

May 2022 | ISSUE 10

# Central Interior Rural Primary Care Network

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

*April Showers  
Bring May  
Flowers*



## Change is in the Air

It has been a cold start to spring but as May marches along, you can feel spring creeping in and the change to warmer weather on our doorstep. And change is what we are here to talk about; the Central Interior Rural Primary Care Network (CIR PCN) Change Management Team that is.

In the March newsletter, we introduced you to the CIR PCN Steering Committee overseeing the implementation of the approved service plan. In this issue, we are introducing you to the Change Management Team, whose work focuses on shifting primary care towards greater use of team-based care, a foundation of Primary Care Networks.

**REMINDER: Please use the zero-fee attachment code 97630 when attaching any new patients.**

## What's Inside:

*Dahooja / Dzin Guzun / Weyt-kp / Good Day!*

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

# Getting to Know Us continued

The Change Management Working Group focuses on shifting primary care practices towards greater use of team-based care. The Working Group's activities include:

- Develop & implement a Communications Plan
- Support recruitment of new clinical resources
- Provide PCN orientation to new clinical resources
- Integrate new clinical resources into clinics and primary care network
- Work with clinics to develop new workflow & referral patterns
- Facilitate and track patient attachment
- Develop and implement an evaluation plan that informs ongoing PCN decision-making
- Facilitate the provision of Culturally Safe primary care

The Change Management Working Group consists of:



**Joanne Meyrick, PCN Manager**

Joanne has worked for the Central Interior Rural Division since February 2018 and brings with her a wide scope of experience in project management in the areas of early child development, health promotion and professional development. Joanne was a member of the original PCN service plan development team and has been working with the change management team for the past two years. Joanne holds a Bachelor of Arts in Psychology from Wilfrid Laurier University.



**Kelly Dillon, Interior Health PCN Manager**

Kelly Dillon has worked for Interior Health for 20 years, and is currently the Clinical Operations Manager for the Rural Community, Primary Care Network Manager, Aboriginal Patient Navigators and First Nation Liaison since May 2020. Kelly obtained her Bachelor of Arts from Memorial University of Newfoundland and her Registered Nursing degree through Douglas College. She also attended Queens University where she studied infection prevention and control epidemiology.



**Allie Grey, Bridge Care Virtual Clinic & Attachment**

In her role with the PCN, Allie integrates newly hired PCN Allied Health professionals into BCVC and leads BCVC operations. She also works with the Health Connect Registry and facilitates patient attachment to those providers who identify they have capacity.



**Tanya Kelpinski, Integration, Support & Navigation Lead**

In her role with PCN, Tanya supports physician clinics and new PCN clinical resources with integration; assisting with workflow, referral processes, and role clarity. As the Division's ISN Lead, she also works with newly arrived GPs and welcomes students, residents, and locums to the community.



**Hannah Diether, Cultural Safety and Virtual Care Lead**

In partnership with the Health Authority, Division and First Nation representatives, she has worked to develop the CIR Primary Care Network Cultural Safety & Humility toolkit and website. She also facilitates ongoing CS&H work by sharing new resources each month in the PCN newsletter



**Sheena Raffle: Primary Care Network Coordinator, Secwepemc Health Caucus**

Sheena was born in Thompson, Manitoba and is a registered Cree from the Pimicikamak Cree Nation (Cross Lake) in Treaty 5 territory. Sheena developed a passion for Indigenous health and advocating for Indigenous equality in the health care system as the Clinic Manager and Health Director in Takla Landing. She and her family now live in Kamloops where she is the Primary Care Network Coordinator for the Secwepemc Health Caucus. Sheena supports the Secwepemc communities in the PCN by providing capacity and relaying information and important decisions to the health directors so that they may provide feedback and input for their communities.



### **Nicola Terbasket, NSS Project Manager – FNHA Interior Region**

Nicola grew up on reserve in the small rural community of Cawston, BC and is a member of the Lower Similkameen, Syilx Nation. She is the FNHA Regional PCN Team Lead and regularly attends CIR PCN/CSC meetings at the direction of the Nations to provide technical and administrative support to the 11 Tsilhqot'in, Secwepemc, and Dakelh Dene Nation communities. Her primary role with the FNHA regional team is to support Interior Nations to participate as full, equal, and meaningful partners in Primary Care Networks and other Primary Care Transformation work rolling out provincially.



### **Lisa Demers, Evaluation Consultant**

Lisa is an evaluation consultant with Reichert and Associates, who supports the CIR PCN Evaluation. In collaboration with the PCN Manager and Change Management team, Lisa develops data collection tools, data analysis, and compiles summary reports. These reports provide valuable information to guide ongoing decision-making regarding PCN implementation.



### **Paula Kully, Communications Consultant**

Paula has a certificate in public administration from Capilano University and a certificate in marketing and communications from BCIT. She has worked in municipal government for over 20 years in an administrative, marketing and communications capacity. In collaboration with the PCN Manager and the Change Management Team, Paula drafts PCN messaging and resources, including the monthly PCN Newsletter.

## **Why Team-Based Care?**

The shift toward team-based care is an essential component of BC's Health Care System transformation. Team-based care models aim to increase people's access to primary care and attract new doctors to family practice by offering a supportive environment with a better work/life balance.

