

2023-2024

# ANNUAL REPORT

SURREY-NORTH DELTA  
PRIMARY CARE NETWORK



Surrey-North Delta  
Primary Care Networks

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## A MESSAGE FROM OUR OSC CO-CHAIR



*“This year’s report reflects a steadier, more mature growth”*

Last year, we presented our inaugural PCN Annual Report, following our first, exhilarating year of implementation.

This year’s report reflects a steadier, more mature growth as we continue to build our PCN while evaluating, adjusting and formalizing the programs and processes already in place.

Thanks to your referrals, feedback and ongoing support, we now have three PCN services that are fully operational and accepting a steady influx of referrals, even as we get ready to launch several exciting new programs.

With your collaboration, we are building a better primary care system in Surrey-North Delta for physicians and patients.

We are Stronger Together.

A handwritten signature in black ink, appearing to read 'Sujatha Nilavar'.

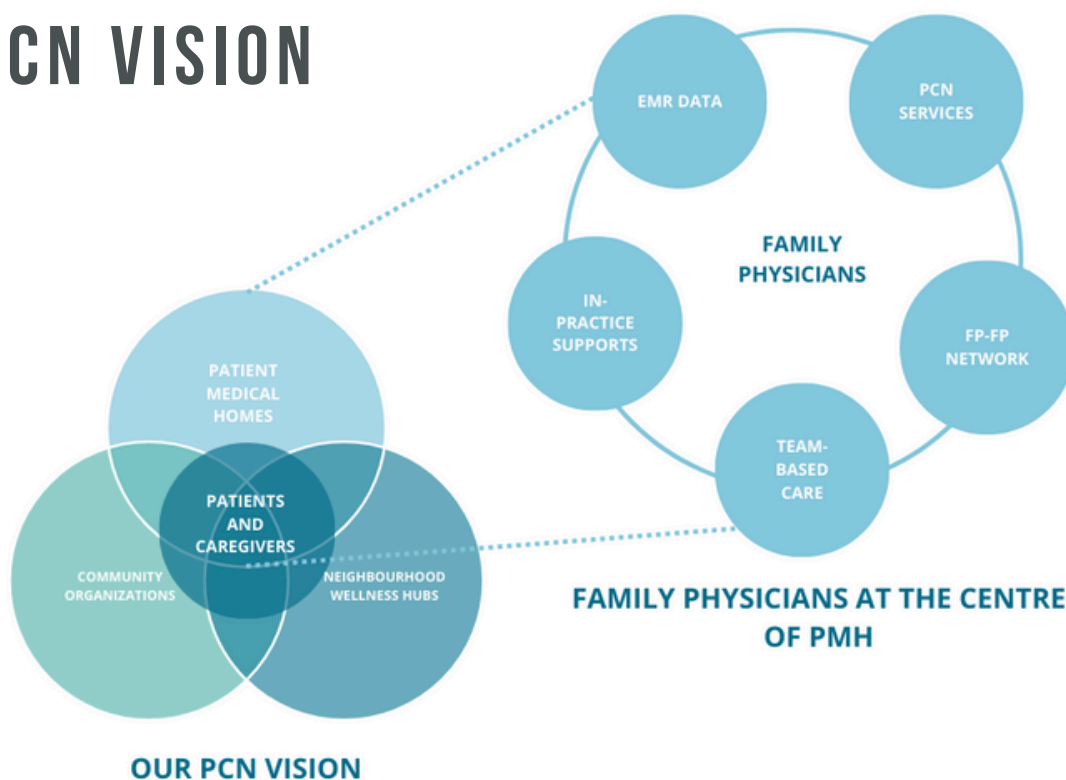
Dr. Sujatha Nilavar, PCN Overall Steering Committee Co-chair

