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## PCN COMINGS AND GOINGS

Say Farewell and welcome to staff members to the Comox Valley PCN Team. After 3.5 years working with the PCN from the approval of the service plan until now, Maureen Clarke is leaving our PCN to seize an overseas work opportunity.

We are pleased to announce that Jacquie Kinney has accepted the role of Change Lead beginning January 2023 replacing Maureen. Jacquie will be working arm in arm with the PCN team to continue to support change and engagement as the PCN continues to evolve and grow.

Learn more about Jacquie [here](#)

We are pleased to welcome Madison Humphrey to the PCN Team as a new Registered Nurse. Learn more about Madison [here](#)

We are also very pleased to welcome Jolene Turney as a Mental Health and Substance Use Clinician. Learn more about Jolene [here](#)



## Calling all PCN MOA's &amp; Office Managers

Are you an MOA or Office Manager working in the PCN? Did you know that the PCN will *arrange for* and pay for SAN'YAS Online Indigenous Cultural Safety Training Core Health course? This is an 8 hour – self-directed program where you will learn about:

- Colonization in Canada
- Racism, discrimination, and stereotyping, and their impacts on Indigenous peoples in health care contexts
- Social and structural determinants of health in relation to Indigenous people
- Gaps in health equity for Indigenous people
- Taking action: Enhancing Indigenous Cultural Safety in health care

Please reach out to Alex Jules at [alexander.jules@islandhealth.ca](mailto:alexander.jules@islandhealth.ca) or Jacquie Kinney at [jkinney@comoxvalleydivision.ca](mailto:jkinney@comoxvalleydivision.ca) for more information and to register.



## PCN PATIENT VOICES

*Where would we be without patient voices at our tables in health care change?*

Patient partners share their experiences, wisdom and expertise with the PCN. The patient voice is vital to us as we work towards improvements in the quality of care. Patients have supported our work in the Comox Valley PCN from day 1 from logos and image design to job description development, to sitting on committees and hiring panels. We are pleased to continue to work with patient partners at every opportunity. **Kerren Shalanski** is joining the PCN Steering Committee after gaining experience as a patient voice on the team-based care working group. **Ted Brooks** is joining the Attachment Working Group.

Thank you Ted and Kerren and to **Edna Leask** who continues support the PCN Steering Committee and the Indigenous Health Working Group.



## Financial Supports for PCN Clinics and Team-Based Care



The Comox Valley PCN Clinics receive funding from the GPSC to support the development of interprofessional teams. This is called the Team-Based Care Grant. This grant is based on the number of allied care providers and their “FTE” in your Primary Care Practice. Eligible Clinics receive this grant of up to \$15,000 to help with:

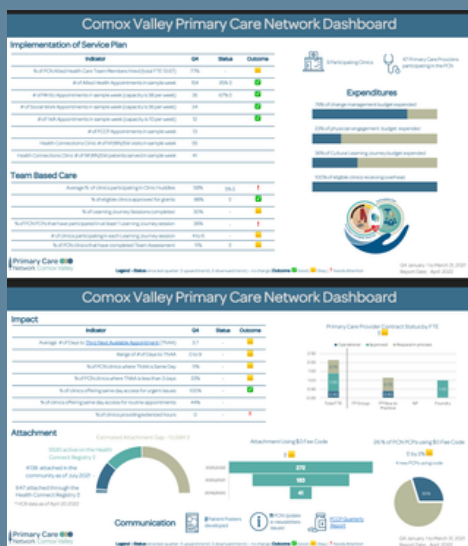
- EMR set up and migrations, licensing and hardware (phone/fax/computer) upgrades to enable interprofessional care. Physician and/or clinic staff time to:
- Review and implement changes to office capacity to accommodate new IPT members
- Recruit, interview, hire and onboard new IPT members (can be in conjunction with Health Authority or Division of PCN)
- Review medico-legal requirements relevant for particular IPT members (legal/consultant fees)

Also, the PCN funds all Physicians, MOA's and Office Managers to attend the now Monthly PCN Virtual Huddles hosted by the PCN Physician Lead and the PCN Team. Here we provide updates, seek feedback, and discuss process improvement as the PCN continues to evolve and grow. We encourage all who can to attend.

**Huddles take place via Zoom the FIRST Thursday of every month from 730-815am If you do not have this in your calendar - please contact [Ishaefer@comoxvalleydivision.ca](mailto:Ishaefer@comoxvalleydivision.ca)**

Curious about the progress of the Primary Care Network?

