



# CENTRAL INTERIOR RURAL PRIMARY CARE NETWORK

“Optimizing accessible primary care service delivery  
with coordinated, team-based, culturally safe approaches.”

## MESSAGE FROM THE CO-CHAIRS

It seems fitting to talk about endings and new beginnings in the January newsletter. Even with the closing of BCVC in December, we have seen something wonderful emerge to fill the void: our 100 Mile NPs Emily and Leah are opening a virtual after-hours walk-in clinic! They have worked hard with us, the PCN partners, to bring their vision into fruition. The clinic is operational and will see patients virtually and in-person in both communities. It's powerful to see how much two people can do to help so many people in need.

BCVC isn't gone entirely though; it's been re-envisioned as the referral hub for the CIR PCN resources which we continue to hire for. You will meet the new PCN staff on page 3, and as of publication we have also hired an OT for Williams Lake who you will meet in the Spring edition. It's exciting to see the growth of our PCN! We look forward to the year ahead, of building and strengthening team-based primary care in the region. As always, let us continue this work together.

Warm regards,  
Jill & Natalie  
CIR PCN Steering Committee Co-Chairs

## WHAT'S INSIDE?

**DAHOOJA / DZIN GUZUN / WEYT-KP / GOOD DAY!**

DAKELH / TSILQOT'IN / SECWEPEMC / ENGLISH

1. MESSAGE FROM THE CO-CHAIR 2. PCN UPDATES 3. PCN UPDATES CONT. 4. PCN  
COMMUNITY SURVEY & PATIENT STORY 5. CULTURAL SAFETY CORNER

**The Central Interior Rural  
(CIR) Primary Care  
Network (PCN) is situated  
on the ancestral,  
traditional and unceded  
territories of the  
Secwepemc, T̓silhqot'in  
and Dakelh Dene  
(Ulkatcho) Nations.**

“

## REMINDER:

PLEASE USE THE ZERO-FEE  
ATTACHMENT CODE [97630](#) WHEN  
ATTACHING ANY NEW PATIENTS.

# PCN UPDATES



**1.** Primary Care Registered Dietitian and Mental Health & Substance Use Clinician were hired and integrated for 100 Mile House.

**2.** An Occupational Therapist has been hired and is currently going through the IH and PCN orientation process.

**3.** Developing an integration process for PCN staff into specialist group

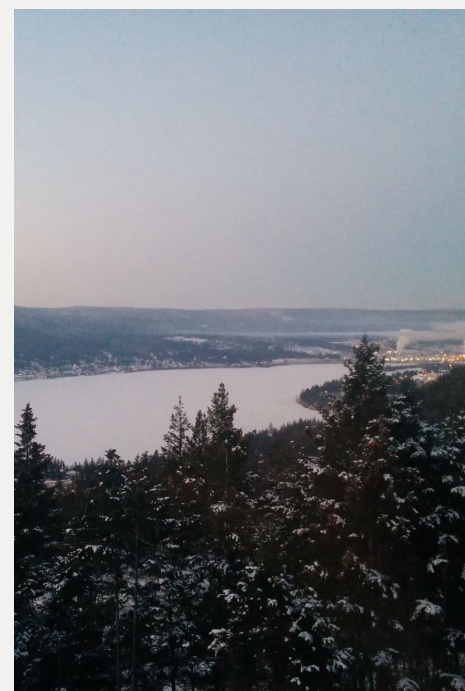
**4.** Team is facilitating team mapping sessions with clinics in Williams Lake and 100 Mile House.

**5.** Implementing transition plan and new workflows for PCN hub.

**6.** CIRD and IH developed integration workflow and map for future PCN hires

**7.** Initiated PCN huddles 3 times a week with PCN staff, Interior Health staff & Division staff. This time is to support PCN staff as they continue to grow in their new roles.

**8.** Integration team working closely with Practice Support Program (PSP) to support QI projects with a team based care focus.





# WELCOME ANDREA & LISE!

## ANDREA FLETT: REGISTERED DIETITIAN

Andrea Flett joined the CIR PCN team in October as the new Primary Care Registered Dietitian for 100 Mile House and is excited to be supporting primary care in the community. Andrea brings 11 years of experience to this role from a variety of settings, including acute care, residential care, community health and diabetes. She is looking forward to providing medical nutrition therapy to patients for the prevention, delay, and management of disease. She will also assist patients with staying healthy and managing acute and chronic concerns by developing nutrition goals and patient-centred plans.



Along with her husband and sons, Andrea has lived in the 100 Mile House Area for 19 years. Together, they enjoy camping, fishing, hunting, and snowmobiling.

## LISE THOMPSON: MENTAL HEALTH & SUBSTANCE USE CLINICIAN



Lise Thompson joined the CIR PCN Team in November as the Mental Health & Substance Use Clinician for 100 Mile House. She brings 22 years of experience of working with people with mental health and substance use challenges to the position. Lise worked at the Crossroads Treatment Centre in Kelowna for 13 years before joining Interior Health as a Rural and Remote Mental Health & Substance Use Counsellor. She has a passion for helping people learn to help themselves and rediscover their authentic self.

She has experience with different approaches and strategies that she utilizes to create a client centered approach and Lise is looking forward to partnering and collaborating with other health professionals to provide patient centred team-based care.

Lise has called BC home since she moved to Kelowna 27 years ago now with her husband and in 2013, they moved to 100 Mile House to raise their kids in a small town, like the one Lise grew up in. Lise has a love for nature and her favorite past times are hiking, bird watching, fishing, exploring the woods, and camping with her husband, 3 dogs and 2 teenagers.

