



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's exciting to see our PCN continue to expand as more of our allied health positions get filled and work can start in earnest on building team-based care for the region. The most recent addition to our PCN team is Chelsey Miller, a Mental Health and Substance Use Clinician servicing Williams Lake, who you will meet on page 3.

We know that PCNs, team-based care and the additional resources these initiatives bring will not solve our provider shortage and are but one part of building a better, more sustainable healthcare system. As the demand for healthcare workers continues to grow, the question 'how do we move forward without enough providers?' will require creative and unique solutions. This was the central question at a recent Primary Care Network Knowledge Exchange, and there is no one-size fits all solution, yet it is clear we will need our partners to join us in our efforts in building a better health-care system. 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 / SECWEPENC / ENGLISH

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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. A Mental Health Clinician was hired for Williams Lake. Division staff have been working on creating a referral process, that will be similar to the other PCN Resources.

2. Interviews continue for other positions including a mental health clinician for 100 Mile House, a Dietitian for Williams Lake, and an Occupational Therapist for both communities.

3. The Steering Committee is relooking at our PCN positions with long standing postings that are not being filled and brainstorming solutions and next steps.

4. Division staff hosted a Team Mapping session for the new First Nations Wellness Centre.

5. Division staff took the primary care clinical pharmacist out to Tatla Lake for Integration into the West Chilcotin Health Centre.



WELCOME CHELSEY!

Chelsey Miller is our new Mental Health and Substance Use Clinician in Williams Lake. She completed a BA in French in 2009 and her Bachelor of Social Work in 2011, both through UBC Okanagan. Since then, she worked with non-profit organizations in Kelowna as a System Navigator, Outreach Worker and Shelter Worker. In 2021 she joined Interior Health as a Social Worker at the Supervised Consumption Site, and most recently she worked in the Emergency Department at Kelowna General Hospital as a Social Worker. Chelsey is passionate about supporting people with mental health and substance use, after her own personal journey with depression and anxiety increased her desire to help.



Chelsey will be supporting voluntary patients, who are 18 years or older, in Williams Lake who have mild to moderate concerns with mental health and/or substance use. Therapeutic interventions may include, but are not limited to Trauma Informed Practice, Solution-Focused Therapy, Cognitive Behavioural Therapy, Motivational Interviewing and Mindfulness. She is looking forward to the new challenges she will face providing longitudinal primary care to and is looking forward to the change of pace from acute social work. Click [here](#) to find details on the Mental Health and Substance Use Clinician role and how to refer.

Moving to the Cariboo and buying a 10-acre farm with her husband Steve has fulfilled a dream of Chelsey's and is a welcome change from condo living in West Kelowna! In her spare time, Chelsey enjoys reading, riding her horse, working on the farm, campfires with loved ones and spending time with her husband Steve, their dog Sig and their cat Patty.



TIPS ON BILLING CODES

To support family physicians working in a team-based care environment, GPSC has introduced incentives to support providers delegating tasks to a team member working inside or outside of their practice. GPSC released a Summary Guide for the billing codes supporting team-based care which outlines the fee code, amount and detailed guidelines for using the fees. Some of the new fees include FP EMAIL/TEXT/TELEPHONE MEDICAL ADVICE RELAY FEE, FP COMPLEX CARE PLANNING & MANAGEMENT FEE, FP ALLIED CARE PROVIDER BRIEF CONFERENCING FEE, and more. Click [here](#) to access the GPSC team-based care fee code Summary Guide.

In addition to the summary guide, the GPSC released a billing education series on the new fee codes. For upcoming sessions click [here](#) and to watch Session #2: GPSC Billing Part 1 Oct 6 click [here](#) and for Session #3: GPSC Billing Part 2 Oct 20 click [here](#).



