hospital Academic Family Health Team



Dr. Noor Ramji

For 2022-2023, the St. Michael's Hospital Academic Family Health Team embarked on improving equity-health related understanding for our patients through administration of a new, patient-centered, Health Equity Questionnaire, and are hoping by the end of 2023 to have reached at least 50% of our patients and learn from this process of inquiry. We have been working hard on improving loss to follow for our patients with Type II Diabetes through an interprofessional team approach and cancer screening recall to return levels of care back to pre-COVID times. We were additionally thrilled to learn our patients have been experiencing improved wait times on the phones since our adoption of online appointment booking this past year. We look forward to embarking on further optimization of team-based care opportunities related to access and dedicated recruitment of patients from marginalized populations over the next year.

Summerville Family Medicine Teaching Unit



Dr. Ahmad Al-Abduljabar

Over the past year, at the Summerville Family Medicine Teaching Unit, we have achieved significant accomplishments in QI. One notable achievement was the successful implementation of a point of care ultrasound curriculum as one of our QI initiatives by the residents. This curriculum aimed to enhance the diagnostic and procedural capabilities of our residents. In addition, working with our nurse practitioners and residents, we established procedure clinics and preventative care clinics that increased our residents' exposure to pap smears, IUDs, and other procedures. These specialized clinics allowed us to focus on providing targeted care for preventive measures, ensuring that our patients received comprehensive and specialized attention. This collaborative approach enabled us to undertake residents' QI projects all the while leveraging the expertise and perspectives of different healthcare disciplines.





APPENDIX: SUMMARY OF DR. TARA KIRAN'S HONOURS, PUBLICATIONS, AND ACHIEVEMENTS

SELECT HONOURS:

Leader for a Healthy Ontario Award, Ontario College of Family Physicians

Awarded to an Ontario family physician whose leadership over the course of their career has made a significant impact on health care for patients, communities and the province – through achieving quality results, actively building coalitions and creating a climate of continuous improvement for a Healthy Ontario.

Top 10 Articles of the Year, IHSPR-CAHSPR

One of the top 10 IHSPR-CAHSPR articles of the year in 2022. Awarded for <u>Patient and caregiver</u> <u>priorities in the transition from hospital to home: results from province-wide group concept mapping</u>. BMJ Quality and Safety.

Research Excellence (Award of Excellence) – Senior Investigator, Department of Family and Community Medicine (DFCM), University of Toronto

Awarded for sustained efforts and contributions to family medicine research.

PEER-REVIEWED PUBLICATIONS AS FIRST OR SENIOR AUTHOR:

Impact of COVID-19 on family physician practice and people experiencing homelessness:

Kiran T, Wang R, Handford C, Laraya N, Eissa A, Pariser P, Brown R, Pedersen C. Family physician practice patterns during COVID-19 and future intentions, Cross-sectional survey in Ontario, Canada, Canadian Family Physician Nov 2022, 68 (11) 836-846; DOI: 10.46747/cfp.6811836 (role: **principal author**)

Kiran T, Green M, Wu F, Kopp A, Latifovic L, Frymire E, Moineddin R, Glazier R. Family Physicians Stopping Practice During the COVID-19 Pandemic in Ontario, Canada, The Annals of Family Medicine, September 2022, 20 (5) 460-463; DOI: <u>https://doi.org/10.1370/afm.2865</u> (role: **principal author**)

Agarwal P, Wang R, Meaney C, Walji C, Damji A, Gill N, Yip G, Elman D, Florindo T, Fung S, Witty M, Pham T, Ramji N, **Kiran T.** Sociodemographic differences in patient experience with primary care during COVID-19: results from a cross-sectional survey in Ontario, Canada. BMJ Open August 2022; 12:e056868. doi: <u>10.1136/bmjopen-2021-056868</u> (role: **senior author**)





