




## EVENT SUMMARY







# PCN: STRONGER TOGETHER



## EVENT DETAILS

-  Sheraton Vancouver Guildford
-  June 21, 2023
-  FPs, NPs, PCN Allied Health Team

## LINKS

-  [Presentation slides](#)
-  [PCN and You](#)
-  [PCN Social Work](#)
-  [PCN Clinical Pharmacist](#)
-  [PCN Clinical Counselling](#)
-  [Health Connect Registry](#)

## OVERVIEW

Over 80 Family Physicians, Residents, Nurse Practitioners and PCN Allied Health Team members came together to learn and to lend their perspective, expertise, time and intention to the collective enterprise of building our PCN in Surrey-North Delta.

## EVENT HIGHLIGHTS

- PCN Clinical Pharmacist Anita Ho shared how she can support patients with their medication needs
- Table groups brainstormed around key elements of the SND PCN FP-to-FP network: cross-coverage and maternity
- Attendees engaged in a values activity to identify their core values and how those align with their practice
- Katzie First Nation Elder Coleen Pierre sang and spoke in honour of National Indigenous Peoples Day

## IMPRESSIONS

*"It was valuable to learn how to refer patients to the social workers and integrate patient care with the clinical pharmacist."*

*"We are stronger together!"*



Surrey-North Delta  
Primary Care Networks

**Discussion Notes.** Two conversations took place at each table group: a conversation with a member of the PCN Allied Health (AH) Team framed around a case study; and an idea gathering session around key PCN concerns -- cross-coverage and maternity care.

## CONVERSATION WITH THE PCN ALLIED HEALTH TEAM

### Communication among PCN Allied Health Team and Primary Care Providers

- **Preferred methods of communication:** electronic reports and/or fax; only use phone if urgent
- **Digital Tools:** Excelleris is preferred
- **Progress Reports:** detailed care plan and work done; include any additional concerns that physicians should follow up on or issues with providing services to the patients (e.g. housing).

### Scope of Work for PCN Allied Health Team

- **Roles of the PCN AH Team:** roles, scope of work, wait times and referral process were discussed – clarification may be needed for FP and NP members not present
- **Support for caregiver and partner:** physicians expressed the importance of extending consideration and support to the caregivers and partners

### Team-based Care

- **Referral to other care teams:** Physicians would like the PCN AH Team to enable internal referrals to FH Home Health and PCN Clinical Counsellors as needed without the need for another physician re-referral; keep the physicians informed on connections and progress.
- **Team-based care:** Social Workers and Clinical Counsellors need refer to and/or communicate with each other to establish how to best develop a treatment plan for the patients, while keeping the FP or NP informed

## CROSS-COVERAGE

- Positive feelings about the ability to have **better work/life balance**
- **Explore and learn from other communities** and incorporate their best practices into our PCN, including triaging and ability to care for complex patients
- **Leverage digital tools** to support charting and accessing information across multiple EMRS
- **Further clarification needed on billing**, especially in the context of LFP, and how physicians can participate and be supported.

## MATERNITY

- Physicians who do not provide or only able to provide limited maternity care discussed **opportunities to refer patients to other FPs who provide maternity care** until these patients could be referred to the Surrey Prenatal Clinic.
- Physicians discussed a potential **new prenatal clinic** within the SND PCN.

