

South Island PCN

Saanich Peninsula and Western Communities

July 2023

Health Literacy & Patient Education Resources

"More than 60% of adult Canadians over the age of 18 years, including 88% of seniors, are affected by low levels of literacy."*

Patient education is key to ongoing good health and disease management; each day Canadians are asked to make health-related decision that call for health literacy skills. The problem is that many patient resources are written and produced in ways that make it hard for "more than 60% of adult Canadians...including 88% of seniors"* to understand them.

The Universal Health Literacy Precautions approach to patient education calls for healthcare services and professionals to assume that all patients and carers can

have difficulty understanding information and accessing services, and to deliver health information in a form that more patients can understand, regardless of literacy levels.

Health literacy and patient education best practices include:

- plain language (no jargon, acronyms, abstract words, technical terms, statistics and abbreviations)
- lowered reading level with short, active sentences
- uncomplicated graphics for visual learners
- a clear, dark typeface in a large font on a light background
- whitespace to provide breaks for the eye
- headlines to orient reader
- cues, colours and highlights to emphasize, clarify and differentiate
- formatted as a one-page flyer, or bi-fold brochure (not tri-fold)

If you'd like to ensure your patient education resources are written and designed with health literacy in mind, please contact Julie at communications@sidfp.com who is available to write and design patient education resources at no cost for PCN members.

To learn more about health literacy, check out the following resources:

*Canadian Public Health Association (2014). Examples of Health Literacy in Practice. Ottawa, Ontario

Primary Care Networks

The South Island has been leading the way in primary care transformation at the community level since early 2020. By being innovative, collaborative, and flexible, clinical resources are integrating in clinics across South Island PCNs while establishing supports for success

[Learn More!](#)

27,308

South Island residents attached to a new patient home since 2018

19,418

Western Communities

7,890

Saanich Peninsula

Health Literacy & Patient Education Resources continued...

- <https://abclifeliteracy.ca/blog-posts/health-literacy-blog-posts/health-literacy-still-an-issue-in-canada/>
- <https://www.cpha.ca/health-literacy-and-public-health>
- https://www.cpha.ca/sites/default/files/uploads/resources/healthlit/report_e.pdf
- <https://nccdh.ca/resources/entry/an-inter-sectoral-approach-for-improving-health-literacy>

Good News!

"We supported a youth with complex mental health while they awaited a placement in Ledger House. We attended case conferencing, discharge planning and supported him and his family throughout the process. We ensured all communication was provided to the physician, who was able to attend the case conference. The youth attended this meeting and reported he felt very supported."

- Allied Health Worker,
Saanich Peninsula

PCN 2.0 Planning Day

On June 9, 2023, members and partners of the South Island PCN worked together to envision the future of the PCN. Participants included physicians, nurse practitioners, Indigenous partners, patient partners, SI PCN staff and Island Health representatives.

Using a Liberating Structures approach to the session, participants were asked to work in small groups to answer the following five questions:

1. Why is the work of the South Island PCN important to patients, physicians, and the broader community? Specifically, what problems do we believe can only be solved at this table?
2. What principles must be followed to succeed in achieving our purpose?
3. Who can contribute to achieving our purpose and must be included?
4. How must the South Island PCN partners unite to achieve the collective impact of our purpose?
5. What are we going to do? What will we offer to our patients and communities and how will we do it?

The collaborative responses to these questions will be shared in an upcoming report produced by the South Island PCN for use in future planning and structuring.

Clinic Changes?

Is your clinic about to undergo any changes? Retirement? Move? Closure? Please drop us a line at attachment@sidfp.com so we can help support communication to your patients and register them to the Health Connect Registry.



Team-Based Care Grants Available

The Family Practice Services Committee has grants available to support clinics in the move to team-based primary care. The grant will help to address the costs of recruiting and onboarding into a practice, which physicians have identified as a barrier to creating team-based care practices.

This grant provides a lump sum payment of \$15,000 for each FTE (full-time equivalent) of net new eligible IPT positions filled by the family practice applying for the grant. An eligible IPT position may be filled by a staff member employed by the family practice or another organization, such as a health authority.

A minimum of 0.2 FTE of IPT position is required to apply for this grant. To claim this grant, a group of family doctors must submit an application form together after an IPT position has been filled. Doctors and clinic owners may come to an agreement on how the funding is distributed between each party.

The grant can be used for any number of team-based care services, such as: covering the cost of setting up and upgrading EMR software and licensing and office hardware; compensating physicians and staff for time spent on recruiting and onboarding new clinicians; etc.

To learn if you and your clinic are eligible for a Team-Based Care Grant, please contact your PCN Change Manager: kelly.aucoin@sidfp.com (Western Communities) or merlyn.maleschuk@sidfp.com (Saanich Peninsula).

Zero Fee Attachment Code

What: The Zero Fee Attachment Code is used for all new patients attaching to a clinic. It is submitted to the Medical Services Plan/Health Insurance BC through Teleplan on a one-time basis where attachment is agreed to by the practitioner and the patient during an attachment conversation. The code is unique for each PCN. The collected data will be used to track and measure against the PCN Attributes.

Who: FPs and NPs practicing in the PCN are to use the code when they attach new patients to their panel. This code applies to new patients who attach (both virtually or in-person) to clinics with integrated PCN clinical funded resources.

The code for Western Communities providers is 97608
The code for Saanich Peninsula providers is 97609

When: The start date for applying the code is when access to clinical resources begins. Please note: as this is a billing code, MSP will send errors if you backdate the code past 90 days. If your clinician started already, please only backdate 90 days prior.

Please let attachment@sidfp.com know what date you started coding so this data can be tracked.

Good News!

Our PCNs are FULL of good news: patient successes, problems solved, new ways of providing care.

We want to hear about it!
 Drop a line to communications@sidfp.com to share your successes, your good news, your humblebrags, and we'll share it with your community members.

MD's Corner: From Siloed Groups to High Functioning Teams

Health Data Coalition recently published a timely article by Dr Cole Stanley outlining his experiences working as part of team-based primary care.

Dr Stanley outlines both the ups and downs of working in a new way, of learning new patterns and strategies. In his words, "To make breakthrough improvements in healthcare, we need to now turn to a division of the knowledge work, where specialized team members can come together to create a product that is greater than the sum of its parts."



Check out Dr Stanley's article to learn more about team-based care in action.

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Education Opportunities

On May 24th the Primary Care Network and the South Island Division of Family Practice hosted physicians, residents, clinic managers, MOAs and staff members from both the South Island Division and Victoria Division for Kairos Canada's Indigenous Blanket Exercise. This event was held at the Songhees First Nations with morning and afternoon sessions to allow as many attendees as possible.

Kairos's Blanket Exercise "is based on using Indigenous methodologies and the goal is to build understanding about our shared history as Indigenous and non-Indigenous peoples in Canada by walking through pre-contact, treaty-making, colonization and resistance. Everyone is actively involved as they step onto blankets that represent the land, and into the role of First Nations, Inuit and later Métis peoples. By engaging on an emotional and intellectual level, the Blanket Exercise effectively educates and increases empathy."

We have received such positive feedback from everyone who has attended that we look forward to hosting this event again in the near future. Contact us at pcnadmin@sidfp.com if you and your staff would like to participate in a future event.

Are you aware on which Indigenous Homelands you live and the lands to which your family immigrated? Please check out www.native-lands.ca to learn more. To further your understanding of land acknowledgements, please see Len Pierre Consulting's Transformative Territory Acknowledgment Guide.