# 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.

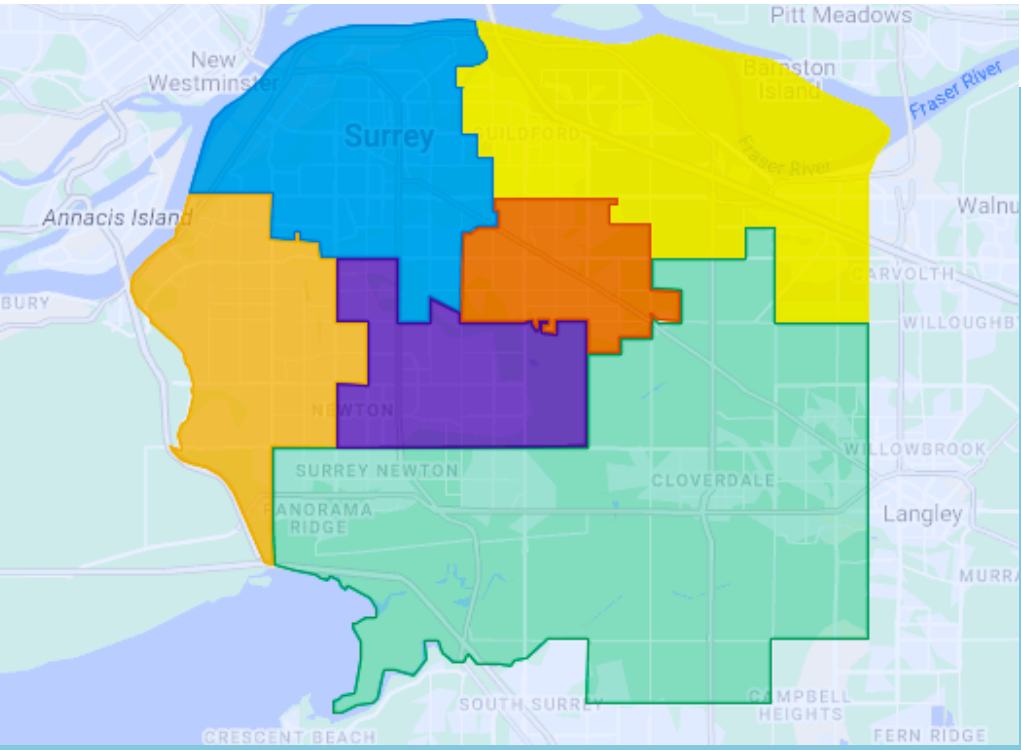
**8****PCN Service Plan**

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 PES TEAM MEMBER



**Alan Huang**

- North Surrey-Whalley
- Guildford



**Lape Ogunsulire**

- Cloverdale-Panorama
- Fleetwood
- East Newton



**Vrushalee Palsule**

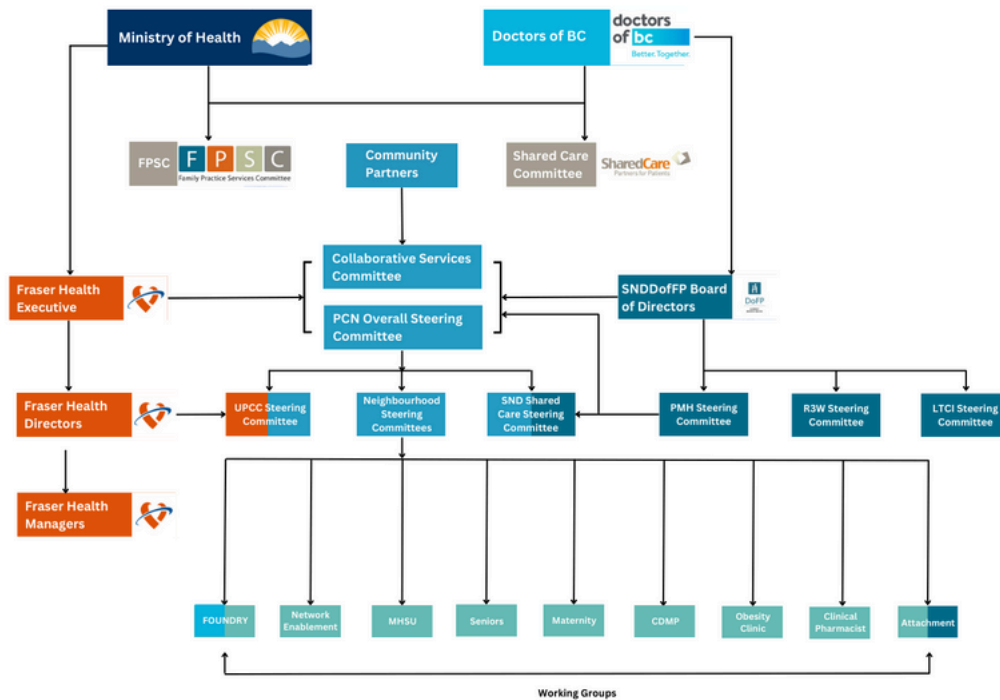
- North Delta-West Newton

 [Email Alan](#)

 [Email Lape](#)

 [Email Vrushalee](#)

# GOVERNANCE



*\*A governance refresh is currently underway, expected to be completed by the second quarter of the 2024-2025 fiscal year.*

## PCN LEADERSHIP IN SND

SND PCN planning and oversight is carried out by a number of groups, all of which have strong FP representation:

- **SND Division Board of Directors**
- **PCN Overall Steering Committee**
- **Patient Medical Home Steering Committee**
- **PCN Neighbourhood Steering Committees**
- **PCN Working Groups**

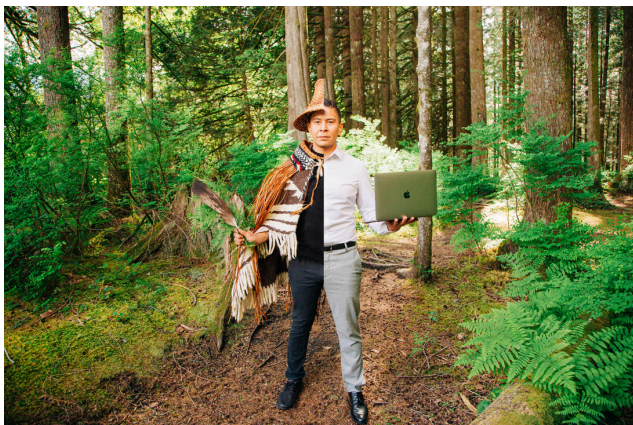
# OUR PCN JOURNEY

OUR PCN JOURNEY BEGAN THREE YEARS PRIOR TO IMPLEMENTATION. WE HAVE NOW COMPLETED OUR SECOND YEAR OF IMPLEMENTATION. [LEARN MORE ABOUT OUR JOURNEY HERE.](#)



*Year 2 Complete!*

## Indigenous Health Lens: Learning about Indigenous Cultural Safety with Len Pierre



SND PCN Core Principle #3 highlights our commitment to learning from Indigenous people in our community. In January 2024, we invited Katzie First Nation member and educator, Len Pierre, to be a guest presenter at our [PCN: Culture Shifts](#) event.

