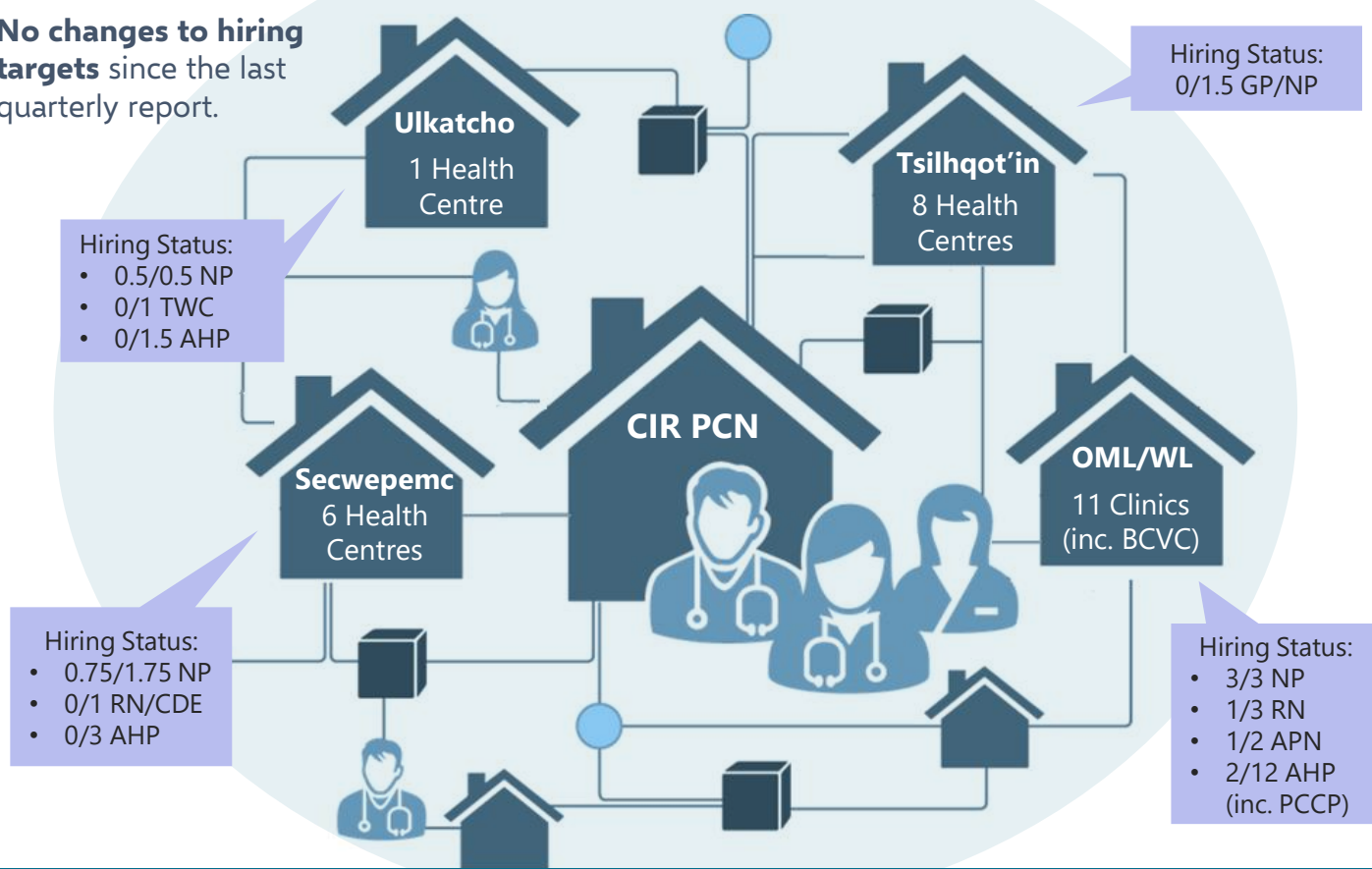


Central Interior Rural (CIR) PCN Evaluation

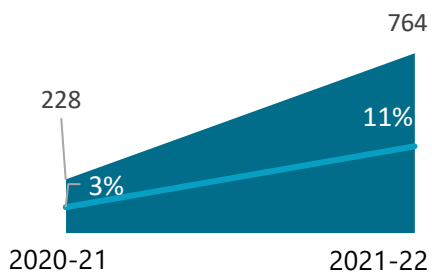
January 2022 Quarterly Report

No changes to hiring targets since the last quarterly report.



