



2022–2023

Surrey–North Delta PCN

Annual Report



**Surrey–North Delta
Primary Care Networks**

Table of Contents

02 — Message from OSC Co-chair

03 — PCN Overview

06 — PCN Governance

07 — Our PCN Journey

09 — Year One Achievements

12 — Looking Forward

13 — Acknowledgements

A Message from Our Overall Steering Committee Co-chair

In 2019, Family Physician and staff leaders of the Surrey-North Delta Division of Family Practice, in collaboration with Fraser Health, began to discuss the possibility of establishing Primary Care Networks (PCN) in our community.

Now, nearly four years and countless hours of hard work later, I could not be more excited to present our inaugural PCN Annual Report.

This report marks the completion of our first year of implementation. This year has seen remarkable growth and achievement as well as a significant amount of learning and adjustment.

Our successes are a reflection of the dedication of dozens of Family Physicians, Fraser Health and community partners, and staff members, for whom I am deeply grateful.

We are Stronger Together.



Dr. Nazia Niazi, PCN Overall Steering Committee Co-chair



**This year has
seen
remarkable
growth and
achievement.**



Surrey-North Delta
Primary Care Networks

ANNUAL REPORT 2023

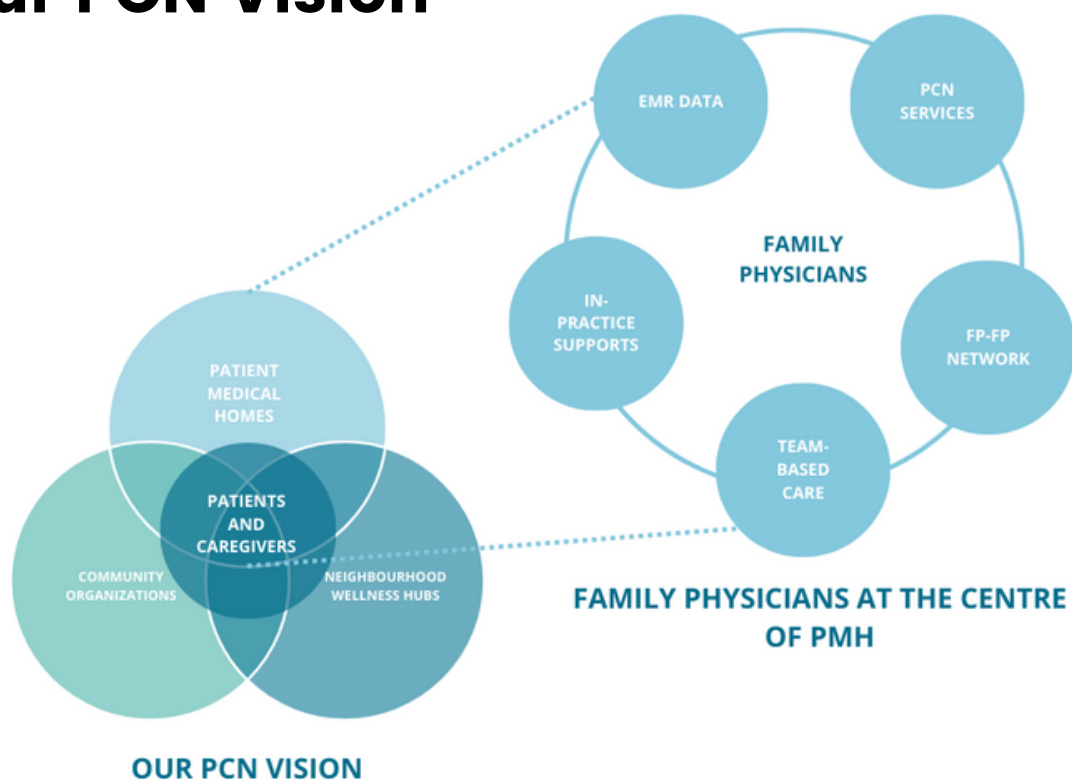
PCN Overview

What is PCN?

A Primary Care Network (PCN) is an integrated, local network of Family Physicians, Nurse Practitioners, allied health professionals and other community partners working together with patients and their families. PCNs focus on providing wellness and healthcare services within a team-based care model care, on a foundation of Patient Medical Homes (PMH).

This patient-centered model makes it easier for Family Physicians to work together and to access resources to provide the care their patients need, as well as the right supports for caregivers.

