

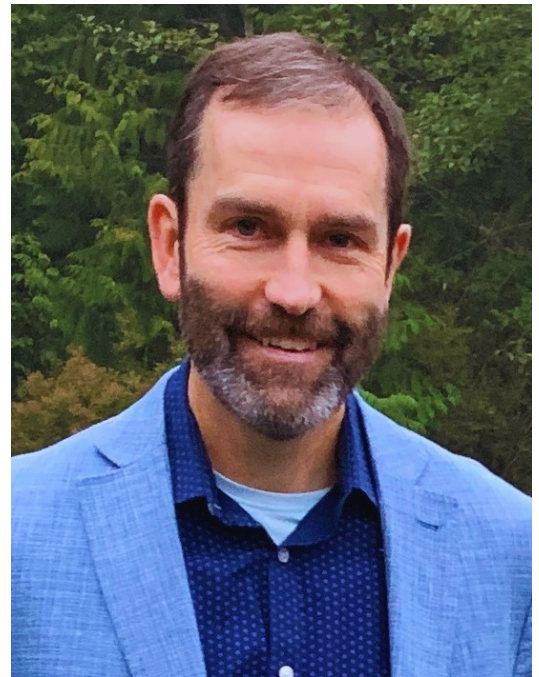
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STAFFING ANNOUNCEMENT

Welcoming Two New Team Members

Primary Care Network Manager – Gavin Arthur

The Comox Valley Division and PCN are pleased to welcome Gavin Arthur as Primary Care Network Manager. Gavin comes to the PCN with experience as the PCN Change Management Lead with Central Island Divisions and hails from the far reaches of Merville, BC (well, he is originally from Scotland as you will soon find out!). Gavin brings with him a great deal of experience in Primary Care Network implementation working in the Oceanside PCN over the past year. In addition, Gavin has worked in the non-profit world with the Heart & Stroke Foundation in various roles including, Senior Manager of Patient Engagement and Support (National), VP of Research & Health Promotion (BC & Yukon) and Director, Survivor Support (National). Gavin is experienced in patient and caregiver engagement and outside of work volunteers with the Patient Voices Network in BC. Gavin spends much of his time outside of work with his wife raising 3 children and establishing a small blueberry farm in Merville. As a family, they enjoy exploring the local trails, cycling, and swimming together. Gavin's first day will be July 14.



Primary Care Network Administrative Assistant – Maggie Cosens

Maggie Cosens joined our team on June 17 and brings her extensive experience in the Comox Valley and abroad to our PCN. Maggie has spent time working as an Office Manager/Project Coordinator - AFC Construction, Courtenay, and prior to those two years working in Doha, Qatar as a Deputy Program Coordinator with Kellogg, Brown & Root. Outside of work time Maggie enjoys hikes, travelling and visiting with family and friends.

Alongside Lisa McDougall-Lee PCN Coordinator, Maggie will provide administrative support for the PCN. Lisa's role will continue to support PCN governance, financials, Ministry of Health reporting and expand to include supporting the Health Connect Registry.

Please welcome both Gavin and Maggie to the Comox Valley PCN Team!





What is Culturally Informed Care in the Comox Valley Primary Care Network?

Over the past year, members of the Inuit, Métis and First Nations have been collaborating with the PCN Physician Lead, the Practice Support Program, the Division of Family Practice, Patient Partners, Island Health and the PCN Team to develop an overview of culturally informed team-based care. Please take a moment to read the statement on culturally informed team-based care shown here. We will be reaching out over the summer to provide an opportunity to register all Physicians, MOA's and Office Managers, and Allied Care Providers within the Comox Valley Primary Care Network for the cultural safety learning journey that will begin in the Fall.

Primary Care Network Comox Valley

TEAM BASED CARE

WHAT is TEAM-BASED CARE?
Team-based care is when the health care team is working collaboratively to meet whole health needs.

This team working together, enables and empowers the person who knows the most about their health care need. This team supports people to make decisions to improve their health outcomes which improves the health care experience for all those involved.

WHO is the TEAM?
The community member and partner/family
The primary healthcare team: Family Physician, Mental Health Clinician, Social Worker, Nurse Practitioner, Nurse, Indigenous Wellness Advocate, Traditional Healer and others.