Hodwitz K, Parsons J, Juando-Prats C, Rosenthal E, Craig-Neil A, Hwang S, Lockwood J, Das P, **Kiran T**. Challenges faced by people experiencing homelessness and their providers during the COVID-19 pandemic: a qualitative study. CMAJ Open. July 2022 10 (3) E685-E691; DOI: <u>https://doi.org/10.9778/cmajo.20210334</u> (role: **senior author**)

IMPACT OF VIRTUAL CARE:

Kiran T, Green ME, Strauss R, et al. Virtual Care and Emergency Department Use During the COVID-19 Pandemic Among Patients of Family Physicians in Ontario, Canada. JAMA Netw Open. 2023;6(4):e239602. doi:<u>10.1001/jamanetworkopen.2023.9602</u> (role: **principal author**)

Lapointe-Shaw L, Salahub C, Bird C, Bhatia RS, Desveaux L, Glazier RH, Hedden L, Ivers NM, Martin D, Na Y, Spithoff S, Tadrous M, **Kiran T**. Characteristics and Health Care Use of Patients Attending Virtual Walk-in Clinics in Ontario, Canada: Cross-sectional Analysis. J Med Internet Res. Jan 12, 2023; 25:e40267. doi: <u>10.2196/40267</u> (role: **senior author**)

IMPACT OF PRIMARY CARE REFORMS INCLUDING TEAMS AND PHYSICIAN PAYMENT:

Kiran T, Moineddin R, Kopp A, Glazier RH. Impact of Team-Based Care on Emergency Department Use. Ann Family Medicine. 2022 Jan-Feb; 20(1):24-31. doi: 10.1370/afm.2728. PMID: 35074764; PMCID: PMC8786428 (role: **principal author**)

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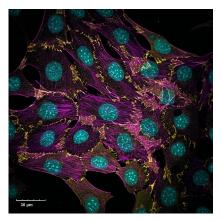
ABOUT THE U OF T TEMERTY FACULTY OF MEDICINE

When you give to the Temerty Faculty of Medicine, you help advance vital health research and education — contributing to better health outcomes for patients and communities everywhere.

Temerty Medicine stands among the top faculties of medicine in the world — ranking third for publications in the 50 highest impact journals in medicine and fourth by *U.S. News and Global Report* for clinical medicine. Leveraging our role at the heart of the Toronto Academic Health Science Network (TAHSN) — a network of 14 affiliated teaching hospitals and research institutes — our more than 8,000 learners and thousands of clinical and research faculty members span the fundamental health sciences, clinical medicine, rehabilitation sciences, translational research and health systems. Together, with our more than 63,000 alumni based around the world, they form a premier network of medical and healthcare talent with a global reach and impact.

Temerty Medicine is proud to join the University of Toronto in harnessing the enormous potential of our faculty, staff, alumni and supporters to solve the most complex challenges facing the world today. With support for U of T's historic **Defy Gravity Campaign**, we will advance inclusive excellence and bring together people from every background to create a healthier, more sustainable, and equitable world.

ABOUT THE COVER ART



Cellular Connections by **Jonah Burke-Kleinman**, a doctoral candidate in the department of Laboratory Medicine and Pathobiology at the Temerty Faculty of Medicine, was awarded runner up in the department's 2022 Art Competition.

Jonah's work in Professor Michelle Bendeck's laboratory focuses on preventing restenosis — the re-narrowing of arteries — which can develop as a side effect of angioplasty. He is currently researching the use of N-cadherin mimetic peptides as a way to prevent thickening of artery walls by inhibiting migration of vascular smooth muscle cells. N-cadherin is used by these cells to make connections to one another, and when it is absent, cells are activated to move, change position, and grow.

This image depicts arterial smooth muscle cells cultured in vitro, imaged by immunofluorescence laserscanning confocal microscopy. Cell nuclei are shown in cyan, the actin cytoskeleton appear in magenta, and cell-cell junction protein N-cadherin — the focus of Jonah's research — is shown in yellow.