Our PCN Vision



9 PCN Core Principles

1

Primary Care

PCN services support primary care delivery for the Surrey-North Delta community and extend the SND FPs and NPs' ability to care for the well-being of their patients.

2

Cultural Safety

Surrey-North Delta PCN services must be designed to be welcoming, safe and respectful for all people seeking care and responsive to our community's cultural diversity.

3

Indigenous Health

The SND PCN is committed to learning, building relationships, and collaborating with Indigenous people in our community.

4

Accessibility

SND PCN services are accessible for all FPs and NPs working in Surrey and North Delta and their patients.

5

Impact

PCN services support Surrey-North Delta individual providers and their patients and prioritize the collective impact for the network of providers and the community.

6

Core Attributes

Relevant parties participating in the SND PCN are expected to understand, embrace and contribute to the core attributes of the Patient Medical Home (PMH) and PCN models.

7

Collaboration

PCN processes, protocols, and systems foster collaboration and collegiality amongst all FPs, NPs, other healthcare professionals, support staff and community partners.

8

PCN Service Plan

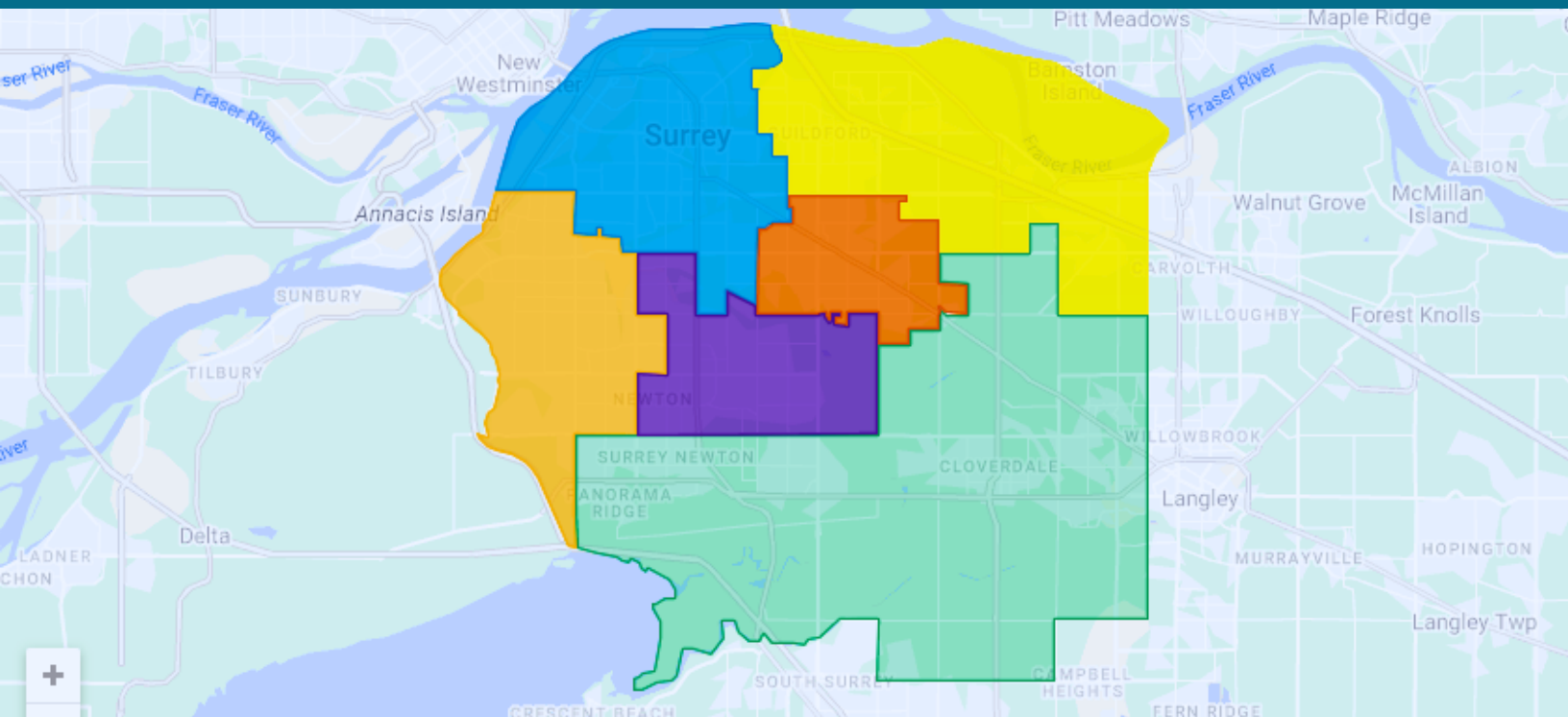
Having been created following the policies set by the Ministry of Health and through in-depth consultation with FPs, Fraser Health partners, and community partners with consideration of the needs of the Surrey-North Delta community, the PCN Service Plan guides our PCN priorities and helps to determine implementation and funding decisions.