PATIENT IMPACT STORY

As the Primary Care Clinical Pharmacist for the Central Interior Rural PCN I take referrals from family doctors and nurse practitioners for patients who need comprehensive medication management. I can identify and resolve actual and potential drug therapy problems, and work alongside the primary care team to optimize drug therapy outcomes for patients.

Recently, I had a patient referred to me through the Bridge Care Virtual Clinic who does not have a family doctor and hadn't seen a primary care provider in over 2 years except for occasional acute conditions through a virtual clinic. Through a comprehensive assessment I determined that the patient met all the diagnostic criteria for type 2 diabetes, hypertension, dyslipidemia, and metabolic syndrome.

I was able to diagnose all 4 conditions and sent treatment recommendations back to the Bridge Care Virtual Clinic to initiate treatment to manage and prevent progression of his conditions.

Had this patient not been referred to me their conditions would have continued to go undiagnosed and untreated and would have continued progressing, potentially leading to other health issues and risks.



Nadheen Murray
Primary Care Clinical Pharmacist

CULTURAL SAFETY CORNER

WATCH

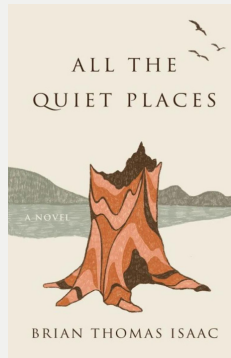
Reservation Dogs is a half an hour comedy series that follows the exploits of four Indigenous teenagers living in rural Oklahoma, who steal, rob and save in order to get to the exotic, mysterious and faraway land of California after their 5th member dies.



To succeed, they will have to save enough money, outmaneuver the methheads at the junkyard on the edge of town and survive a turf war against a much tougher rival gang. From co-creators Sterlin Harjo and Taika Waititi, Reservation Dogs is a breakthrough in Indigenous representation on television, both in front of and behind the camera. Every writer, director, and series regular on the show is Indigenous. View a trailer for Season 1 [here](#) and available to stream on Disney+ or Hulu+.

READ

All the Quiet Places by Syilx (Okanagan) author Brian Thomas Isaac is a powerful coming-of-age story of Eddie Toma, an Indigenous (Syilx) boy, told through the young narrator's wide-eyed observations of the world around him. Brian Thomas Isaac's debut novel tells the story of what can happen when every adult in a person's life has been affected by colonialism; it tells of the acute separation from culture that can occur even at home in a loved familiar landscape. Its narrative power relies on the unguarded, unsentimental witness provided by Eddie as he moves through life. All the Quiet Places is a finalist for the 2022 Governor General's Literary Award for fiction.



LISTEN



q with Tom Power sat down with Fisher River Cree Nation in Treaty 5 Territory (Manitoba) artist Kent Monkman who is known for challenging the way Indigenous people have been represented over the centuries in Western art, often flipping the script so that Indigenous stories are front and centre.

Now, he's challenging the way museums tell those stories with a brand-new exhibit, **Being Legendary**, which sees him take over the Royal Ontario Museum in Toronto, using the artifacts there to reshape the historical narrative. Listen to the interview [here](#) and see some of the exhibit [here](#).

FOLLOW

@shinanova is Inuk throat singer Shina Novalinga who became a TikTok sensation when she posted a video of herself singing a traditional Inuit song with her mother, Caroline. Since then, her account has amassed more than 2 million followers, fostering a space for Inuit culture and traditions to flourish on the platform. The 22-year old Montreal-based student has since continued to share her original work with unique twists to viral sounds on TikTok while collaborating with other Indigenous creators.



EVENTS



November 8th is National Indigenous Veterans Day, and it honours the important contributions Indigenous Peoples have made in service to Canada. It is estimated that as many as 12,000 First Nations, Metis and Inuit people have served in the First and Second World Wars, Korean War and later Canadian Armed Forces efforts. November 8 is about making efforts to better understand the role Indigenous Veterans have played in Canada, and express gratitude. To read more about Indigenous Veterans, click [here](#).