Team-based care helps to:

- Reduce the burden of caring for patients alone, which can help prevent burnout
- Increase the efficiency of a practice and streamline processes to maximize time and capacity
- Work to their strengths, and support and rely on each other to give patients the best care.
- Improve the satisfaction of primary care providers, staff and partners

## **PCN Patient Impact Story**

### *From Jane Barnett PCN Social Worker*



I have been the Williams Lake Primary Care Network Social Worker for just over 2 months, and in that time I have seen 46 patients. The PCN Social Worker is able to do many things, including support and navigation for patients. Recently, I have been working with an elderly person, diagnosed with dementia, who has been refused all services. Through persistence, I have built a relationship with this patient and been able to talk about plans for care. As well, we have booked an appointment to meet with Elderly Services. The PCN Social Worker has the benefit of time and, if warranted, can meet with your patients in their home. PCN Allied Health Providers can help bridge gaps in care, and support the work of the Primary Care Physician.



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## Live Presently, Practice Compassionately - *Simple tips to go from Mind Full to Mindful*



When we practice mindfulness, we are better equipped to show up for patients, loved ones, and ourselves, without burning out. Watch this space for simple and accessible mindfulness practices that you can do at work!

### A Mindful Way to Wash Your Hands:

- Each time you wash your hands during the day can be an opportunity to catch a break for a few seconds. There's nothing to do or fix or change. Instead, it can be a point of rest.
- Bring your awareness to the physical sensation of the hot water and soap.
- Acknowledge this experience as something that's real and right now.
- Incorporate a counting exercise if you can by washing your hands for the recommended 30 to 40 seconds.

And again, we're not trying to force ourselves to feel anything. There's an aspect of mindfulness practice that's simply acknowledging our experience.

*Reprinted from: [mindfulness.org](https://www.mindfulness.org)*

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## Tk'emlups Statement on the One Year Le Estcwicwéy (The Missing)



It has been one year since the Tk'emlups te Secwépemc First Nation announced they had uncovered the remains of 215 Indigenous children buried in unmarked graves on the grounds of the former Kamloops (Tk'emlups) Residential School, confirming what Indigenous communities have long known and spoken about. Since then, close to 2,000 unmarked graves have been uncovered at former Residential School sites across the country, including in Williams Lake at the St. Joseph's Mission.

In the health care system, we know harm continues to happen with the existence of systemic racism embedded in policies, practices, and institutions. The evidence is clear that Indigenous people suffer poorer health care outcomes when accessing care. Primary Care Networks are trying to change that by making cultural safety one of 8 core attributes. Embedding cultural safety into the foundation of PCNs presents an opportunity to effect real change in health care delivery.

The one-year anniversary of this tragedy serves as a stark reminder of the racism endured by Indigenous people to this day and provides us with an opportunity to reflect on our own personal truth and reconciliation journeys.



# Cultural Safety Corner - Watch, Read, Listen, Follow

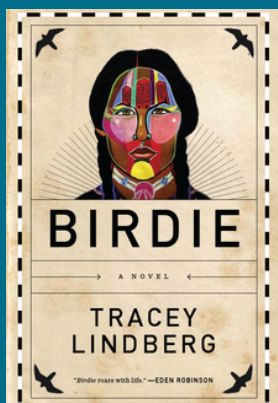


## MOVIES



**Wildhood** - directed by Bretten Hannam follows two brothers as they embark on a journey to find their birth mother after their abusive father had lied for years about her whereabouts; along the way, they reconnect with their Indigenous heritage and make a new friend. Available on YouTube.

## Books



### **Birdie, by Tracey Lindberg**

A big, beautiful Cree woman with a dark secret in her past, Bernice ("Birdie") has left her home in northern Alberta to travel to Gibsons, B.C. She is on something of a vision quest, looking for family, for home, for understanding. She is also driven by the leftover

teenaged desire to meet Pat Johns--Jesse from The Beachcombers--because he is, as she says, a working, healthy Indian man. Birdie heads for Molly's Reach to find answers, but they are not the ones she expected. With the arrival of her Auntie Val and her cousin Skinny Freda in Gibsons, Birdie begins to draw from her dreams the lessons she was never fully taught in life. Informed by the lore and knowledge of Cree traditions, Birdie is a darkly comic and moving first novel about the universal experience of recovering from tragedy.



## FOLLOW



**@jamesvukelich** is a descendent of Turtle Mountain, an international speaker, author & the creator of Ojibwe Word of the Day. His mission is to inspire people to live the good life by sharing ancient wisdom to

influence modern solutions through an indigenous perspective.



## MUSIC



**Ila Barker** - With a soul and voice as smooth as warm honey, singer songwriter Ila Barker captures audiences with her sweet melodies and dynamic presence. Ila is of mixed Anishinaabe and settler heritage with roots running

deep in the Manitoban prairies, seasoning her craft with rich history and powerful textures. Coming from a long line of storytellers, she fuses authentic and timeless notes creating moments of serenity and blissful escape. Check out Ila's music on Spotify.



## Events

**NORTHERN SHUSWAP TRIBAL COUNCIL**  
**PROUDLY PRESENTS**

**NATIONAL INDIGENOUS PEOPLE'S DAY CELEBRATIONS**  
THEME: HONORING OUR FUTURE LEADERS

**TUESDAY JUNE 21, 2022**

PARADE  
10 AM - 11 AM  
BOTANIO PARK  
11 AM TO 3 PM

PARADE/BOOTH/BAUNOCK MAKING COMPETITION  
(ABORIGINAL VICTIM SERVICES HOSTING - PLEASE CONTACT  
AVS@NSTQ.CA) /LEHAL TOURNAMENT(DENISQI HOSTING -  
PLEASE CONTACT BRUCE BAPTISTE)/BOUNCY CASTLES/STAGE  
ENTERTAINMENT/UNCLE CHRIS THE CLOWN/TONS OF FUN

FOR MORE INFORMATION PLEASE SEND AN EMAIL TO  
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