9

Progress

PCN is not the solution to all challenges in the health care system - we celebrate movement towards our goals.

PCN Neighbourhoods in SND



There are six PCN Neighbourhoods in Surrey-North Delta:

- North Delta-West Newton (Light orange)
- North Surrey-Whalley (Blue)
- Guildford (Yellow)
- Cloverdale-Panorama (Green)
- Fleetwood (Red-orange)
- East Newton (Purple)

Each neighbourhood is supported by a Physician Engagement and Practice Support Team Member



Saira Abrar

- North Delta-West Newton



[Email Saira](#)



Alan Huang

- North Surrey-Whalley
- Guildford



[Email Alan](#)



Lape Ogunsulire

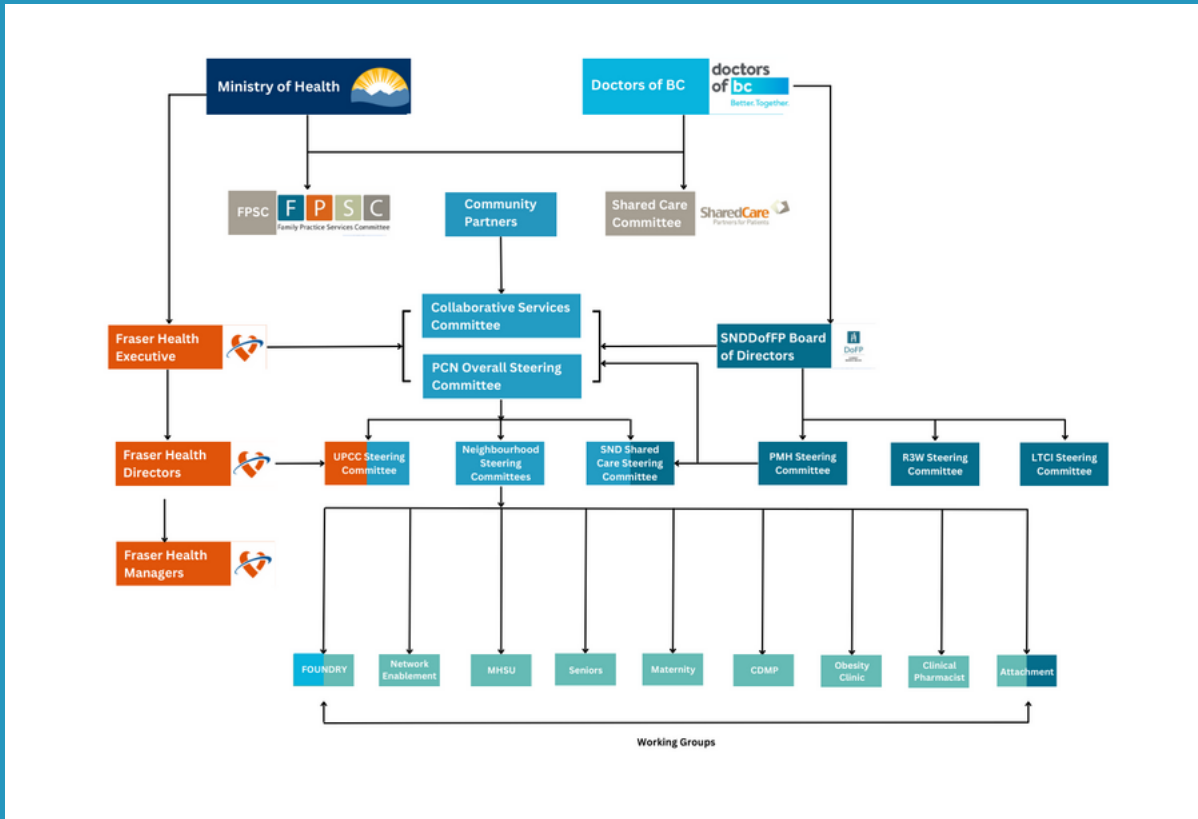
- Cloverdale-Panorama
- Fleetwood
- East Newton