After sharing about the history of

Indigenous experience in Canada - especially in relation to health care - Len gave practical advice for providing culturally safe care to Indigenous patients, and answered FPs' burning questions.

Learning to work with Indigenous patients in a way that is safe and welcoming for them is an ongoing journey - one that is incredibly important. Thank you for joining us on this path.





# PCN PROGRAMS + STRATEGIES

EACH PCN PROGRAM HAS ITS OWN UNIQUE TIMELINE FOR DESIGN, IMPLEMENTATION AND OPERATION. AT THE END OF YEAR 2, WE HAVE FOUR PCN PROGRAMS IN THE OPERATIONAL PHASE, WITH SEVERAL MORE IN VARIOUS STAGES OF DESIGN AND IMPLEMENTATION.

## PCN Programs Currently Operating

- PCN Social Work Program
- PCN Clinical Counselling Program
- PCN Clinical Pharmacy Program
- PCN Attachment

## PCN Programs Currently Under Development

- PCN Seniors Strategy
- PCN Maternity Strategy
- PCN Change Program (CDMP)
- PCN Obesity Clinic
- PCN Network Enablement
- PCN Practice Support

# PCN SOCIAL WORK PROGRAM

The PCN Social Work Program supports FPs and NPs in Surrey-North Delta by offering targeted, short-term interventions that address their patients’ social determinants of health.