# COMMUNITY SURVEY IS LIVE!



The CIR PCN Community Survey is now out and we are looking for feedback from patients on the healthcare they have received and would like to see in the community. The survey can be completed electronically or on paper. The Division will be circulating paper copies and boxes for collection to clinics. We would appreciate if providers and MOAs would encourage participation.

As someone who wears both provider and patient hats, your participation would also be appreciated. Click [here](#) to fill out an electronic version of the survey.

## PATIENT IMPACT STORY

As one of the social workers for the CIR PCN, I was recently referred a patient who needed support in completing their PWD application. The patient arrived at their first appointment under the influence of drugs and alcohol, to the point where they were not coherent enough to participate in the appointment. Despite several no shows to subsequent appointments, I kept encouraging and rebooking the patient. Finally, after the course of several appointments I was able to complete a thorough assessment of the patient's social determinants of health and listened intently to their complex history of trauma, substance use and medical circumstances of chronic pain. I provided a high level of empathy for this patient's life story. The patient became more engaged and started to follow up via phone with updates in between sessions and appeared to be very motivated with this support.

We were able to complete the patient's PWD application and were successful in getting this financial support in place. I completed a supportive handoff with Mental Health & Substance Use. The patient's serious substance use is now being managed by the OAT clinic, and they are working with the Psychiatrist to get better medications in place to manage their alcohol use and chronic pain issues. I was also able to connect the patient with Community Literacy to help them complete outstanding taxes and fill out the paperwork to get a birth certificate ordered, so they can activate MSP and Fair Pharmacare.

Additionally, the patient now has access to harm reduction supplies so they can help people close to them that may overdose. Helping others in similar situations is something they are very proud of. The patient is getting the wrap-around services they need and has been motivated to follow through on all that has been required of them. They are now doing much better. This is fantastic success in this patient's life journey and something for our PCN to celebrate!



Julie Heide  
Primary Care Social Worker



# CULTURAL SAFETY CORNER

## WATCH

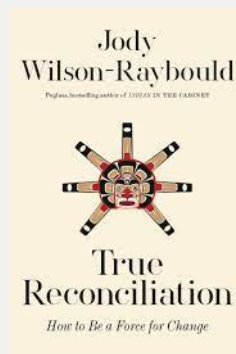
**Rhymes for Young Ghouls.** It's 1976 on the Red Crow Mi'kmaw reserve, and 15-year-old Aila (Jacobs) is the weed princess of her community. Hustling drugs with her uncle Burner, she sells enough dope to pay a "truancy tax" to Popper, the sadistic "Indian agent" who runs St. Dymphna's Residential School.



It's a tough life, but she's making it work. That is, until the precarious balance of her world is threatened by her father's return from prison and the theft of her drug money. Part fable, part small-town drama, *Rhymes for Young Ghouls* is a richly imaginative and striking drama about growing up during a very dark time in Canada's treatment of Indigenous people. View a trailer [here](#) and available to stream on Netflix, Amazon Prime Video and Crave.

## READ

**True Reconciliation** by Jody Wilson-Raybould is a ground-breaking and accessible roadmap to advancing true reconciliation across Canada. It is clear that people from all over the country want to take concrete and tangible action that will make real change. We just need to know how to get started. This book provides that next step. For Wilson-Raybould, what individuals and organizations need to do to advance true reconciliation is self-evident, accessible, and achievable. True Reconciliation is broken down into three core practices—Learn, Understand, and Act—that can be applied by individuals, communities, organizations, and governments.



## LISTEN

**Celeigh Cardinal.** With a confident voice and boundless energy, Celeigh Cardinal owns the stage, connecting deeply with her audience through humour, passion, and love. Whether sweetly strumming an acoustic guitar or leading her band in a rocking rave-up, she commands our attention.

Her singing is rich and deep with a burnished maturity and a nimble technical virtuosity that wraps itself around notes with a purr, a snarl or something in the middle. Cardinal has received multiple awards for her two full-length albums, and most recently, she was the recipient of the 2020 Juno Award for Indigenous Artist or Group of the Year. Streaming available on Apple Music, Spotify, and YouTube.

## FOLLOW

**@orangeshirtsociety** The Orange Shirt Society is a non-profit organization with its home in Williams Lake, BC where Orange Shirt Day began in 2013. The Orange Shirt Society was founded by Phyllis (Jack) Webstad.



It's purpose it to support Indian Residential School Reconciliation, to create awareness of the individual, family and community inter-generational impacts of Indian Residential Schools through Orange Shirt Society activities, and to create awareness of the concept of "Every Child Matters".

## EVENTS

**IH Virtual Kairos Blanket Exercises**, monthly from November to March. Open to all IH Staff. Contact [aboriginalculturalsafetyhumility@interiorhealth.ca](mailto:aboriginalculturalsafetyhumility@interiorhealth.ca) for details and to register.



Developed in collaboration with Indigenous Elders, Knowledge Keepers and Educators, Kairos Blanket Exercise is an interactive and experiential teaching tool that explores the historic and contemporary relationship between Indigenous and non-Indigenous peoples in the land we now know as Canada.

This workshop is a live, participatory experience—not a webinar or lecture.

During this workshop, Elder Flora will share her experience surviving Williams Lake Residential School and Elder Glida will support conversations around healing and healthcare.

Please email [aboriginalculturalsafetyhumility@interiorhealth.ca](mailto:aboriginalculturalsafetyhumility@interiorhealth.ca) to register

### UPCOMING WORKSHOPS

November 28th, 2022  
12:30pm-4:30pm

December 14th, 2022  
8:00am-12:00pm

January 18th, 2023  
8:00am-12:00pm

February 8th, 2023  
8:00am-12:00pm

February 22, 2023  
8:00am-12:00pm

March 1st, 2023  
8:00am-12:00pm

March 29th, 2023  
8:00am-12:00pm