

TBC@UBC Network

March 6, 2025

Seeing the Impact of Teamwork in Primary Care through HDC (Health Data Coalition) Discover Measures

About the Session

The [Health Data Coalition \(HDC\)](#), a physician-led not-for-profit organization, provides clinical measures through its HDC Discover application. Built on a primary care data network, HDC Discover aggregates data from six Electronic Medical Record (EMR) systems across BC, offering a unique lens into practice patterns, patient panels, and health outcomes.

This session highlights three examples from across the province where team successes were recognized through clear, measurable impacts in the HDC Discover application. This type of feedback mechanism not only validates team efforts but also serves as a powerful motivator, reinforcing the connection between collaborative work and improved patient outcomes. We explore how real-time feedback supports teamwork—especially for developing teams—and why it is a critical component of continuous practice improvement.

Session Moderators

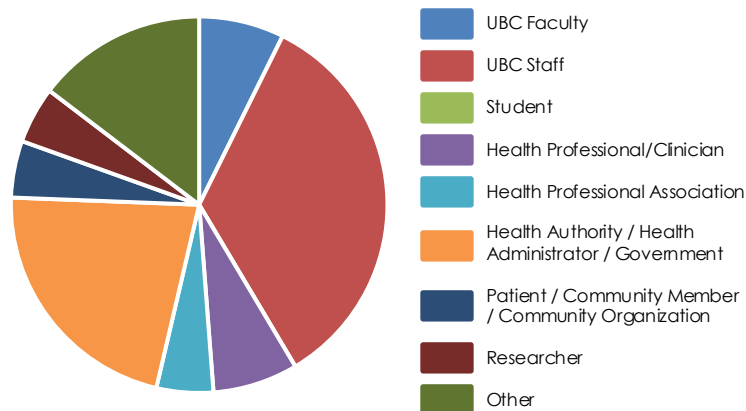
The session was moderated by Christie Newton and Lee Yeates, co-facilitators of the TBC@UBC Network and faculty members in the Department of Family Practice, Faculty of Medicine at UBC.

HDC Speakers and Facilitators

- **Dr. Cole Stanley** – Medical Director, HDC; Family Physician, Hope to Health Research & Innovation Clinic; Clinical Instructor, UBC
- **Gayle Grout** – Executive Director, HDC
- **Cathy McGuinness** – Manager, Community Engagement, HDC

The session recording is available on the UBC Health YouTube channel, under the [Team-Based Care playlist](#).

Participants – 45 Total



About the TBC@UBC Network

The TBC@UBC Network, supported by UBC Health, brings together health professionals and leaders, community members, academics, and policymakers to explore questions and ideas important for team-based care in BC. The network fosters province-wide efforts to enhance team-based care by enabling participants to learn from one another, connect their initiatives, and engage UBC's strengths in education, research, evaluation, and knowledge translation. Each network event offers a unique perspective on the themes of research, pedagogy, and practice innovation. To participate in future activities or learn more, visit health.ubc.ca/tbc.

Discussion Themes & Resources

Key Learnings

1. **HDC Discover supports both individual and team-level insight** – Data visualizations and trend tracking enhance understanding and benchmarking, allowing teams to identify gaps, plan improvements, and drive learning.
2. **Team composition and role clarity drive quality improvement** – Multi-role engagement and data-informed role negotiation support more effective workload distribution and team-based care planning.
3. **Engaging learners and peers builds data culture** – Residents and students bring enthusiasm that revitalizes clinic engagement with data. Peer-to-peer learning and curiosity are powerful drivers of adoption.

What are some of the benefits or potential uses for HDC data in primary care teams?

- Helps identify areas for intervention and track chronic disease management over time.
- Enables population-level planning with demographic metrics.
- Supports educational innovation by introducing learners to data literacy early.
- Offers a platform to benchmark performance across clinics and reflect on internal trends e.g., "data blips".
- Encourages practice-wide reflection and systems-level conversation such as team-based vs. individual care models
- Useful for team composition analysis and highlighting where support roles can be added e.g., RN vs. MOA triage.

How might HDC data be used across different healthcare roles?

- Important to determine which team members access and interpret the data e.g., team managers, physician leads.
- Opportunities for researchers and clinicians to co-analyze practice data for quality improvement (QI).
- Emphasis on interdisciplinary contributions, including pharmacists, mental health consultants, and clinic managers.
- Growing interest in team-informed decision-making using dashboards rather than traditional scorecards. A challenge is that teams often have limited training in QI and communicating outcomes to patients.

Implementing HDC Data: Early Actions

- Use regular team meetings to review HDC measures.
- Encourage learners and residents to initiate QI projects using the dashboard.
- Frame the dashboard as a learning tool, not just a performance measure.
- Promote peer-to-peer sharing of improvement pathways.
- Initiate role mapping and team design based on patient panel data.

Opportunities and Considerations

- Build comfort with comparing against oneself over time, rather than competition with other clinics.
- Ensure continuity of care is represented in data and metrics.
- Explore opportunities for public-facing dashboards to promote transparency and celebrate success.
- Address current limitations e.g., no patient-level data in HDC Discover, lack of integration with Orion Health/eHealth systems.
- Enable small research through practice-driven inquiry, while navigating data-sharing limitations for larger academic studies.

Resources

- **HDC website** – <https://hdcbc.ca/>
- **HDC Current Measures Availability List** - <https://hdcbc.ca/current-measures-availability-list/>
- **TBC@UBC website** - <https://health.ubc.ca/tbc>