

# Terms of Agreement

## Vision

A Primary Care Network (PCN) is a clinical network of local primary care service providers located in a geographical area, with patient medical homes (PMHs) as the foundation. In a PCN, primary care providers, allied health care providers, health authority and Indigenous service providers, and community organizations work together to provide all the primary care services a local population requires. Participation in a PCN enables a patient medical home to operate at its full potential.

Through a PCN, **patients get access to timely, comprehensive and coordinated team-based care** guided by eight core attributes:

- Access and attachment to quality primary care
- Extended hours
- Same-day access to urgent care
- Advice and information
- Comprehensive primary care
- Culturally safe care
- Coordinated care
- Clear communication

### A coordinated primary and community health care system will benefit:



#### Patients

- Everyone can have a family physician or nurse practitioner as a long-term primary care provider
- Gain access to urgent primary care 12h/d, 365d/yr at multiple locations in Victoria
- Receive culturally safe and appropriate care



#### Providers

- Feel well supported by a network of team-based care services and after-hours care that will improve patient care.  
*Options may include:*
  - Centralized attachment intake
  - Specialized support for frail elderly & MHSU
  - Retirement transition support



#### Community

- Wider access to primary care
- Better continuity of care
- Improved population health & wellness

## Structure & Governance

In Victoria, members can belong to one of four neighbourhood networks<sup>1</sup>, coordinated by one overarching leadership structure. Community organizations whose mandate spans across the entire region will belong to the overall Victoria PCN and connect with all four networks (details tbc).

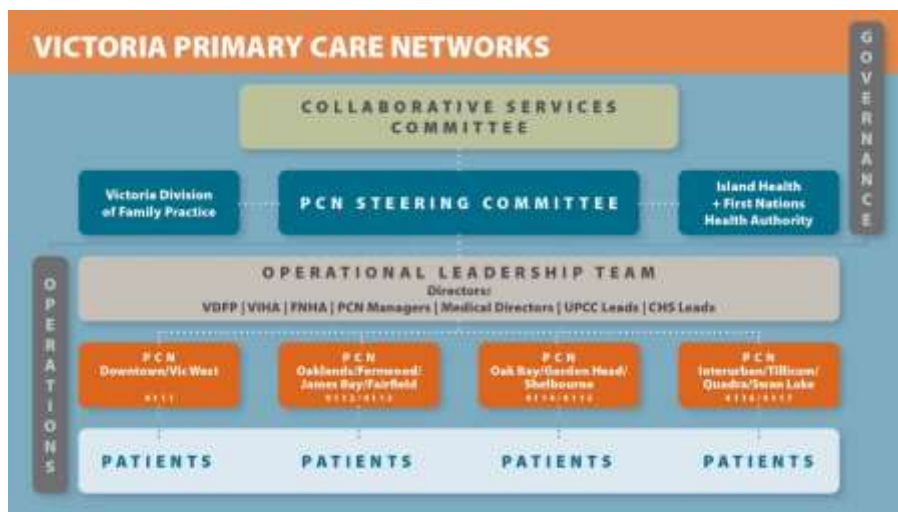


1. Downtown / Vic West
2. James Bay / Fairfield / Oaklands / Fernwood
3. Oak Bay / Gordon Head / Shelbourne
4. Interurban / Tillicum / Quadra / Swan Lake

<sup>1</sup> Members who are unsure which PCN they belong to can use [the Ministry of Health's online tool](#) to determine their clinic's Community Health Service Area. 4111 = DT/Vic West; 4112-4113 = JB/Fairfield/Oak/Fern; 4114-4115= OB/GH/Shel; 4116-4117=IU/Till/Quad/SL

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The Victoria PCN is a partnership between Island Health, First Nations Health Authority and the Victoria Division of Family Practice. All four networks will be run by one Operational Leadership team and decision-making will flow through the PCN Steering Committee, reporting to the Collaborative Services Committee.



## Membership

When joining Victoria’s PCN, members can decide which level of participation they prefer. Each level of membership comes with different benefits and expectations for members.

Initially, in order to build our service plan, there were 3 levels of membership available. Since we have now submitted the service plan, the host level is no longer open for applications. This would change if more hosts were needed, e.g. if new funding became available sometime in the future.

	Basic	Regular	Host **
Stay informed about PCN news and get connected to other members	✓	✓	✓
Consult with or refer to allied health resources located anywhere in your PCN neighbourhood		✓	✓
Apply for GP/NP/RN contracts and physically accommodate these contract resources within your clinic			✓

**\*\* Host memberships are not available at this time.**

Member Responsibilities	Basic	Regular	Host**
Work towards <a href="#">PMH attributes</a> , i.e. develop and enhance your PMH ( <i>*only applies to PMHs</i> )	✓	✓	✓
Complete the <a href="#">PMH assessment</a> provided by GPSC		✓	✓
Actively partner in team-based care		✓	✓
Participate in cultural safety training & change management training to support the introduction of new team members		✓	✓
Regularly provide data for PCN monitoring & evaluation, including patient experience surveys		✓	✓
Work collaboratively with the enhanced provincial Health Connect Registry if PCN resources require attachment			✓
Ensure adequate space to support an interprofessional team member			✓

**\*\* Host memberships are not available at this time.**

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Membership Application | Victoria Primary Care Network

February 1 2021, v2

## Eligibility

All **licensed family medicine practitioners** are eligible to apply individually for **basic and regular membership**. In future phases of the PCN, we also envision that a broader group of local care providers and community partners, such as social service organizations or specialist physicians, would be able to join and stay connected as basic PCN members, although they would not be eligible to receive PCN resources.

All types of **patient medical homes** in Victoria that are actively pursuing the PMH core attributes are generally eligible to apply for **host membership** at times when these memberships are available.

We recognize there is a wide variety of providers, organizations and settings that deliver Victoria residents' primary care. Therefore, for Victoria's Primary Care Network we are defining a patient medical home broadly, and consider it to be a community practice where patients get the majority of their care, including GP offices, walk-in clinics, health centres in First Nations communities, and community organizations like Island Sexual Health, Foundry and Cool Aid.

Again, we are currently not accepting new host membership applications.

## Cultural competency

In alignment with current professional best practices, one of the goals of the PCN is to increase access to culturally safe primary care, which is known to improve patients' experience of care and their health outcomes.

We recognize that developing cultural competency is a lifelong learning journey, and members of the Victoria PCN will bring different levels of background knowledge and skills. In order to access PCN resources, all members will be expected to be willing and open to participating in additional training to increase their level of knowledge and skills with respect to cultural safety and humility over time.