Please [click here](#) to view our dashboard displaying our progress to date



## A History of Indian Hospitals A Short Video

In an effort to support ongoing cultural learning in the PCN, we are providing you with a link to a video on the History of Indian Hospitals. Canadians are beginning to fully grasp the impact of the Indian residential school system, but have yet to come to grips with the Indian hospital system, which similarly isolated Indigenous peoples from their homes, families and culture. Please take a moment to learn more [here](#)

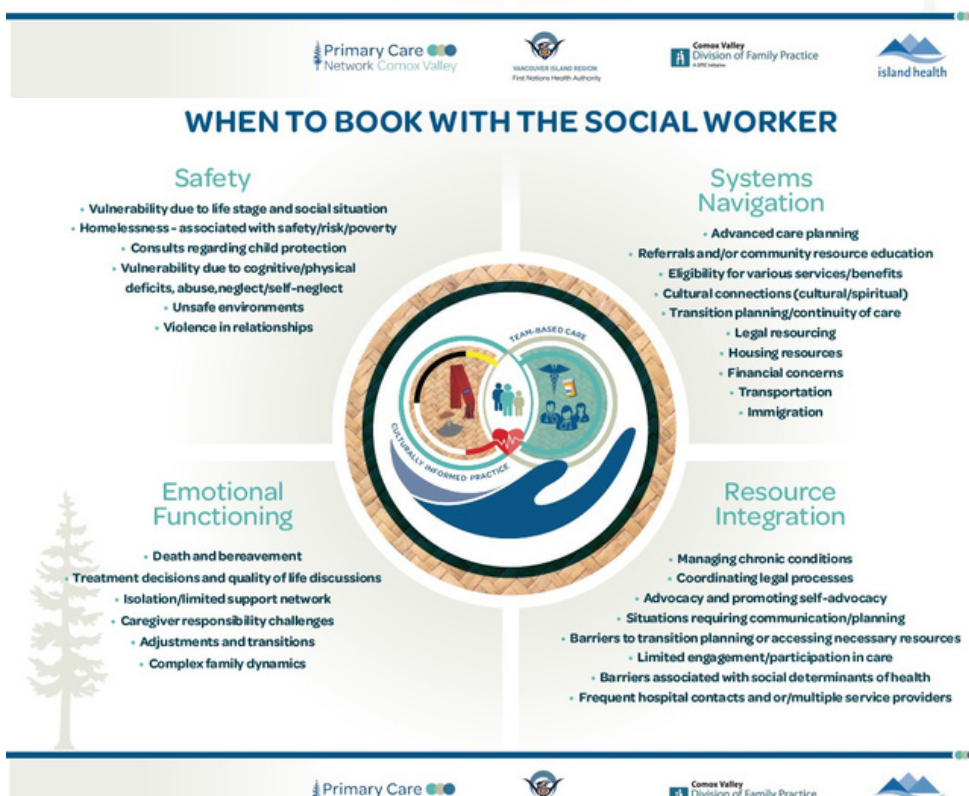
## TEAM-BASED CARE: SUCCESS STORY

An older male was in a living situation that was changing and he had no place to go. This had been happening over quite some time with no resolution. He is brain injured, vulnerable, and isolated. His sister who lived in another city a great distance away had been working to get him out of his living situation for years. His landlord gave him an eviction notice and he was supposed to be out of his trailer by end of June 2022. The PCN social worker convinced his landlord to let him stay until the end of Summer 2022.

The PCN social worker spent the next couple of months advocating for him to be accepted into an Assisted Living Facility locally and managed to expedite an assisted living assessment utilizing a virtual care room at the medical clinic. The client ended up being matched to an unfurnished suite at an assisted living facility in September 2022.

The client did not have anything to furnish the suite with, however, the PCN Social Worker managed to collect donations from the public and fully furnish his room for him prior to moving in. The social worker also ensured that the client was set up with the necessities to begin living in this new environment.

This case was an effort by the integrated care team and included support from the registered nurse, the local fire department and fire chief, the PCN clinic MOAs, the PCN family physician, and the Island Health case manager along with the PCN social worker and others.





## PCN Sustaining Interprofessional Team-based Care

Recently, one of the PCN Clinics, Westward Medical Clinic had the opportunity to participate in an in-clinic one-day team coaching session with the RccBC Quality Team Coaching for BC Initiative led by Dr. Rahul Gupta.

This is an initiative designed to support the development of interprofessional teams in rural communities. The program consists of:

- One-day coaching workshop – in person on-site with team coaches
- Four 1.5 hr. team coaching sessions (virtual)
- Three 1-hour leadership coaching sessions for team leaders

By the end of this program, teams will be able to:

- Distinguish the impact of high-functioning interprofessional teams
- Explain the evidence-based elements that foster high-functioning interprofessional teams
- Employ key competencies that enable high-functioning interprofessional teams, including situational awareness and skills in communication
- Derive shared team values, strengths, agreements, and goals, with a plan to collectively work towards those goals.



All members of the Westward Medical Clinic Team were able to attend including physicians, residents, staff and PCN allied care providers. This program includes a pre-and-post team assessment authored by the Comox Valley PCN, which will be used to evaluate the progress of team development over the course of the program.

Learn more about this rural program [here](#)

### YOUR PCN TEAM

#### CO CHAIRS:

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#### PCN TEAM:

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