

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 is difficult to believe that this July marks three years since the CIR Division and its partners submitted the region's plan for a Primary Care Network. Little did we know that such a huge system transformation in primary care would be on top of a global pandemic, wildfires and floods, and staffing challenges.

Although we begin this third year feeling the strain of provider shortages, a sentiment felt all the way across Canada, we cannot forget what COVID 19 taught us: our health-care system and providers are adaptable. We know we can shift and change as we need to and we will continue to do so. Our role with PCN reaches beyond finding additional providers, rather, it is a system transformation; one that will require all levels of health care to embrace new ways of working together to further promote positive work environments for providers and high quality of care for our patients. 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

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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, T̓silhqot'ín and Dakelh Dene (Ulkatcho) Nations.

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REMINDER:

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

PCN UPDATES

May 2022 marked the beginning of Year 3 for the Central Interior Rural Primary Care Network.

Partners in the CIR area submitted their PCN plan to the MoH in July 2019, seeing it approved in September of 2020 and bringing \$4M in primary care resources to the region. The plan covers the geographic areas of 100 Mile House, Williams Lake, the Northern Shuswap, Chilcotin and Ulkatcho. The PCN incorporates every clinic, health centre, and primary care provider within the region, and is part of BC's transformation to a team-based primary care strategy.

Here is a snapshot of what we accomplished in year 2 of PCN Implementation:



1. Successful Recruiting of New PCN Resources

All positions in the Service Plan have been posted for hiring. While recruiting continues to be challenging in some of the more remote communities, we have seen several positions filled in Williams Lake and 100 Mile House in year 2: Respiratory Therapist (OMH & WL); Social Worker (1 WL, 1 OMH); Aboriginal Patient Navigator (WL); Nurse Practitioner (1 Secwepemc, 2 OMH, 1 WL); 1 Registered Nurse (OMH); current negotiations with a dietician and APN for OMH.

2. Full Integration of New Resources

Working collaboratively, Division and Health Authority staff successfully integrated the new resources into primary care settings in both Williams Lake and 100 Mile House and learned a lot along the way! The team spent time in each setting orienting primary care providers and office staff on how to access each service.

3. PCN Hub Referral Established

Division employed Patient Services Coordinators work closely with PCN providers to receive referrals, register patients, and book appointments.

PCN UPDATES



4. Evaluation Framework Created

An Evaluation framework has been developed and approved by the steering committee. A first round of surveys to communities has been circulated and data collected with many lessons learned. Annual surveys will continue including patients, providers, steering committee members and staff to provide ongoing feedback on implementation and assessing the impacts of PCN services.

5. Communications on a Regular Basis

Kicking off year 2 in May 2021, a monthly newsletter was distributed to all stakeholders communicating all the happenings in the CIR PCN. The newsletter has been well received so far with an average open rate of 57%, leaving room for engagement improvement through stronger content.

6. Cultural Safety and Humility Strategy

After extensively reviewing current opportunities for cultural safety and humility learning, a training program for all members of the PCN Team was set and vetted through the Steering Committee. An accompanying toolkit outlining the training requirements and additional training opportunities was developed. Ongoing and continuous learning about Indigenous culture is supported and encouraged in the PCN Newsletter Cultural Safety Corner through the highlighting of Indigenous authors, directors, musicians, and social media influencers.

7. Attachment Process Change & Improvement

We transitioned from our own centralized waitlist, the Cariboo Attachment List, to the provincial Health Connect Registry (HCR) in the Fall of 2021. Our Patient Services Coordinators work closely with the HCR team to ensure the list is accurate, and when opportunities for attachment become available, patients can be sent to clinics smoothly. Since we have been using the HCR, 450 patients have been attached to providers.

8. PCN Hub Referral Established

As the PCN team becomes more and more established with each new hire, the change management team works closely with clinics and PCN allied health to ensure communication is running smoothly, documentation is getting where it needs to go, and the patients are getting the full team based care experience.



TIPS

THE DOORKNOB OF S.T.O.P PRACTICE:

- S** STOP WHAT YOU'RE DOING.
- T** TAKE A FEW BREATHS.
- O** OBSERVE AND CHECK IN WITH WHAT'S GOING ON AROUND YOU.
- P** PICK HOW TO PROCEED. ASK YOURSELF, "WHAT'S THE MOST SKILLFUL THING TO BE DOING NEXT?"

