



Provider Profile

The Island Health Provider Profile is an interactive web-based tool for providers at Island Health. The goal of the Provider Profile is to allow individual providers to leverage the data repositories in the Enterprise Data Warehouse to support them in quality improvement and to inform their practice.

What's In Scope?

- Only providers will be able to see individual provider level results, and each provider will only be able to see their own individual level results.
- The Provider Profile presents providers with information about their patient population, and measures related to the dimensions of quality.
- These evidence based clinical measures will be developed with medical staff and departments, in alignment with the BC Health Quality Matrix.

What's Out of Scope?

- Monitoring of individual provider measures by anyone other than the individual providers themselves.
- Analysis and/or review of provider variation for the purposes of performance measurement, quality assurance, etc.

Provider Profile



The Provider Profile is intended to present providers with information about their patient population, and measures related to the dimensions of quality.



Patient Population

A profile of each provider's patient population, summarizing key patient characteristics (such as age, gender and comorbidities) and providing an overview of the most common kinds of patient groups seen by the provider.



Clinical Quality

Clinical quality measures will be developed for each of the five dimensions of quality focused on the patient/client experience from both an individual as well as a population perspective - Safety, Appropriateness, Accessibility, Effectiveness, and Acceptability. The majority of measures will be selected through an iterative consultation process with medical staff and departments, though select measures will be driven by corporate priorities. At a high level, these measures will focus on:

- a) Best practice, to help standardize clinical practice and reduce variation to improve patient outcomes and safety
- b) Potentially unnecessary care, to help reduce ordering of unnecessary diagnostic tests and treatments through integration with programs such as Choosing Wisely Canada

A small number of these will form a core set of measures that can be compared across all providers; for example, measures of length of stay and hospital harm. The bulk, however, will be specific to care provided only by a given department (e.g., ED or OBGYN) or be relevant to a subset of departments treating specific population groups (e.g., CHF)



Equity & Efficiency

Measures to assess the two dimensions of quality focused on the performance of the system in which health care services are delivered, such as length of stay.



Provider Profile



The Provider Profile will be rolled out to provider groups in iterative, staged releases.

Roll Out Plan

The high level roll out plan for the Provider Profile adopts an iterative, staged release where the tool will be rolled out to groups of providers in successive releases.

The first release in Fall, 2019 provided Physicians and Midwives in the Maternity care and Pediatrics Departments with access to core measures for acute care patients for whom they were the Most Responsible Provider.

The second release in Fall, 2020 will:

- Update the data for all measures, and include a new core measure: re-admission rate.
- Provide physicians in the Medicine Department with access to core measures for acute care patients for whom they were the Most Responsible Provider.
- Include more specific measures developed in consultation with Physicians and Midwives in the Maternity Care and Pediatrics Departments.
- Include anesthesia-specific quality measures developed in consultation with Anesthesiologists.

Successive releases will both broaden the number of provider groups included, and extend the range of measures available to provider groups with existing access. Work has already begun with HAMQC to develop new core measures aligned with occupancy and patient flow, and to develop quality measures in consultation with the Nephrology and Gastroenterology Divisions.

The roll out plan requires a robust medical structure to enable engagement. Engagement during each release will include mandatory orientation to the Provider Profile tool.

