



Thompson Region
Primary Care
Network

PCN NEWSLETTER

**Thompson
Region**

UPDATES, SUCCESS STORIES AND INFORMATION TO SUPPORT YOUR PCN JOURNEY.

We acknowledge that the land upon which we live, work and play is located within the unceded traditional lands of the Secwépemc Nation.

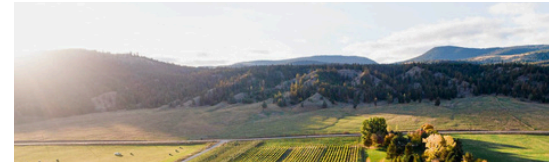


Photo: Tourism Kamloops/Royce Shills

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Networked
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Spring Update: Advancing Team-Based Care in the Thompson Region

We are excited to share several important milestones and success stories from across the Thompson Region Primary Care Network (PCN). This month marks the deployment of our first networked resources - Social Workers and Clinical Counsellors - who are now accepting referrals to support patients across our communities. These additions are part of our broader Networked Approach to care, designed to strengthen team-based services and improve access for all. Read on for more details on how our networked model is transforming primary care.



Introducing Social Workers and Clinical Counsellors in the PCN

Social workers and clinical counsellors are now available as part of our PCN team-based care model. Their roles include:

- Supporting patients with mild-to-moderate mental health or psychosocial concerns
- Providing short term counselling
- Assisting with system navigation and connecting patients to community resources
- Addressing social determinants of health, such as housing, income, and access to services
- Collaborating with primary care providers to develop care plans and support continuity of care

Referrals can soon be made using our streamlined referral form and process. Access the referral form and instructions [here](#). Our member-driven Social Work Working Group will continue to refine and inform the implementation and expansion of Social Work services.

UPCOMING EVENTS

Ask Us Anything

Transforming Care with a
Networked Approach

May 14, 2025, 5:30 p.m. to 7:00 p.m.

Join us on Wednesday, May 14, 2025, from 5:30 p.m. to 7:00 p.m. for an interactive online session introducing our networked model of care and the launch of PCN Social Work referrals. This session will feature insights from the Central Okanagan PCN, who will share their experience with centralized intake and team-based care. Whether you are new to the PCN or have been following our progress, this is your chance to ask questions, share feedback, and help shape the future of primary care in our community.

[RSVP here.](#)



PAST EVENTS/ ADDITIONAL RESOURCES

➤ [Introduction to PCN Health Hubs](#)
(recording).

➤ [Rapid Fire \(15min\) Provincial Attachment System](#)
(recording).

➤ [PCN Implementation Dashboard](#)

➤ [PCN Priorities Input Form](#)



FUN FACT

TO DATE

14.5

FTE CLINICAL
POSITIONS
have been hired

22

POSITIONS
EXPECTED TO BE
added this fiscal year

| SUCCESS STORIES

Implementing Indigenous PCN Task Force Recommendations

We are proud to announce the implementation of the first resources guided by the PCN Indigenous Task Force, including Indigenous Patient Navigators, Primary Care Nurses, and Clinical Counsellors. These roles, directed by community, are intended to improve access to culturally safe and comprehensive care for Indigenous patients, reflecting our ongoing commitment to reconciliation and partnership with Indigenous communities.

Barriere Community Streamlines Patient Attachment

With the support of the PCN team, the Barriere team successfully transitioned their community patient waitlist to the Health Connect Registry. This change facilitated the efficient attachment of **137** patients to a new-to-community physician, Dr. Mark Akangoziri, a PCN-funded provider, within his first six weeks of practice, with many more patients expected to be connected over the coming months. Listen to Dr. Akangoziri share his journey to Barriere on a recent CBC Daybreak Kamloops Radio segment [here](#).



Clinic Visit - Feb 28
TruCare Medical Clinic

Ongoing Engagement with Clinics and Rural Communities

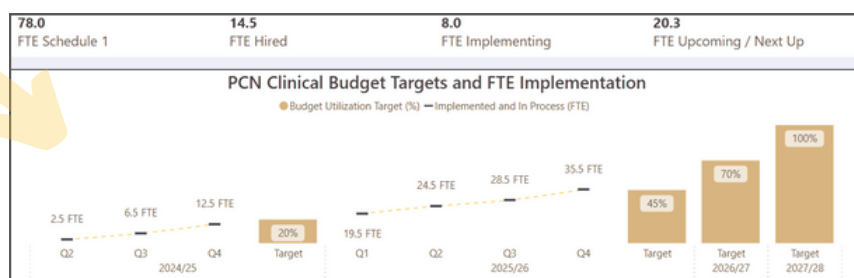
As part of our efforts to collect input and partner with clinics across the region, the PCN team continues meeting with clinics and visiting rural communities, working directly with providers to identify local priorities and guide next steps in PCN implementation. These collaborative efforts, in conjunction with our [PCN Priorities Input Form](#), ensure that our approach remains responsive to the unique needs of each community and strengthens our partnerships with providers throughout the Thompson Region.



Clinic Tour - Feb 28
North Shore CHC Clinic (under-development)

Implementation Status: Supporting our Region

To date, 14.5 full-time equivalents (FTE) of clinical positions have been hired, with an additional 22 positions expected to be added over the coming fiscal year. These team members will help expand our capacity to deliver high-quality, team-based care throughout the region.



Attachment Stats: Improving Access Across the Region

With the support of the PCN's Attachment Coordinator, the number of providers with completed profiles in the Provincial Attachment System (PAS) has doubled in recent weeks. More providers are now indicating the ability to accept new patients, resulting in more than **1500** new patient attachments reported so far this year. This progress, along with recent improvements to the PAS and Health Connect Registry, improve our ability to connect patients with primary care providers in the Thompson Region.



