

# South Island PCN

## Saanich Peninsula and Western Communities

April 2023

### Team Charting and Patient Consent

**The Team Charting Agreement**, from the [BC Physician Privacy Toolkit](#), outlines the duties and obligations of health care providers to their patients regarding personal health information. It was developed by the Family Practice Services Committee for use by Primary Care Networks.

#### What is the Team Charting Agreement (TCA)?

An agreement between the PCN Patient Medical Home and the Health Authority to:

- Formalize the relationship between the clinic and HA (Allied Health) staff.
- Set out the roles and responsibilities for information governance as it pertains to charting by Allied Health Team members.
- Provide for Health Authority access to patient records for performance management of Care Team members.

#### Why do PCN Clinics need to sign the TCA?

It is important for both Clinics and the Health Authority to:

- Recognize the primary care EMR chart as the longitudinal patient record
- Establish the Patient Medical Home as the custodian of the Team chart
- Allow Allied Health Team Members to chart in the Patient Medical Home EMR
- Minimize duplicate charting

#### How do we communicate with our patients about Health Authority access to their chart and obtain consent?

The TCA requires patient notification as per requirements under the Personal Protection and Privacy Act. To do this PCN Clinics can:

- Display the Patient Notification Poster (in the clinic and virtually), Brochure and refer to the website (all of which meets legal requirement for notification under PIPA). [Click here the for poster](#).
- Provide patients with the opportunity to opt out.
- Develop an MOA script when booking.
- Identify the Clinic as part of the PCN and working with Island Health Staff anywhere the clinic has a presence.

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### Primary Care Networks

The South Island has been leading the way in primary care transformation at the community level since early 2020. By being innovative, collaborative, and flexible, resources are being implemented across South Island PCNs while establishing mechanisms for success.

[Learn More!](#)

24,112

South Island residents attached to a new patient home since 2018

18,006

Western Communities

6,106

Saanich Peninsula

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### How often will Island Health request a chart review and how will this affect work for Clinic MOAs?

- Once per year for performance management of Allied Health Care Team members. This is done to ensure that standards of care are met and quality improvement can take place.
- MOAs will be asked to pull patient charts (approximately 5).
- MOAs could, if the Clinic chooses, notify the patients that their charts have been pulled for review at the time of chart audit.

Want to know more? Contact your Change Manager: [kelly.aucoin@sidfp.com](mailto:kelly.aucoin@sidfp.com) (Western Communities) [merlyn.maleschuk@sidfp.com](mailto:merlyn.maleschuk@sidfp.com) (Saanich Peninsula)

## Charting Champions Lifetime Mentorship

In March 2022, the Western Communities and Saanich Peninsula PCN funded PCN Physicians to complete the highly recommended **Charting Champions Program for Physicians** course from Dr. Sarah Smith.

This online course helps physicians to chart more effectively and efficiently and to regain time for life outside work. PCN physicians who completed the course had overwhelmingly good things to say about it: not only did they learn practical tips they could implement immediately, but they also received lifetime access to 6 live group coaching calls monthly with Dr. Smith.

Check out Dr. Smith's free [1-hour webinar introduction](#) to the program for more information. Canadian Family Physicians can claim 20 unaccredited MainPro points and 5 accredited MainPro Points annually when you participate in the Charting Champions Program. **If you are interested in taking this course, we may have funding available. Please reach out to [pcnadmin@sidfp.com](mailto:pcnadmin@sidfp.com) for more information.**

"I hope that FPs who completed the PCN sponsored "Charting Course" realize it includes life-long coaching & membership. I found the modules very helpful, some colleagues have found them "life changing". The live and recorded coaching calls, particularly the ones around balance, boundaries and efficiency, are excellent."

Dr. S. Bourdon

"As someone who prides themselves on growth and learning, the course provided those aha moments that will forever inform my care."

Dr. Mark Sherman

## S'anyas Cultural Training

The **San'yas** Anti-Racism Indigenous Cultural Safety Training Program offers online antiracism and cultural safety training and consultation services to people and groups across Canada. San'yas supports several organizations in their work to uproot anti-Indigenous racism and enhance Indigenous cultural safety.

If you are a Family Physician or MOA interested in completing the San'yas Cultural Safety Course, please email [pcnadmin@sidfp.com](mailto:pcnadmin@sidfp.com).

We will compensate for the course cost plus 8 sessional hours. We have a limited number we can fund so requests will be filled on a first come first served basis.

# Ask A Change Manager

**Question:** What kind of services can a Social Worker provide within a PCN primary care clinic?

**Answer:** Social Workers can provide counselling, therapy and referrals to other supportive social services and help patients develop the skills they need to enhance social functioning.

Social Workers are invaluable members of a primary care clinical team, with ongoing training and knowledge that helps patients and frees up physicians to provide the care they do best. A social worker may be able to assist patients in a primary care clinic in the following areas:

## Direct Service to Patients

- Psycho-Social-Emotional-Spiritual assessment on health status
- Brief solution focused counselling
  - Coping with illness, grief and loss; family and interpersonal relationships; support with a new diagnosis; caregiver support/burnout; self-management and coping strategies, problem-solving skills, strategies for managing/navigating challenging situations
- Abuse and neglect concerns
- System Navigation
- Care Plan
- Short-term crisis intervention



## Education/Advocacy

- Advocacy support related to literacy, forms, appeals, applications and referrals
  - Person with Disabilities; HandyDART; BC Housing; adaptive equipment; community programs and agencies
- Exploring and support applying for eligible financial resources
  - Government Income Assistance; CPP-D; Disability Tax Credit
- Advance Care Planning

## Referrals/Collaboration

- Risk assessment
- Care Coordination, Conferencing and Planning
- Shared knowledge related to applicable legislation to support safe and ethical care of patients: Mental Health & Addiction; Child Protection; Adult Guardianship Act; Health Care (Consent) and Care Facility (Admission) Act; Child, Family and Community Service Act

## Social Workers:

- See patients in-person, over-the-phone or via virtual visit
- Generally work M-F, 8:30am-4:30pm, but hours can vary depending on clinic needs

Curious how a Social Worker could work in your clinic or be better optimized? Contact your Change Manager:

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