

2020 - 2021

# PCN SPECIAL REPORT

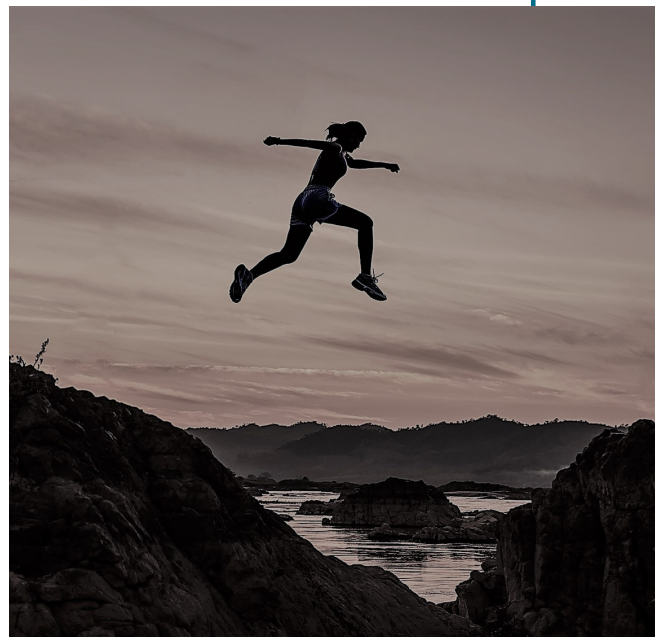


**Surrey-North Delta**  
**Division of Family Practice**  
A GPSC initiative



## KEY ACHIEVEMENTS

### 2020-2021 PCN Milestones



#### WORKING GROUPS

- Working groups were formed to address attachment, network enablement, seniors, maternity, MHSU, and chronic disease management and prevention
- Our working groups identified key health gaps and strategies
- Working groups completed their work this year and were instrumental in the development of our service plan

#### NEIGHBOURHOOD STEERING COMMITTEES

- In addition to the overall steering committee already in place, this year we launched six neighbourhood steering committees - one for each of our six PCNs.
- Two all-neighbourhood events were held this year
- Each neighbourhood also hosted its own event

