



Tips and Takeaways: Webinar #3 - Systematically Reimagining Administrative Load in Family Practice

January 28, 2025, 12:25 to 1 p.m.

Presented by: Dr. Joanna Willms & Connor Kemp

Webinar recording link: [IPCMP Webinar 3 Recording](#)

Presentation slides: [IPCMP Session 3 slides](#)

The Problem: Too Much Administrative Work

- 70% of time is spent on non-patient-facing tasks
- High burnout rates due to excessive documentation and inbox management

3 Key Solutions to Improve Efficiency:

1. Use Medical Scribes

- Saves ~5 minutes per appointment by handling documentation
- Allows physicians to focus on patient interaction

2. Optimize EMR Tools

- **Use prescription favorites** to reduce repetitive data entry. Pharmacists can calculate weight-based doses; the Rx favourite includes the intended mg/kg and the indication. Weight is added at the time of prescribing
- **Store billing codes** to save time (i.e., a billing code pick list built into documentation)
- **Create smart templates** for SOAP notes and for chronic disease visits, i.e., Encounter Assistants or Forms in Telus PSS

3. Manage Inbox Smarter

- **Delegate administrative tasks** (e.g., secretaries handling simple requests)
- **Turn off partial lab reports** to eliminate unnecessary inbox clutter (see [Webinar 1 Tip Sheet](#))
- **Convert complex inbox items into appointments** for better workflow

Top Strategies for Improvement

Identify High-Impact Tasks:

- Focus on tasks that consume significant time but have easy solutions
- Identify the tasks that occur infrequently, but consume a lot of time when they happen (outliers), and consider workflow changes to better accommodate them, i.e., book appointments



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- Track time spent on different activities to pinpoint inefficiencies

Implement Targeted Interventions:

- Prioritize changes that reduce time spent on documentation
- Use templates, voice dictation, or structured notetaking to speed up workflow

Delegate and Streamline Workflows:

- Assign non-essential documentation tasks to support staff or digital tools
- Automate repetitive processes when possible

Leverage Technology for Efficiency:

- Use electronic health record (EHR) optimizations, macros, and automation
- Minimize redundant communications with structured messaging templates

Measure and Adapt:

- Continuously analyze workflow adjustments and refine strategies

Final Takeaway

By **streamlining administrative tasks**, family physicians can spend more time with patients, reduce burnout, and improve overall healthcare efficiency.

Questions?

If you have questions about the Ideal Primary Care Practice Model initiative or have ideas for upcoming webinars, email us at communications@ehealthce.ca.

If you have specific questions about this webinar, you can contact our presenters directly:

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