**Program Launch: February 2023**

**Number of Referrals:**



## BY THE NUMBERS

**461** TOTAL REFERRALS    **270** FPs AND NPS REFERRED TO THE PROGRAM IN 2023/24

**7** FTE SOCIAL WORKERS SUPPORTING THE PROGRAM



*The Surrey-North Delta PCN programs provide a remote team to support us with things like counselling, PWD forms and other issues, which allows me to focus on what I can do best for my patients as their physician.*



## PCN CLINICAL COUNSELLING PROGRAM

The PCN Clinical Counselling Program supports FPs and NPs in Surrey-North Delta by offering short-term interventions that address their patients' mild to moderate mental health concerns before those concerns become more severe.

**Program Launch: May 2023**

**Number of Referrals:**



## BY THE NUMBERS

**640** TOTAL REFERRALS    **305** FPs AND NPS REFERRED TO THE PROGRAM IN 2023/24

**11.6** FTE CLINICAL COUNSELLORS SUPPORTING THE PROGRAM

“

*I would definitely recommend PCN services to my colleagues who want to address their patients holistically. It's been a big help for us, and has actually helped reduce my psychiatry referrals.*

”

## PCN CLINICAL PHARMACY PROGRAM

The PCN Clinical Pharmacy Program supports FPs and NPs in Surrey-North Delta to improve and/or optimize the medical management of their complex patients' conditions.

**Program Launch: June 2023**

**Number of Referrals:**



## BY THE NUMBERS

**74** TOTAL REFERRALS

**48** FPs AND NPS REFERRED TO THE PROGRAM IN 2023/24

**2** FTE CLINICAL PHARMACISTS SUPPORTING THE PROGRAM

“

*With PCN, I know if the patient has booked and I receive a patient summary once they have received the service. It is a team-based care approach.*

”

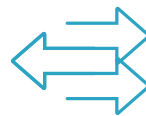
# ATTACHMENT

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 TO OUR COMMUNITY.



## REGULAR STREAM

Attachment Coordinators and FPs/NPs connect to attach patients from HCR.



## PRIORITY STREAM

Attachment Coordinators work with select partners to identify patients in need of urgent attachment.

## BY THE NUMBERS

**52,250** ATTACHMENT TARGET **26,277** PCN ATTACHMENTS\*

**50%** PCN ATTACHMENTS TO TARGET\* **20,183** ACTIVE PATIENTS ON HCR\*

*\*As of the end of year two of implementation.*

### Attachment Roundup: Strength in Numbers

In order to showcase our community's commitment to patient attachment, and to ensure the accuracy of attachment reporting, we held our first annual Attachment Roundup in the summer of 2023.

**60 FPs** submitted their numbers, which totaled **18,153 attachments**. This successful campaign has paved the way for future community-wide collaboration.

**PCN** Surrey-North Delta Primary Care Networks

### 2023 ATTACHMENT DATA ROUNDUP

Why does sharing YOUR attachment number matter? Our PCN agreement relies in part on being able to show that our community is effectively attaching new patients. Sharing your number will help us to paint an accurate picture of our collective success while also enabling us to plan more effectively for our upcoming initiatives and supports.

**It's easy!**  
Complete these steps, or ask your MOA

- 1 Use your EMB to determine the number of new patients you attached between April 1, 2022 and June 30, 2023. \*DISCA# - MedAccess cheat sheets available at QR code.
- 2 Submit your results in our secure, confidential form: <https://forms.monday.com/forms/e5430f2808904ac285f2a527da730d8f?r=use1>
- 3 Encourage your peers to participate. We are stronger together!

Questions?  
Nadia.Shoukat@nddivision.ca

Learn More

# THANK YOU

## TERRITORY ACKNOWLEDGEMENT

The Surrey-North Delta Primary Care Networks acknowledge that we work within the traditional and ancestral territory of the hə́h̓əmiíə́h̓ 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



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