The extended healthcare team:
Community Health Services, local Community Partnerships and Agencies, Métis and First Nations Health resources, Acute Care, Specialized services

What contributes to successful team-based care?

- The person at the center of care
- Shared Purpose
- Clear Roles and Responsibilities
- Effective communication and conflict resolution
- Collaborative Leadership
- Shared Learning
- An environment free of racism and discrimination

What foundations need to exist to make it all possible?

- Culturally informed policies and practices and Cultural Humility
- Shared goals, beliefs and values
- Collaborative decision-making
- Respect for multiple perspectives
- Infrastructure and time to promote collaboration
- Key skills in health promotion and chronic disease prevention and management

Primary Care Network Comox Valley | VANCOUVER ISLAND REGION First Nations Health Authority | Comox Valley Division of Family Practice | island health

PCN Clinic MOA's and Office Managers

Please join us! Drop in when you can during the hour to talk about PCN Pharmacy and Social Worker workflows, ask questions and say hello to the PCN Team.

Members of the UBC team will be there too, to provide support of Pharmacy workflow questions. As our team expands so will topics for this drop in.

Bring your lunch, pop in when you can and we would love to see you there.

**Next drop in is July 16th
12-1pm**

CV PCN Cultural Safety and Humility - A Learning Opportunity

As part of our work in the Comox Valley PCN, we are fully committed to embedding Cultural Safety in our work together and within our approach.

We are requesting that all PCN interdisciplinary team-members take the **San'yas Indigenous Cultural Safety Core Health Course**. This course will be foundational for participation in other localized PCN-specific Indigenous Learning Opportunities available to PCN Teams in the Fall.

This opportunity is for all physicians, medical office assistants, managers, and any clinician providing care within the team. The Core Health Course involves 8 hours over 8 weeks of self-directed on-line learning which includes participating in discussion forums.

Please note that the online Core Health Program meets the accreditation criteria of The College of Family Physicians of Canada. This self-learning program has been verified by the College of Family Physicians of Canada for up to 20 Mainpro+ Credits. Please contact **Alex Jules - Indigenous Wellness Liaison** at **Alexander.Jules@viha.ca** to let us know if you have already taken the course or if you would like to register.

Each intake of the course starts on a Monday.

Next available intake dates are **August 16, 23, 30 and each Monday after that.**

Services overview for Social Worker and Pharmacist

**Primary Care Network -
Social Worker Role & Services**
[Click Here](#)

**Primary Care Network -
Pharmacist Role & Services**
[Click Here](#)

Oh the paperwork!

Please take a moment to complete the team charting agreement and send it back to Maggie Cosens at mcosens@divisionsbc.ca or (250) 465-0388.

If you do not have this agreement, please reach out and we can also support you in getting it completed.

Also, please take a short – very short - moment to complete the attached Survey.

This is a short survey that identifies Occupational Health and Safety processes within your clinic. This will be kept as a record on file to document the safe working environment for all PCN clinic Teams.

[CLICK HERE](#)

CONTACT US

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\$0 Fee code Billing for PCN – Q & A

All family physicians (FPs) Nurse Practitioners (NPs) participating in a Primary Care Network (PCN) are required to submit attachment records so that the attachment of new patients can be counted as a key metric of PCN evaluation.

This “PCN attachment” is tracked using a \$0 administrative fee code that is submitted to the Medical Services Plan / Health Insurance BC through Teleplan on a **one-time basis**. It is only to be submitted once for each patient at the time of their attachment to the FP or NP.

What: The code applied is unique for each PCN, with the code for Comox PCN being: **97600**

Who: This code applies to **new patients attaching** to all Comox Valley providers/clinics currently participating in the PCN.

When: The code is to be submitted when the patient is considered attached to the provider. The process of attachment happens through an initial conversation between the new **patient and provider** to make sure there is a suitable fit and willingness by both parties to proceed.

At this point the provider (FP or NP) will initiate follow up and attachment of the patient as they normally would for any new patient, such as request transfer of medical records to the clinic and completion of any required patient information etc.

The clinic/provider MOA also should enter and submit the Comox Valley PCN specific \$0 attachment code: **97600**