[Email Lape](#)

Governance

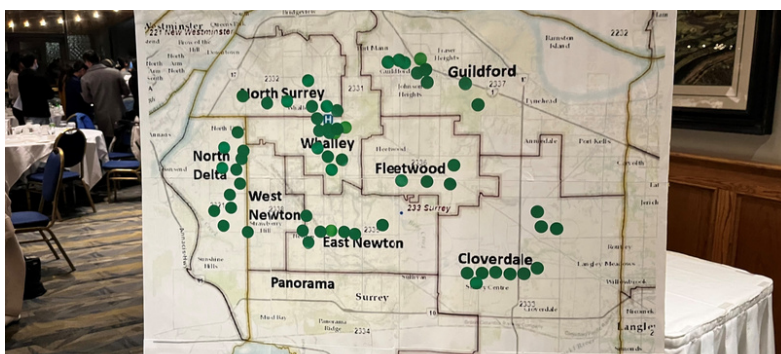
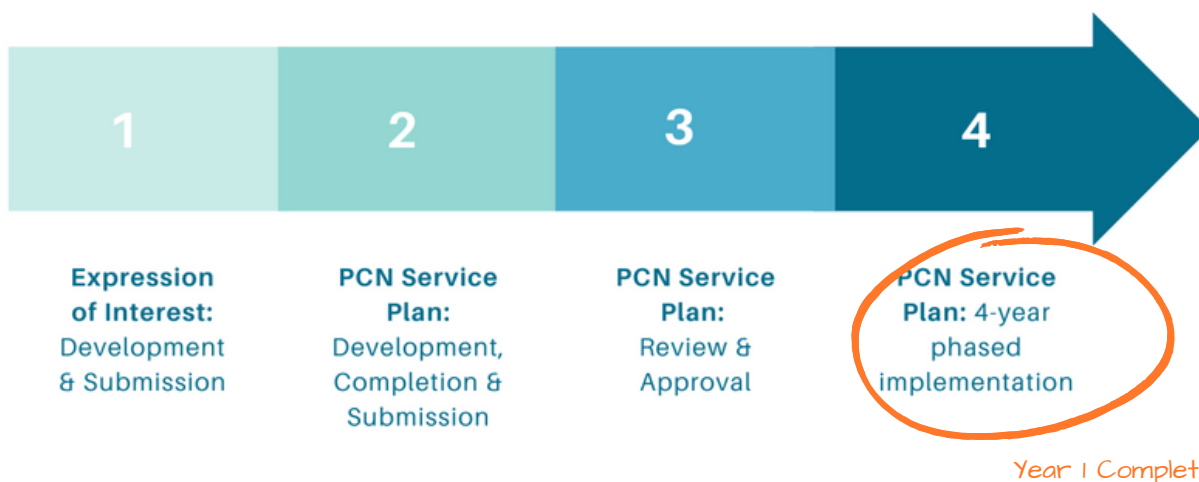
Physician Leadership has been and continues to be present across the formal and informal structures that support our PCN.



Leadership Group	Role in PCN
Board of Directors	Division governance and strategic direction, including PCN work
PCN Overall Steering Committee	FP Leaders, FH and community counterparts collaboratively providing leadership at a community level.
Patient Medical Home Steering Committee	FP perspective and guidance in the development and implementation of PCN
PCN Neighbourhood Steering Committees	Six committees of FP - FH partnerships providing leadership at a neighbourhood/PCN level.
PCN Working Groups	FPs and partners designing and shaping the future of Primary Care in SND

Our PCN Journey

Our PCN journey began 3 years prior to implementation and represents hundreds of hours of work by dozens of dedicated Family Physicians, Health Authority and Community Partners, and Division staff.



Listening, Learning, Evolving: How FP Voices Are Strengthening our PCN



Committees and Working Groups

All PCN committees and working groups have significant FP representation.



Neighbourhood Networks

FPs can make PCN decisions that are best for their neighbourhood.



PCN Events

FP feedback about key PCN strategies is provided at regular PCN events.



FP Leaders Group

A cohort of over 50 FP leads regularly provides the FP perspective, including testing new PCN services.