We want to hear from you!

Complete the PCN Priorities Input Form – help shape your Thompson Region PCN

Let us know your priorities, how you would prefer to access health team members, and any interest in hosting a health resource at your clinic.

You can also email us directly at pcn@thompsondivision.ca or call at 250-709-0860



Thank you for your ongoing engagement and support as we continue to build a stronger, more connected primary care system for our communities.



PCN Team Visit | April 9
North Shuswap Health Clinic



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A Region Connected: Advancing Access Through a Networked Approach

A more connected way to deliver care across the Thompson Region — making it easier for providers to connect patients with the care they need.

The Thompson Region Primary Care Network () is implementing a networked approach to transform how primary care is delivered. By connecting all PCN-funded resources—whether co-located in clinics, located in a health hub, or serving rural or Indigenous communities—we aim to create a more integrated, flexible, and equitable care system.

This model supports seamless access to team-based care and strengthens collaboration across practices, using digital tools to maintain strong patient-provider relationships, regardless of location.



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What's in It for You?



Faster, simpler referrals to shared PCN team members (e.g., Social Workers, Clinical Counsellors, Pharmacists).



Reduced admin load through centralized intake and a unified referral form.



Improved continuity of care with better information sharing and communication tools.

Key Components of the Networked Model

PCN Health Hub

A central location where many PCN-funded positions will be based and provide care coordination. Providers across the region can refer patients to this shared resource pool.

Coordinated Referrals

A single, unified referral form enables access to PCN supports based on patient needs, not just specific programs. The intake team ensures patients are matched to the most appropriate services, simplifying the referral process for clinics. Providers still have the option to refer to specific services if preferred.

Flexible Resource Allocation

Some positions will remain based in clinics, particularly in rural areas or Indigenous communities, while others will be deployed from the hub to different locations as needed. This approach enables us to scale supports effectively and promote equity throughout the region.

Community of Practice

A portion of all PCN resources will participate in network-wide activities, like case rounds and peer mentoring, so we build relationships and continually improve coordination of care.

Benefits of the Networked Approach

Improved Access

Patients can access services regardless of their provider's location or clinic size. Supports are covered by MSP.

Enhanced Collaboration

Interdisciplinary teams work together to address patient needs, even across different sites.

Efficient Use of Resources

Pooling staff means better coverage and more team members working to their full scope.

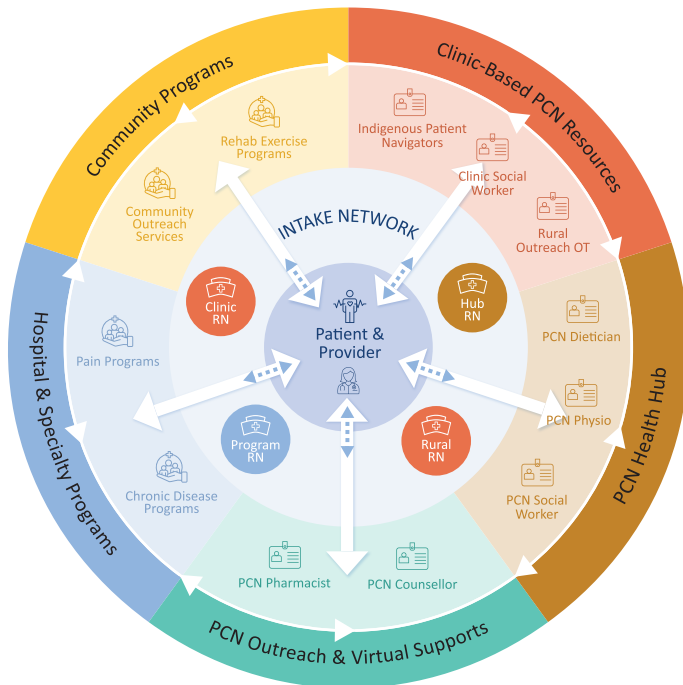
Better Continuity

Digital tools and referral systems support communication between extended care team members, improving coordination of care and relationship development.

Lower Administrative Burden

A single, streamlined referral process reduces repetitive paperwork and makes tracking referral status and follow-up easy.

A Region Connected: Advancing Access Through a Networked Approach



NETWORK ATTRIBUTES

- eReferral from Primary Care Provider
- Communication between Intake, Provider, and PCN Resources
- Cross-referral between PCN Resources and Programs
- Examples of Allied Health roles
- Examples of regional and PCN programs

Conclusion

This networked model balances the need for high-quality, team-based care with the realities of geography, staffing, and practice size. It's a practical, flexible solution that empowers you to provide the best care possible—while making your work more efficient and connected.

How We're Rolling It Out

- Launching the **PCN Health Hub** with Social Workers.
- Creating a single **eReferral form** to simplify access and tracking.
- Training intake staff in **patient-centred workflows** and digital tools.
- Communicating regularly with providers across the region.
- Piloting the eReferral process at the hub before expanding across the PCN.
- Ongoing evaluation and refinements based on user feedback and patient needs.

Fostering Relationships in a Distributed System

Team-based care doesn't have to mean co-location. Most clinics can't accommodate full interprofessional teams onsite—but with the right technology and communication pathways, collaboration is still possible.

We're creating opportunities for regular connection across the network—between team members within clinics, across clinics, and through regional initiatives like the **PCN Learning Lab**. These relationships are critical to delivering high-quality, coordinated care across the region.