In medicine, it's often called a doorknob practice because it only takes a few moments. Each time you put your hand on a doorknob to enter a room for the next experience with another human being, whether it's a patient visit or an administrative meeting, you can take that S.T.O.P. practice and remind yourself: Stop. Take a few breaths. Observe and notice how things are. Pick how to proceed with intention.

Reprinted from: mindful.org



PATIENT IMPACT STORY

As the respiratory therapist for the Central Interior Rural PCN, I take referrals from family doctors and nurse practitioners for patients who have trouble with their breathing. I can provide in-depth assessment, education, and treatment plan review for these patients.

Recently, I was referred a patient with severe COPD and asthma. They were having frequent exacerbations which had required several courses of antibiotics and prednisone in recent months. Upon review of the patient's chart, I noted they had been on the same inhaler for several years. I suggested that the family doctor give the patient an alternate inhaler that works well for asthma exacerbations. Due to the patient's very poor lung function, I also recommended a home oxygen assessment. The physician implemented both recommendations. The results of the home oxygen assessment found that the patient required home oxygen for use with exertion. I was then able to work with the patient on the changes to their treatment plan. We reviewed inhaler technique, oxygen use, and a COPD and asthma action plan.

The patient responded very well to the new treatment plan. Since the use of the new inhaler, the patient has fewer exacerbations, reducing their need for antibiotics and prednisone. The patient found the action plan to be quite helpful in managing their symptoms. Working in a team-based care approach with the family physician made a positive impact on this patient's health.



Tammy Holland
Primary Care Respiratory Therapist

CULTURAL SAFETY CORNER

WATCH



[Run Woman Run](#) written and directed by Zoe Hopkins follows Beck, a single mom who has been running from the reality. Her “breakfast of champions” is a 5 cream, 5 sugar coffee, and donuts. Beck finds herself in a diabetic coma visited by a ghostly ancestor, the legendary Indigenous marathon runner Tom Longboat, who becomes her wise-cracking new life coach. This is a feel-good anti-rom-com about a woman who must tackle the ghosts of her past before she can run toward a new future. View a trailer [here](#); available to rent or buy on Amazon Prime, Apple and Google Play.

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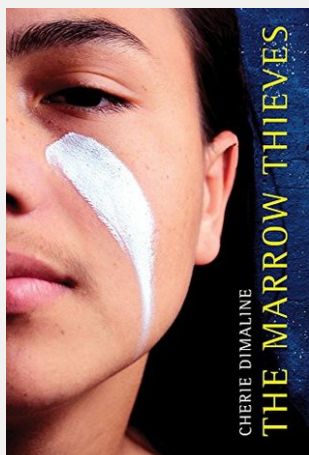
for discussions on Indigenous issues, specifically matters relating to Indigenous women, girls, two-spirit, non-binary, and gender-diverse people. The goal was to create an online space that supports and empowers Indigenous women, girls, two-spirit,



non-binary, and gender diverse people through intersectional feminism, and challenges notions that perpetuate their oppression, such as patriarchy, white supremacy, capitalism, colonization, and racism.

READ

[The Marrow Thieves](#) by Cherie Dimaline. Humanity has nearly destroyed its world through global warming, and now Indigenous people of North America are being hunted and harvested for their bone marrow, which carries the key to recovering something the rest of the population has lost: the ability to dream. In this dark world, Frenchie and his companions struggle to survive as they make their way up north to the old lands. For now, survival means staying hidden - but what they don't know is that one of them holds the secret to defeating the marrow thieves.



LISTEN



[Jeremy Dutcher](#) is a classically trained, First Nations tenor, composer, musicologist, performer and actor. His 2018 album, *Wolastoqiyik Lintuwakonawa*, is a tribute to the traditional songs of his people and explores his Wolastoq First Nation roots in this touching, enthralling album uniting past and present. Unearthing traditional songs from the 1900s, his interpretations and arrangements of these extraordinary songs—alongside extracts from the original recordings—will ensure their survival. Streaming available on Apple Music, Spotify and YouTube.

UPCOMING EVENTS:

Stay connected with some local First Nations events coming up!

Speaking Our Truth

Competition Pow Wow

When: **September 9-11**

Where: Chief William Arbour

Admission by donation

More info: <https://www.wlfn.ca/event/speaking-our-truth-competition-pow-wow/>

TRC Day / Orange Shirt Day

(National Day for Truth & Reconciliation)

When: **September 30**

Keep an eye out for more details on the events happening

WLFN: <https://www.wlfn.ca/events/>

TNG: <https://www.tsilhqotin.ca/events/>