Pathways™

Collaboration. Innovation. Support for patients and providers.

In the increasingly complex and fragmented world of medicine, Pathways bridges gaps. Pathways supports clinicians to access the information they need, when they need it, all in one place. More than just an online tool, Pathways reduces physician burden, improves patient care, strengthens team-based care, and supports measurement and quality improvement. With its collaborative, community-driven approach, Pathways provides solutions that puts patient-centered care and clinician workflow at the forefront of innovation.

How it works

Pathways is more than a technology platform; It is an ecosystem of relationships between providers and their teams with Pathways staff and developers. Pathways is nimble in its responsiveness to provider's needs.

Directory of specialist clinics - enables easier and more timely referrals, and fewer inappropriate referrals. Provides wait times and special areas of interest.

Care Pathways - Clinical algorithms which support diagnosis, management and service navigation.

Forms and information for patients - can be sent directly to patients at point-of-care.

Directories of community supports, and family physicians - also available to the public, they help physicians and patients find local supports for mental health, addiction, and more.

Curated gateway - to internet tools and resources.

> *Pathways is "a resource that I can look at in the moment, when I'm with a patient and trying to figure out the best path for them, doing that in real time… it is often a jumping-off point to deeper discussion with patients, and a common understanding about treatment."*
>
> *– Dr. Michelle Thomasse, Kelowna, BC*

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The journey: Local solutions to province-wide innovation

Challenges

Health care systems are inefficient and rising administrative burdens are driving burnout, early retirement and worsening of our health human resource crisis.

- Physicians work 35% longer per weekday than average workers.
- 75% of physicians say administrative workload is impeding patient care
- 60% report this increased workload directly contributes to declining mental health, and burnout.





By providers, for providers – collaborative innovation

Traditionally online systems are developed by big technology companies using a 'top-down' approach, which can leave users feeling frustrated.

Pathways chose a different path. It started in 2012, as a grassroots initiative created by "Divisions of Family Practice". Physicians on the ground identified the need for a detailed directory of specialists and their wait times, combined with a curated collection of patient information and clinical tools for use at point of care. Physicians worked iteratively with developers to co-create Pathways. This community-led innovation was funded through BC's Family Practice Service Committee. (One of the unique "Joint Collaborative Committees" between the Doctors of BC and the Ministry of Health).

Pathways™

Built to Scale Easily

Pathways was so successful in reducing physician burden and streamlining care that that there was demand to scale it up across BC. In 2017 the independent not-for-profit society was created. It is governed by a board of clinicians and funded primarily by the Physician Master Agreement (PMA). It is a well-established and widely used service with over 8 million page views by logged in clinicians in the last year, over 60,000 users, and continues to grow.





Wants Vs Needs and Room to Fail

One key learning was that while physicians often have very specific ideas about what we want, we're often mistaken about what we actually need. Similarly, some developers thought they knew what would work, but they were often mistaken about the complexities of real-life workflow. Success required room for failure, and a development team who could discern the "needs", beneath the "wants" (much as we do with our patients).

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Pathways by the numbers

Close to 100% of Family Practice offices in BC use Pathways

Over 95% of community-based specialist clinics are listed in the directory

10.5 million page views per year by logged in clinicians and their teams

7,300 clinical tools and emailable patient information

Pathways has stayed true to its grassroots beginnings

Community-driven: Clinicians and their teams are continuously co-creating the system, and it is designed to help clinicians find the services and tools they need in real time during a patient visit.

Collaborative: Clinicians are involved in every step of the development process. The broad range of needs of clinicians and medical office staff working in different settings with different workflows are taken into account.

Recognizes failure is part of our journey to innovation – "Fail early, fail often, but always fail forward." Pathways approach is to learn from failure, and keep moving forward. There is room to fail on the way to success.

> *"Pathways understands how I work, understands physician workflow, and it supports provider wellness – it is one tool that truly decreases administrative burden. …. All the items I need are in there – I can go in there in one place to access them at point of care, and immediately send them to my patient. And I know they are up to date."*
>
> *– Dr. Karin Kausky*

Pathways outcomes

97% say it has improved the referral process

58% report decrease in stress related to making referrals as a result of using Pathways

87% of users were satisfied with the platform

82% found wait time data useful

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