Increasing Attachment to Care

According to Ministry of Health (MoH) billing data, **992 patients have been attached** since the start of the CIR PCN.



CIR PCN has reached **14%** of its target attachment (6,900) by Dec 31, 2021



The **Health Connect Registry** for the Central Interior Rural region is now live and **2,454** individuals have registered to be attached to a GP/NP.

This includes all individuals previously registered through the Cariboo Patient Attachment Mechanism.

Community Feedback

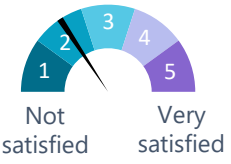
The health care experience survey, now closed, received **140 responses** (90% from William's Lake / 100 Mile House area; 10% from other areas such as Yunešit'in, Tl'etinqox)*. A full summary is available, with key findings listed below:

60% Of respondents (n=139) agree or strongly agree that **their health system meets their primary health care needs**

53% Of respondents (n=139) agree or strongly agree they are **satisfied with the amount of time with their care provider**

"We have the most incredible physicians, surgeons, nurses, and support staff in this area...they are truly amazing but they are stretched too thin."
-Survey respondent

Most respondents are **not very satisfied with their ability to get care when they need it** (n=136; average score 2.6)



*In-person and virtual focus groups are proposed for 2022 to gather more community feedback.

Offering culturally safe and appropriate care

23 individuals who self-identified as Indigenous responded to the health experience survey 61% of whom agreed or strongly agreed their health care providers honour their cultural, ethnic and/or spiritual background.



of new PCN hires and new PCN Steering Committee members have completed cultural safety training.

Their top 5 health care needs (n=23) were: (% who gave a rating of 5 'very important')

- 1 A GP/NP I can see regularly (91%)
- 2 Services with extended hours (74%)
- 3 Same day access to care (70%)
- 4 Other health practitioners on my care team (57%)
- 5 Access to traditional wellness services/supports (48%)

"[I] hate having to wait in [the ER] for 5 hours for something that can be looked at in 5 min and treated, all because I can't get in to see my doctor for 3 to 4 weeks..."
- Indigenous survey respondent



Improving access to care

The capacity and access measure survey, now closed, received 10 responses (7 clinics and 3 health centres). A full summary will soon be available, with key findings listed below:

BCVC Data: Oct – Dec 31, 2021

420 Patients served 608 Visits 44% after 5 pm



Of these clinics/health centers offer same day access for URGENT issues



5 patients, on average, seen per hour (for both clinics & health centres)



Of these clinics/health centres have GP/NPs that are accepting new patients



64 patient care hours available per week, on average, for clinics*
*Insufficient data to calculate for health centres

- 1 clinic, Bridge Care Virtual Clinic (BCVC), offers after hours care
 - 2 clinics offer after hour calls
- NO clinics/health centers offer weekend hours

Improving attachment & quality of care

Interviews are being conducted with all new PCN hires as part of the evaluation. Key findings from 3 NP interviewees are detailed below:

Facilitators to their onboarding experience:



"I saw one [patient] with totally uncontrolled diabetes...I was able to...see her and get her sugars completely under control....I know it's just because I was able to spend the time. That's what she needed."
- NP Interviewee on early impacts

Suggestions for improvement:

- ✓ Offer more support to review their contract
 - ✓ Offer orientation to PCN earlier in the onboarding
 - ✓ Offer more NP-to-NP mentorship opportunities
- NPs with less experience could benefit from training on chronic disease management, addictions to narcotics and building a patient panel.

NP interviewees also highlighted challenges due to provider turnover / shortages in the region:

- Difficulties accessing records for transferred patients
- Lack of continuity of care for patients
- Providers feeling isolated and alone

Overall: PCN Governance and Implementation

PCN Steering Committee (SC) members (n=11) provided feedback on how PCN governance structures are working at a virtual governance engagement event.

100% of voting PCN SC members (n=6) agreed the SC is following the guiding principles outlined in their Terms of Reference, such as...



- Having an equal voice and equity between partners
- Being responsive and accountable to their communities

Next Steps:

1. Interviews with PCN stakeholders including SC members & new hires
2. Case study planning with Three Corners Health
3. Administrative data collection with AHPs