

Development of an Electronic Solution for the Management and Tracking of the Calgary Hospitalist Alternate Relationship Plan

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Background:

The Calgary Hospitalist ARP is a strategic alliance of family physician driven programs providing generalist level facility based care across the continuum. With over 150 participating physicians caring for almost 1400 patients on a daily basis, this is the largest clinical ARP in Alberta with a funding envelope in excess of \$40M. The Calgary Hospitalist Governance Association (CGHA) is tasked with the financial management of the ARP including annual reconciliation with Alberta Health and internal and external payments related to program funding along with tracking, monitoring and reporting of program specific performance measures.

Methods:

Key data elements were identified, followed by conceptual design and process mapping. Relational database was developed utilizing common drivers core to the process and subsequent outputs.

Results:

The CHGA database was developed as a centralized repository for all financial and performance data related to the management of the ARP. Individual physician submissions roll up to facilitate the internal distribution of funds and workload tracking for reporting to Alberta Health. Service event reporting is uploaded into the system and supports monitoring, analysis and reporting to demonstrate value for money and evaluate future program needs. Development is underway to incorporate additional key performance measures such as ALOS/ELOS. Each participating physician receives an individual report and leaders receive program level reports on a monthly basis as a feedback mechanism.

Conclusions:

The development of an electronic tracking system utilizing clearly defined processes along with strong governance provides the accountability and transparency required by key stakeholders. Accurate and timely financial tracking and performance reporting are key elements in the success and viability of the Calgary Hospitalist ARP.