

The Success of PAR in Practice Improvement

Presentation to:
122. Kongress der
Deutsche Gesellschaft für Chirurgie
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Outline

- What is PAR?
 - Why PAR?
 - What does PAR include?
 - How well is PAR working?
 - What's next?
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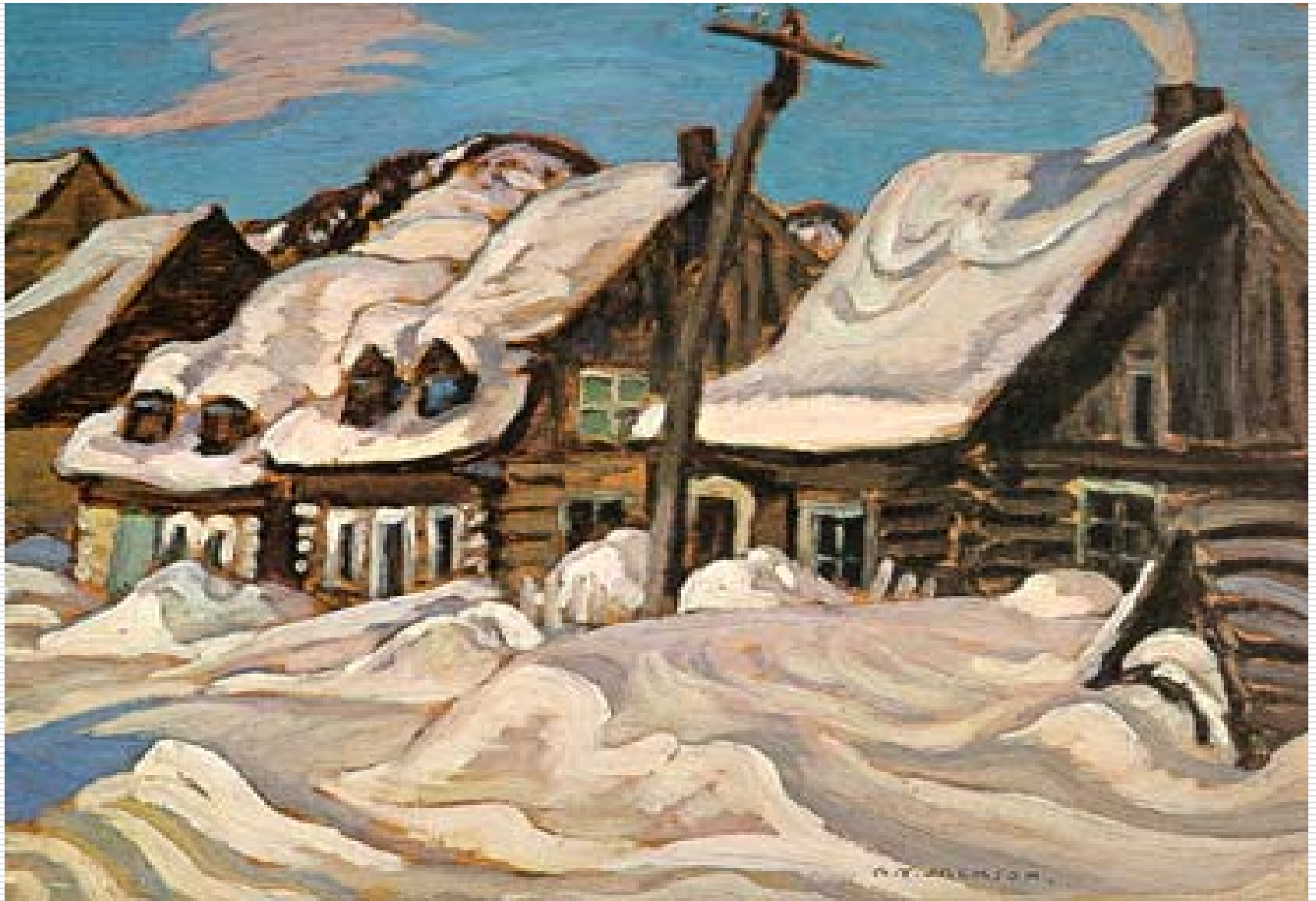


What is PAR?