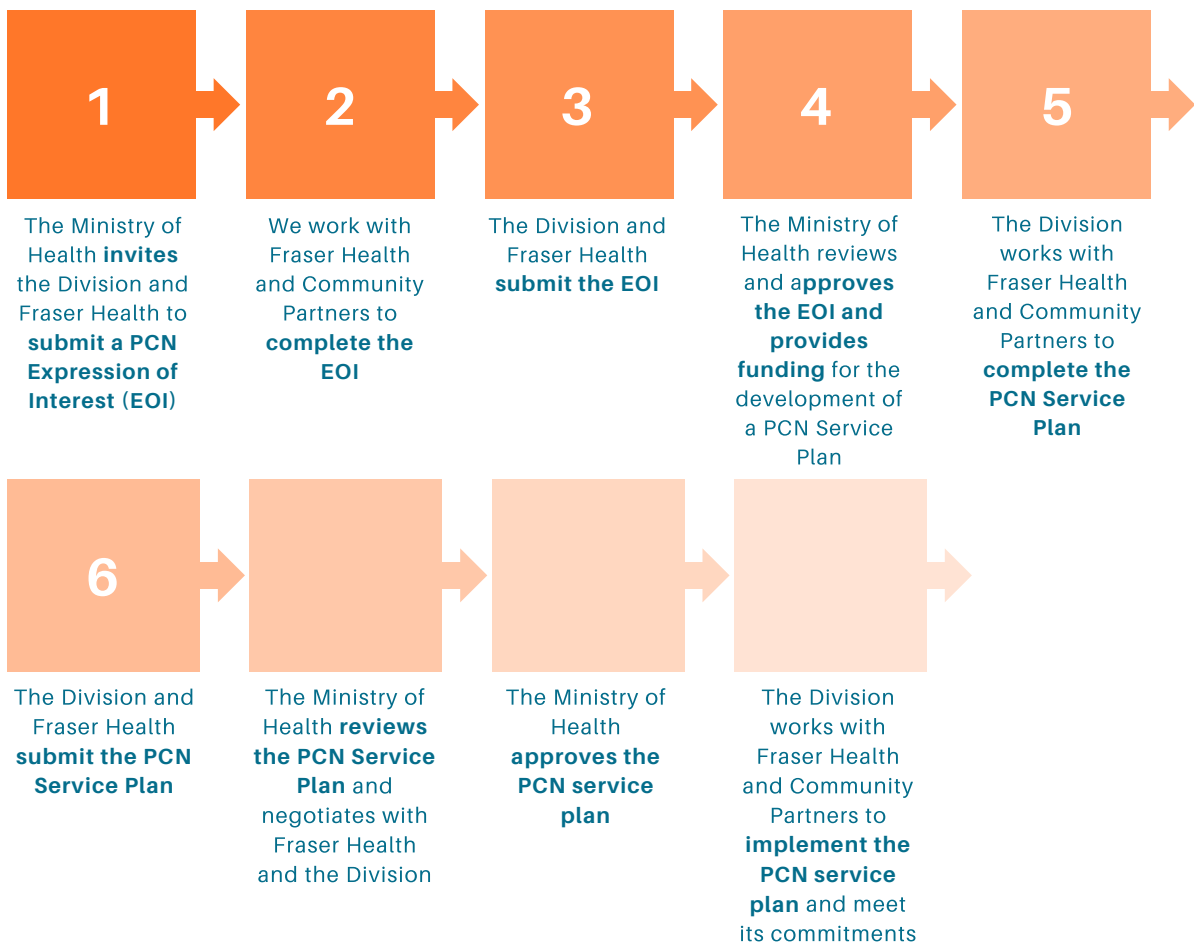
#### PCN SERVICE PLAN

- The PCN Service Plan is the master document that details the current health data for our community, the work that we have done to identify health gaps and solutions, our proposal for how we would like our PCN community to be designed, and the funding we will need to achieve our vision
- This year, we drafted and completed our PCN Service Plan

#### UPCC SUPPORT

- UPCCs are an important piece of the PCN puzzle, filling an urgent/after-hours access gap and providing a mechanism to attach patients to FPs in the community.
- This year, we supported the opening of a second UPCC in Surrey-North Delta: the Surrey-Newton UPCC as well as some strategic retrofitting of co-developed strategic best practices for the Surrey-Whalley UPCC

## OUR PCN JOURNEY



### Where We Are In Our Journey

Beginning over two years ago, our PCN journey is now closer than ever to nearing its final stage: implementation.

During the 2020-2021 year, we completed step 5 (working with Fraser Health and community partners to complete the PCN Service Plan).

Shortly, after the fiscal year ended, we submitted our Service Plan.

Now, as we wait for the Ministry of Health to complete their review, we are continuing to lay the groundwork for a successful implementation.

Fraser Health, the Surrey-North Delta Division of Family Practice, and Surrey-North Delta Physicians established the governance structure for their Primary Care Networks under the guidance of the Surrey-North Delta Collaborative Services Committee (CSC).

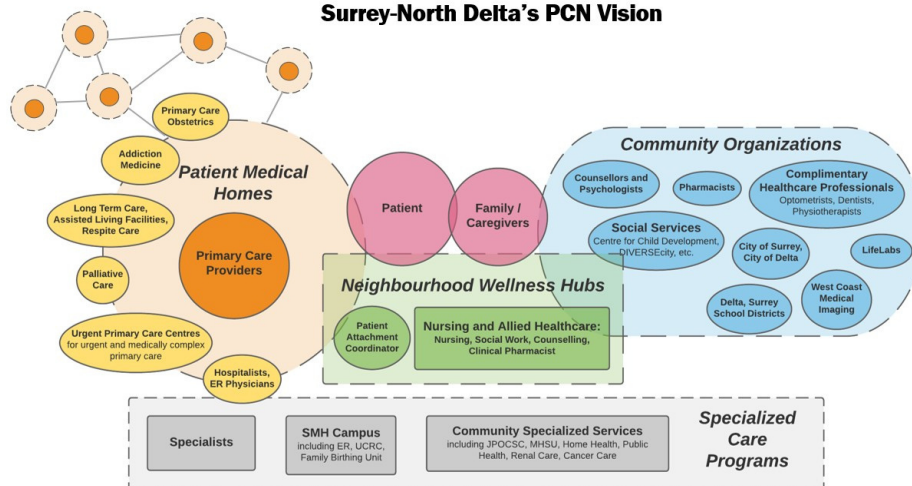
# PCN GOVERNANCE STRUCTURE AND VISION

## PCN GOVERNANCE



The selection, design, and implementation of PCN change initiatives will be endorsed by the PCNSC for each neighbourhood. Once the PCN changes are established, the PCNSC will provide ongoing operational oversight of the care services. The PCNSC will operate within the guidelines and resource allocations determined by the OSC

## Surrey-North Delta's PCN Vision



### Panel Management

**As of March 31, 2021, 122 FPs have started and/or completed the program. That's nearly 41% of eligible FPs.**

## PCN NEIGHBOURHOODS

One of the primary mandates of the PES Team portfolio is the development of PCN Neighbourhoods. Each of these six neighbourhoods is a Primary Care Network, or Neighbourhood Network, with its own PCN Steering Committee.

