

# MOA EDUCATION SESSION:

## Connecting the Dots: PCN, Patient Attachment and You

September 14, 2023 • Event Summary

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On September 14, 55 MOAs attended a virtual education session to learn more about the Surrey-North Delta Primary Care Network (PCN) and what it means for MOAs.

Topics discussed included:


- Meeting the SND PCN Attachment Team
- PCN services, benefits, and funding
- Attachment reporting overview and walk-through
- Referral Tracker overview + referring to PCN services
- Health Connect Registry and how we work with clinics to attach patients



The majority of attendees found the session to be very informative

# KEY LEARNINGS

Victoria Rotaru gave an overview of the SND PCN and Pathways Referral Tracker. SND's attachment coordinators Monica Khan and Nadia Shoukat, spoke about how to sign patients up for HCR. Attendees then joined breakout rooms to learn more about attachment reporting

 [Connect with the SND attachment team](#)



## SND Primary Care Network

- Current PCN services include Social Workers, Clinical Counsellors and Clinical Pharmacists
- PCN referrals are accepted through Pathways Referral Tracker
- Free training is available to MOAs for Referral Tracker

## Patient Attachment

- Health Connect Registry (HCR) is a provincial patient registry that can replace your clinic waitlist
- Our attachment team works with MOAs, FPs and NPs to connect patients registered on HCR with an FP or NP
- Every year, we gather community attachment numbers to show the ministry



# SESSION EVALUATION

96% of participants reported having a better understanding of the SND PCN following the session.

80%

Had a good understanding of how Health Connect Registry is helping with patient attachment.

Had a good understanding of how our attachment coordinators can support their clinic with HCR and patient attachment.

87%

90%

Felt confident using Referral Tracker to refer to PCN services (of those who have access to Referral Tracker at their clinic).