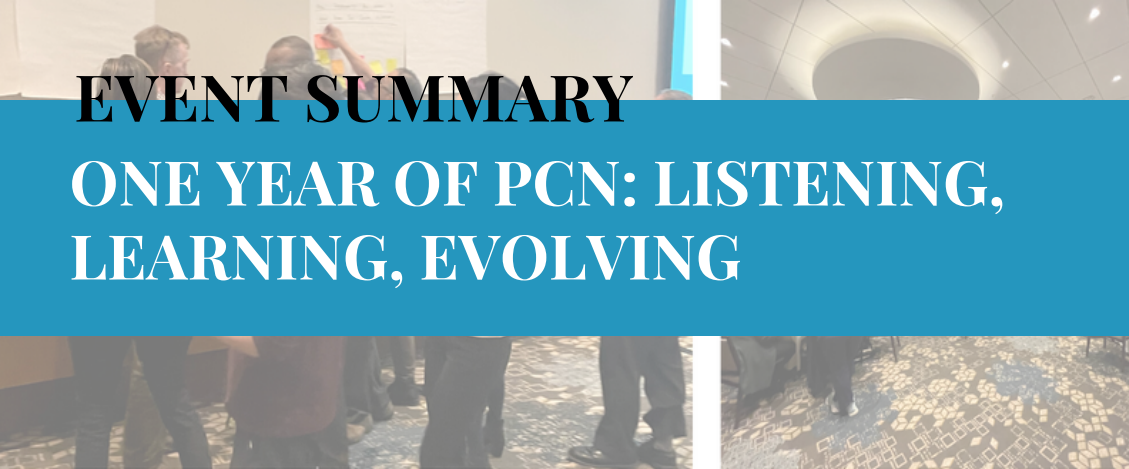


EVENT SUMMARY

ONE YEAR OF PCN: LISTENING, LEARNING, EVOLVING



EVENT DETAILS



Civic Hotel



March 29, 2023



90+ FPs, NPs, FH staff and others

EVALUATION

- 72.1% of attendees would like to continue receiving PCN updates via in-person events
- 41% of FP attendees would like to learn more about Cortico and how it could streamline their workflow

PRESENTATIONS



[PCN Year One](#)



[PCN Social Work](#)

OVERVIEW

On March 29th, over 90 FPs, NPs, social workers, Division staff and Fraser Health representatives gathered to celebrate the first year of PCN implementation in Surrey-North Delta and to learn about PCN initiatives including the PCN social work program and the Virtual Care Network.

YEAR ONE PCN HIGHLIGHTS

- Nearly 30 PCN staff and health care providers have been hired, including an MHSU clinical counsellor, NTP FPs, NPs, a clinical counsellor and more.
- MHSU program design has been completed
- More than 600 patients have been attached – many through our centralized approach using Health Connect Registry
- Our PCN Social Work program is now entering phase 2 of its soft launch

IMPRESSIONS

"I learned a lot, the food and venue were great, and it was wonderful to hear about the PCN Social Workers in particular. Thanks!"

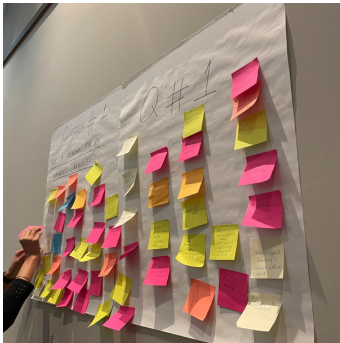


Surrey-North Delta
Primary Care Networks

ONE YEAR OF PCN: LISTENING, LEARNING, EVOLVING

BREAKOUT SESSION: SOCIAL WORK PROGRAM

Attendees were asked three questions about **urgent referrals to the PCN Social Work Program**. They wrote their answers down on sticky notes and posted them on the corresponding poster paper to share their perspectives and expectations.



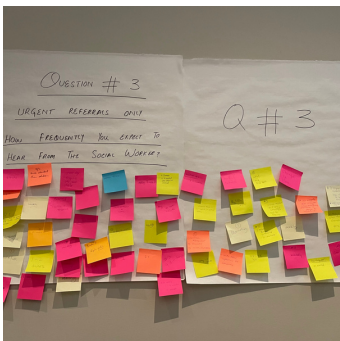
1) WHAT ARE YOUR TOP 3 REASONS FOR REFERRAL?

- housing
- financial hardship
- caregiver burnout
- medication payments
- unsafe environment
- social isolation
- at-risk elderly patient
- catastrophic loss/bereavement
- new severe diagnosis



2) HOW SOON DO YOU EXPECT TO BE CONTACTED?

- 43% of responses said: "within 24 hours"
- 25% of responses said: "within 48 hours"
- 28% of responses ranged from "within 72 hours" to "biweekly"



3) HOW OFTEN DO YOU EXPECT TO BE CONTACTED?

- 23% of responses said: "weekly"
- 17% of responses said: "twice a week"
- 15% of responses said: "monthly"
- 15% of responses said: "as needed" or "when there is a new issue or change in the plan."