### Aims of PCN Neighbourhood Development

- To recruit physician champions for different PCN working groups (maternity, senior, MHSU, CDMP, attachment, network enablement), and different steering committees across six PCNs
- To engage and connect community physicians in preparation for PCNs.
- To address the gaps and priorities identified by physicians in the PCN service plan framework and governance structure.
- To create awareness about the Division's work and how FPs can leverage our supports and each other's subspecialties.

### Achievements

- Established six working groups and six PCNs with neighbourhood steering committees
- Facilitated and consolidated the PCN FP leadership group formed by 30 FP leads willing to lead the design and implementation of the SND PCN
- Held engagement events for each neighbourhood
- Informed physicians about steps of PCN development and future direction through two all-neighbourhood events
- Fostered a significant increase in participation in Panel Management in preparation for aggregation of data for sharing with HDC,
- Nurtured interest in moving forward with PCN

NORTH DELTA-WEST NEWTON

NORTH SURREY-WHALLEY

GUILDFORD

EAST NEWTON

CLOVERDALE-PANORAMA

FLEETWOOD

# PCN SERVICE PLAN

## A Cornerstone Document

The Surrey-North Delta PCN Service Plan is the product of a shared vision of the key strategic partners, including the Surrey-North Delta Division of Family Practice and our members, Fraser Health, First Nations Health Authority, and community services, to establish Primary Care Networks as a foundation of an integrated system of primary and community care. That vision is of a robust healthcare system deep-rooted in primary care and prevention, integrated with community services and programs, and truly accessible to our residents.

After nearly 2 years of broad stakeholder engagement, shortly after the 2020-2021 fiscal year, we submitted our PCN Service Plan for review to the Ministry of Health.

The [PCN Service Plan Executive Summary](#) communicates key highlights from the Service Plan, including health data for Surrey-North Delta, our planning and engagement process, and the key strategies we proposed.

### Our Vision

Our vision for Surrey and North Delta as a PCN community is to build an integrated health care system where the community's residents, including newcomers and refugees, the marginalized and overlooked, feel confident and safe in accessing timely, quality and culturally appropriate care. We aim to build a connected, full-service primary health care system that addresses the health needs of our community and attracts innovative and dedicated practitioners. The PCN community we hope to build will recognize Surrey and North Delta as a full-fledged community with its own needs and complete health care and wellness resources to serve its residents.

### Priority Sub-Populations

- Indigenous people
- Refugees and immigrants
- Mental health and substance use patients
- Maternity patients
- Senior patients
- Homeless population
- Homebound population
- People whose primary language is not English

### Proposed Strategies

- **Attachment**
- **Network enablement**
- **Team-based care for MHSU**
- **Mobile teams**
- **Integrated Chronic Disease Management and Prevention Program**
- **Obesity Clinic and Behavioural Health Coaching Program**
- **Maternity Wellness Centre**
- **PCN Seniors team**
- **Enhanced Indigenous Health Services**

**Learn more about our proposed strategies in the PCN Service Plan Executive Summary linked here.**

## UPCC AND FOUNDRY DEVELOPMENT

### UPCC Newton Recruitment and Scheduling

- 23 FPs recruited for urgent care
- More than 500 shifts (1600 hours) covered from May 2020 to March 2021

#### UPCCs and Our PCN

UPCCs fulfill an important role in our community both now and as we move forward in our PCN journey. Surrey-North Delta has two UPCCs: the Newton UPCC and the Whalley UPCC.

The UPCCs provide two streams of care: longitudinal primary care for complex patients and urgent, after-hours care.

Within two months of recruitment for UPCC Newton urgent care (May to June of 2020), we recruited 23 physicians; approximately 20 of these physicians subsequently went on to sign the physician group contract for Newton in Spring/Summer 2021 and one FP later went on to sign a contract to support the UPCC Newton Longitudinal side.

### Foundry BC: Surrey

Foundry is a province-wide network of integrated health and social service centres for young people ages 12-24. Foundry centres provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports.

The SND Division is a key partner in the design and development of the Foundry in Surrey, which is aiming to open its doors in 2022.

**"It is only through strong partnerships, shared understanding and collective focus that we will make a long-term, sustainable impact in our community."**  
-Tomas Reyes, ED