

Alberta AIM Frequently Asked Questions

1. What is Alberta AIM?

Alberta AIM is a structured process to help physicians and their teams reduce or eliminate wait times, and improve office efficiency and clinical care. This reduction of wait times is achieved by predicting and managing patient demands and other strategies chosen by the clinic through a collaborative model of learning. The AIM approach was designed by physicians and has proven successful in multiple practices.

2. Who is the target audience for AIM?

AIM is targeted to family practices and specialty clinics who are interested in achieving measurable improvements to access, efficiency and clinical care.

3. Why would I participate in AIM?

To achieve:

- Improved clinical care outcomes
- Improved patient satisfaction
- Improved clinician and staff satisfaction
- Increased revenue
- Decreased costs

4. What is the cost to participate?

Alberta AIM is supported by a grant from Alberta Health and Wellness which subsidizes participation in AIM. Clinics interested in participating should contact Julie Shemanchuk, Provincial Program Planner, at 780.413.5091 or julie.shemanchuk@capitalhealth.ca.

5. What is the time commitment for AIM?

Clinic teams are required to attend six, two-day interactive learning sessions as well as implementing some changes between learning sessions over approximately a 14 month period. Activities can include; setting goals, mapping a patient visit through the office, and making changes that improve access, efficiency and clinical care. As part of the collaborative model of learning, teams hold weekly meetings and submit monthly reports to monitor progress and share successes.

6. What is involved in participating?

Teams are involved through a structured process, involving five major steps:

1. Forming a team – those doing the work must lead and drive the change. Teams include physicians, health professionals and office staff
2. Setting goals in: improving access for an appointment, improving efficiency at the appointment and improving clinical care by using proactive, prepared multi-disciplinary teams
3. Mapping a patient visit through the office
4. Making changes that improve access, efficiency and clinical care
5. Measuring to ensure that the changes being made actually result in improvement

6. What help do I receive?

A variety of resources are available, including:

- Six learning sessions (11 days) with AIM faculty held in person or by video conference
- Access to articles and papers on concepts taught at the learning sessions

- Access to a facilitator to assist with setting aims, measurement, reporting, holding meetings and team development
- Access to faculty for information sharing and problem sharing
- Access to resources regarding spreadsheets, data collection and panel/caseload identification
- Access to secondary resources such as where team issues are a barrier to success
- Monthly teleconferences with facility and other participating clinics to share learnings and ideas
- Access to group email for posing questions and sharing information

7. Where can I find more information about AIM?

Visit our website at www.AlbertaAIM.ca or contact Julie Shemanchuk at 780.413.5091 or via email at Julie.shemanchuk@capitalhealth.ca for more information.