

PCN UPDATE

November 2021

Issue # 9

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Welcome new team members to the PCN

The Comox Valley Primary Care Network is pleased to welcome the addition of the following members to the team.

Lauralynn Shaefer - Lauralynn is the new PCN Administrative Assistant and can be reached at Lshaefer@divisionsbc.ca or 250-507-1884.

Eric Girard - Eric is one of two social workers joining the PCN allied health care team. Eric can be reached at eric.girard@islandhealth.ca or 250-702-6045.

Jessica Araya is one of two Mental Health and Substance Use Clinicians joining the PCN allied health team. Jessica can be reached at jessica.araya@islandhealth.ca or 250-204-4514. Eric and Jessica will be supporting Cottage Medical Clinic, Highland Family Practice, Sea Cove Medical Clinic, and Denman & Hornby Island Medical Clinics

Sandra Lewis - Sandra is one of two Mental Health and Substance Use Clinicians joining the PCN allied health care team. She will be supporting Southwood Medical Clinic, Courtenay Medical Clinic, Fifth Street Family Practice, and Westward Medical Clinic. Sandra can be reached at sandra.lewis@islandhealth.ca or 250-702-4560.

9 Tips to Successfully add a Nurse to your Primary Care Team



A recently released GPSC Case Study highlights the benefits of team-based care and shows how nurses can make a positive difference within the team and in primary care practices. [Watch this short video](#) providing 9 Tips to Successfully add a nurse to your primary care team.

Learn More...

[Meet Lauralynn](#)
Admin Assistant

[Meet Eric Girard](#)
Social Worker

[Meet Jessica Araya](#)
MHSU Clinician

[Meet Sandra Lewis](#)
MHSU Clinician

PCN Clinic MOA's and Office Managers Brown Bag

Join us! Drop in when you can during the lunch hour to talk about workflows and check in on progress with the new PCN.

Bring your lunch! We would love to see you there.

Next drop in is Dec 17 12-1pm

Please email comoxpcnadmin@divisionsbc.ca to **OPT OUT** of this newsletter

Introducing the Comox Valley's Virtual Care Team!

As of November, three new members have joined the Comox Valley Division of Family Practice as part of the Virtual Care Coordination team. Kate Carlson and Lauren Hook have joined us as the Virtual Care Coordinators, and Alida Sklarski as the Virtual Care Administrator.

Together, they will support clinics to enable video care encounters to connect primary care providers, patients, and specialists/specialized services to enhance collaborative care.

The team provides in-clinic supports to support administration, identification of technology solutions, workflow development, and coordination of referral pathways to support virtual care collaboration. The team is now in the assessment stage to understand the needs in the community. They will be in touch with interested clinics in the next few weeks. Clinics who have expressed interest include Fifth Street Family Practice, Highland Family Practice, Westward Medical Clinic, Denman Island Medical Clinic, and Hornby Island Medical Clinic.

If your clinic is interested and has not expressed interest, please reach out to the team at lhook@divisionsbc.ca. The Rural Coordination Centre of BC has received funding to support these roles until March 31st, 2022, with the anticipation of renewal.

Health Connect Registry

The Health Connect Registry (the Registry) is a centralized, geographically based patient waitlist for the Comox Valley.

Patients can self-refer [using the following link](#)
[or by calling 811](#).



HealthLinkBC

There are [posters](#) and/or [business cards](#) available to support directing patients to the Registry for self-referral which are available for clinics. If you would like copies of the printed materials, please let us know and we will get those to your clinic.

Attachment is based on a first-come, first-serve basis with consideration to priority referrals, with people who registered in March now being attached. Over 110 people from the Registry have been attached to clinics since July. The Registry is being used to build new physician panels, and to support the maintenance of balanced panels as space becomes available in family practices. Physicians and Nurse Practitioners may elect to accept only one patient or request a specific number of patients).

If you would like more information about the Registry and how it can be a tool to support patient attachment at your clinic, please contact Lisa McDougall-Lee, PCN Coordinator, at lmcdougall@divisionsbc.ca or 250-895-1476.