- **Physician Achievement Review**
 - **Achievement = Performance: not knowledge, skills or competency**
 - **Review: not monitoring, assessment, or certification**
 - **Mandatory for all physicians in Alberta**
 - **Operating since 1999**
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Why PAR?

- Developed and run by the College of Physicians & Surgeons of Alberta, the medical regulatory authority
 - All physicians can benefit from continuous quality improvement:
 - Set goals
 - Design & implement activity
 - Measure success
 - Institute improvements
 - Public believed it was already being done
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What does PAR include? (1)

- 2-stage process:
 - For all: questionnaire tools, report to physician, follow-up by committee
 - For selected physicians: peer office visit, individual follow-up
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What does PAR include? (2)

- Questionnaire tools:
 - Self assessment
 - 25 patients
 - 8 non-medical co-workers
 - 8 medical colleagues
 - Physician Report
 - Peer Office Visit:
 - Director of Practice Improvement
 - Trained peer office visitors
 - Pre-visit questionnaire and visit checklist
 - Chart-stimulated recall
 - Report to physician
 - Website with all tools
-

Today's visit is mainly for:

New concern Ongoing concern Examination

Physician's Name:

Interpretation of the Rating Scale

Answer the questions about this doctor using the following:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	NA

Based on the **MOST RECENT VISIT** to my surgeon:

- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. My surgeon explained my condition to me satisfactorily | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Before booking my surgery, my surgeon explained my procedure thoroughly in language I understood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Before booking my surgery, my surgeon explained any alternatives thoroughly in language I understood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. My surgeon explained what could be done if my illness was to recur | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. My surgeon or his/her staff explained when to return for follow-up care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If your surgeon gave you a prescription for medicine:

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6. My surgeon or his/her staff provided me with instructions on how and when to take my medicine | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. My surgeon told me of side effects of the medicine | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Based on the **ALL OF YOUR VISITS** to your surgeon's office, how do you feel about your surgeon's attitude and behavior towards you? My surgeon:

- | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8. Spends enough time with me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

Versions of PAR

- General/family physicians
 - Surgical specialists
 - Medical specialists
 - Pediatrics
 - Psychiatry
 - Other medical specialists
 - Anesthesiologists
 - Episodic care providers
-

Participation in PAR

- General/family physicians = 2 044
 - Surgeons = 492
 - Anesthesiologists = 106
 - Medical specialists = 499
 - Psychiatrists = 247
 - Pediatricians = 163
 - Episodic care = 93
 - Total to date = 3 644
-

Does PAR work?

- Validation of instruments
 - 3-year external review
 - 3-month feedback forms
-

Findings from participants

- ❑ Feedback from colleagues valuable = 68%
 - ❑ Feedback from patients valuable = 67%
 - ❑ Feedback from co-workers valuable = 66%
 - ❑ PAR promotes quality improvement = 52%
 - ❑ Have made changes in my practice as a direct result of PAR = 38%
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Indicators of Success

- ❑ Over 90 000 patients have been involved in providing feedback to their physicians
 - ❑ Being used in Nova Scotia and California
 - ❑ Used in adapted form in Germany, US
 - ❑ Expressions of interest from UK, Australia, New Zealand
 - ❑ Publications in many peer-reviewed journals
 - ❑ Award of Outstanding Achievement from Medical Council of Canada
 - ❑ Changing physician attitudes
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Welcome to Our Site



Information about the PAR Program

Includes PAR Backgrounder, an explanation of the PAR process, brief attribute definitions and the PAR survey instruments employed to gather data.



Send e-mail to CIS Research Centre

(PAR program administrators & Webmaster)



Practice Improvement and Education

This page guides you to a variety of sources for practice improvement, CME and continuing professional development.



Send e-mail to the College of Physicians and Surgeons of Alberta



Send e-mail to the Director of Practice Improvement - Dr. Nigel Flook

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What's next?

- ❑ Versions for Diagnostic Imaging and Laboratory Medicine
 - ❑ Revisions to General/Family Medicine version
 - ❑ Help physicians to find tailored professional development
 - ❑ Facilitate other jurisdictions' use of PAR
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Thank you!

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