The PES Team: Support, Connection, Growth

The Physician Engagement and Practice Support (PES) Team plays an integral role in ensuring that Family Physicians are supported and empowered to participate in building our PCN. Some of their work includes:

- Supporting PCN community building by participating at community partner tables and events
- Connecting Family Physicians and Nurse Practitioners with working groups to inform PCN initiatives such as obesity, maternity, CDMP and more
- Supporting attachment working groups, and the attachment team and process development
- Connecting Family Physicians and Nurse Practitioners with opportunities that increase patient access to care within the PCN
- Contributing to the development of Roots Community Health Centre by attending meetings, connecting with community partners, Fraser Health and the Ministry of Health, and aligning goals with the PCN service plan

Year One Achievements

Our PCN Service Plan lays out our strategic priorities and the goals we are aiming to achieve in each of our 4 years of implementation. Thanks to the hard work of our steering committees, our members and our team, we have achieved all of our year 1 goals.



Network Enablement

Virtual Care Network work has begun | PCN Hub temporary space opened



Mental Health and Substance Use

Hired 2.0 FTE clinical counsellors | Hired 1.0 FTE clinical coordinator | Completed program design | Developed referral form



Social Work Program

Hired 7 Social Workers | Developed referral form + process | Soft launch complete



Clinical Pharmacist Program

Designed program | Hired 1.0 FTE Clinical Pharmacist | Developed referral form



Phase 1: FP Lead Testing



Phase 2: Feedback + Adjustments



Phase 3: Launch

PCN New Services Phased Launch: Capturing the FP Perspective

Ensuring that PCN services work for Family Physicians and their patients is a top priority for the PCN team.

To achieve this, we used a phased approach, beginning with our PCN Leader cohort, who provided valuable feedback.

After adjusting our processes based on this feedback, we were ready to launch!

Do you have feedback about the PCN referral process? Let us know by emailing your PES Lead.

Year One Achievements



Enhanced Indigenous Health Services

Hired 1.8 FTE RN | Hired 1 clinical counsellor | In process of hiring cultural advisor



Strategic Partnerships

Community Partner (CP) PCN governance event hosted with 20 CP leaders in attendance | Three CP senior leaders engaged for PCN governance (PCN OSC) | CHCs (Roots and Elizabeth Fry) | Foundry (PCRS) | UPCCs | NP Clinic



Other Activities

Approved 12 NTP FP contracts | In the process of hiring 5 NPs | Evaluation began in March 2023 | PCN communication plan has been developed and is being implemented | Supports for homeless population in partnership with iHART team and CPs under development | Pathways Referral Tracker implementation expanded as SND PCN referral tool

Indigenous Health Lens:

Welcoming Elder William Thomas to our 2022 AGM



SND PCN Core Principle #3 highlights our commitment to learning from Indigenous people in our community. As an early step in this journey, we invited Elder William Thomas from Tsleil-Waututh First Nation, an Indigenous Cultural Advisor with Fraser Health, to share his knowledge about Indigenous traditions that support health and wellbeing. We are grateful for his teaching.

PCN Attachment

Patient attachment is a cornerstone of our PCN Service Plan. Our attachment strategy for Surrey-North Delta aligns with broader provincial initiatives while addressing challenges that are particular our community.

Meet our Attachment Coordinators:



[Monica Khan](#)



[Nadia Shoukat](#)

Launched PCN Attachment Program

Created processes, templates, and procedures, and launched PCN attachment operations, including communications to all SND clinics, health service and community partners. We continue to build our our priority stream, including establishing referral processes with community partners

Hired 2 Attachment Coordinators

Attachment coordinators support matching patients, including complex priority patients, with Family Physicians and Nurse Practitioners.

Established a Practitioner Database

This helps determine attachment capacity, preference and status.

Launched Health Connect Registry (HCR)

HCR is a centralized list to provide equal and organized attachment support to the entire community. HCR can replace individual clinic waitlists, reducing the administrative workload at the clinic level while improving “matching” criteria between the clients and providers.

900+ Patients attached*

5750 Patients registered*

*As of March 31, 2023



Surrey-North Delta
Primary Care Networks

ANNUAL REPORT 2023

What's Next?

As PCN implementation continues, we will continue to develop the programs and services that we launched in our first year while building several more new programs, as outlined in our PCN Service Plan. These are some of the exciting plans that we have for year 2 and beyond.