Team-Based Care and Cultural Safety - A Learning Journey

Within the Spirit of Reconciliation, on Saturday, October 23rd, the Primary Care Network and the Indigenous Health Working Group hosted an **Elders Opening Circle** on the lands of the K'òmoks First Nation. This Elders Opening Circle marks the beginning of an eight-month learning journey created for the Primary Care Network to support the provision of **culturally informed team-based care** to patients and their families in the Comox Valley. The Indigenous Health Working Group would like to thank the K'òmoks First Nation for being gracious hosts along with the Elders, Hereditary Chiefs, Métis, and Inuit Community Leaders who came and generously shared their wisdom and personal stories. We also extend our gratitude to the Physicians, Social Workers, the Indigenous Wellness Advocates, Medical Office Assistants and Managers, Patient Partners, Indigenous Community Leaders, and Primary Care Network staff whose participation demonstrated our collective commitment to creating culturally responsive and culturally safe primary health care services.

We also would like to acknowledge the significance of the youth participants to our gathering with the Queneesh Métis Dancers performing. The sharings by all were inspirational, insightful, and informative. They provided an opportunity to learn further about the history of the traditional unceded territory of the K'òmoks First Nation that we are providing services within, a deeper understanding of the Métis Nation, deepened understandings of Indigenous perspectives on health and well-being, and the opportunity to celebrate the start of our journey.



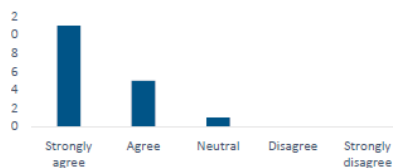
With Gratitude to: Elders
 Barbara Whyte(L), Dr.
 Evelyn Voyageur(2nd L),
 Bryce Mercredi (Center)
 Sheila Buchanan(R) along
 with Hereditary Chiefs
 Wedlidi Speck (L), Alan
 Mitchell (R)

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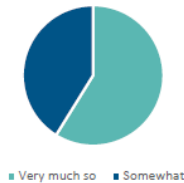


Participant Comments

I was able to learn alongside my primary care team members



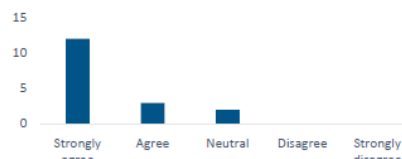
Has this learning opportunity impacted how you will deliver care?



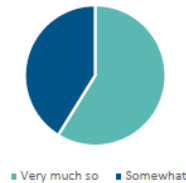
Additional Learning:

- More learning topics include traditional healing, foods and medicines
- More learning from Elders on their personal histories and do this early on in the event
- More pre-learning on Metis history before the event
- More cultural learning – song and dance

The learning at this event will enable me to better meet the whole health needs of patients



Do you feel you are more culturally informed about the care you will provide?



What is one thing you will do in your practice as a result of this learning?

"Listen more and listen compassionately and openly"

"Be and advocate for trauma informed care and the integration of cultural perspectives within our services"

"Collaborating with the Indigenous Wellness Advocate to improve the quality of care"

Provide More Resources:

- On where people can go for resources
- Practical tips solution focused we can use the next day

Contact Us:

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Leanne Frechette - Island Health, Director Comox Valley - Leanne.Frechette@islandhealth.ca

Destinée Barrow - Métis Nation BC, Regional Health Coordinator - dbarrow@mnbc.ca

Tanille Johnston - First Nations Health Authority, Regional Primary Care Manager - tanille.johnston@fnha.ca

Gavin Arthur - Comox Valley PCN Manager - garthur@divisionsbc.ca

Maureen Clarke - Comox Valley PCN Change Lead - mclarke@bcpsqc.ca

Alex Jules - Comox Valley PCN Indigenous Wellness Liaison - alexander.jules@islandhealth.ca

Lisa McDougall-Lee - Comox Valley PCN Coordinator - lmcdougall@divisionsbc.ca

Jacque Kinney - Comox Valley Division of Family Practice, PCN Evaluation Lead - jkinney@divisionsbc.ca

Lauralynn Shaefer - Comox Valley PCN Admin. Assistant - comoxpcnadmin@divisionsbc.ca