Ongoing Efforts	Upcoming Programs
<ul style="list-style-type: none">Consolidation of year-one programs	<ul style="list-style-type: none">Chronic Disease Management Program
<ul style="list-style-type: none">Branding and other communications activities	<ul style="list-style-type: none">Obesity clinic and behavioural health coaching program
<ul style="list-style-type: none">Ongoing evaluation	<ul style="list-style-type: none">Maternity care strategy
<ul style="list-style-type: none">Expansion of temporary PCN HubPermanent PCN Hub	<ul style="list-style-type: none">Mobile team/supports for homeless patients
<ul style="list-style-type: none">Virtual Care Network	<ul style="list-style-type: none">FP-to-FP networkingTeam-based care education
<ul style="list-style-type: none">Incubator clinic	<ul style="list-style-type: none">Seniors strategy
<ul style="list-style-type: none">Recruitment and retention of primary care providers	
<ul style="list-style-type: none">Collaboration with FOUNDRY, UPCCs, Roots CHC, EFry CHC, Axis Clinic	

Thank You!

Our PCN would not be possible without the hard work of the Family Physicians, Nurse Practitioners, Community and Fraser Health Partners and Division staff who make up our committees and working groups.

Board of Directors

Co-chairs: Dr. Nazia Niazi + Dr. Sujatha Nilavar

Dr. Gagan Wilkhu	Dr. Preena Sahota
Dr. Sachit Shah	Dr. Uzair Sheik

Overall Steering Committee

Co-chairs: Dr. Nazia Niazi + Dawn Benson

Dr. Mark Blinkhorn	Dr. Aydin Tavakoli	Caroline Neufeld	Dawn Benson
Dr. Baldev Dhillon	Dr. Thomas Trinh	Brynn Fominoff	Judi Mussenden
Dr. Lawrence Yang	Dr. Sachit Shah	Catherine Bernardo	Anthony Neptune

Previous Co-chairs: Michele Lane (Apr. – Dec. 2022), Nicole Quilty (Jan. 2023)

PMH Steering Committee

Co-chairs: Dr. Hala Ahmed + Dr. Uzair Sheik

Dr. Baldev Dhillon	Dr. Mark Blinkhorn	Dr. Thomas Trinh	Dr. Alexandra Bieg
Dr. Joan Fujiwara	Dr. Elaine Jackson	Dr. Nazia Niazi	Dr. Arman Singh
Dr. Lawrence Yang	Dr. Aydin Tavakoli	Dr. Harpreet Brar	Dr. Kanwarinder Sidhu

PCN Neighbourhood Steering Committees

Co-chairs (CC): Various

Dr. Thomas Trinh CC	Dr. Mark Blinkhorn CC	Dr. Parmjit Sohal	Judi Mussenden
Dr. Sara Shahram	Dr. Marie Di Cesare	Dr. Gagan Wilkhu	Catherine Bernardo CC
Dr. Lawrence Yang CC	Dr. Aydin Tavakoli CC	Mustafa Ahmed	Kimberly Choi CC
Dr. Nazia Niazi	Dr. Elaine Jackson	Dawn Benson CC	Anthony Neptune CC
Dr. Sachit Shah CC	Dr. Baldev Dhillon CC	Amanda Laboucane CC	
Dr. Sujatha Nilavar			

Working Groups

Dr. Noshin Nikoo	Dr. David Luk	Dr. Alex Yang	Dr. Preena Sahota
Dr. Breanna Noon	Dr. Sachit Shah	Dr. Kendric Wong	Dr. Gurinder Sekhon
	Dr. Harpreet Brar	Dr. Agnes Cheung	

Territorial Acknowledgement

The Surrey-North Delta Primary Care Networks acknowledge that we work within the traditional and ancestral territory of the hən̓q̓əmi̓n̓ə́ speaking peoples, including the Kwantlen, Semiahmoo, Tsawwassen, Katzie, Kwikwetlem, Qayqayt, and numerous Stó:lō First Nations.

Acknowledging that we are on the traditional territories of First Nations communities is an expression of cultural humility and part of a recognition of our duty and desire to support the provision of culturally safe care to First Nations, Inuit, and Métis people in BC

**This artwork, titled "The Light of Irene," was created for Doctors of BC by s̓áməxʷ from Katzie First Nation*

Surrey-North Delta PCN

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