

South Island PCN January 2023

Saanich Peninsula and Western Communities

Upcoming PCN Funded Clinic Manager and MOA Training

In response to Physicians' and Clinic Managers' requests, the South Island Division of Family Practice is pleased to announce the following clinic manager & MOA training opportunities offered at no cost to the employees of SIDFP members. For more information contact Tanis Wynn at tanis.wynn@sidfp.com

Conflict Resolution Training: Dealing with Difficult Situations at the Front Line February 17, 2023 | 9-4:30pm

Created specifically for the SIDFP members and facilitated by Royal Roads University, this one-day workshop provides Clinic Managers and Medical Office Assistants with the skills and tools for managing difficult situations on the front line that are effective, maintain the relationship, defuse tension, set boundaries, and protect the front-line worker's wellbeing.

Pre-registration is required as seats are limited. Managers and MOAs will be paid at a sessional rate for their attendance and will receive a certificate of attendance.

Register by at Feb. 7th at pcnadmin@sidfp.com. Please include the name of your MOA/Manager, their role and the name of your clinic when registering. Lunch and snacks will be provided.

CPR and First Aid Certification or Re-Certification

If you have an MOA or Clinic Manager who has completed or has plans to complete their certification this fiscal year, SIDFP will re-imburse the Clinic or MOA up to \$70 per MOA/Manager upon receipt. Please send your receipt via email using the subject line: CPR/First Aid Reimbursement to pcnadmin@sidfp.com

Mental Health First Aid Standard Workshop Feb 24/25 (Fri/Sat) or March 3rd & 10th (2 Fridays)

Check out www.mentalhealthcommission.ca to learn more about MHCC. Each 2-day workshop can accommodate max 15 people. Catering included and participants will receive sessional compensation. Register at pcnadmin@sidfp.com

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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!](#)

20,804

South Island residents attached to a new patient home since 2018

Western Communities 15,070
Saanich Peninsula 5,734

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Blanket Exercise (May 25th or June 28th tbd)

The Blanket Exercise uses Indigenous methodologies to build understanding about our shared history as Indigenous and non-Indigenous peoples in Canada by walking through pre-contact, treaty-making, colonization and resistance. Everyone is actively involved as they step onto blankets that represent the land, and into the role of First Nations, Inuit and later Métis peoples. By engaging on an emotional and intellectual level, the Blanket Exercise effectively educates and increases empathy.

Register at pcnadmin@sidfp.com

Ask a Change Manager

Question

Where do PCN clinicians chart?

Answer

Talk to your PCN Change Manager first! Your PCN Change Manager will discuss and review with you the Team Charting Agreement and help you apply it to your clinic's specific needs.

Ask a Change Manager is your new monthly guide to how PCN Change Managers can help support you and your clinic to provide the very best primary care. Do you have a question you'd like answered? Let us know!

Where and how do I chart is one of the first questions providers ask us when we meet. We know that proper charting is key to providing the best in collaborative patient care and to ensuring a smoothly run office environment. As Change Managers, we are happy to review your clinic's specific needs and help you apply the most effective tools for your practice. The Principles of Team Charting within Primary Care Networks, included below, is a great resource to help clarify charting best practices.

Principles for Team Charting within Primary Care Networks

1. **Chart once:** Whenever possible, care team members should only chart in one system.
2. **Chart in the clinic EMR:** Care team members should chart in the EMR of the primary care practice in which they are working either directly, or indirectly via integrated chart notes.
3. **Patient-centric:** The primary care practice manages the most complete longitudinal patient record in the community.
4. **Information accessibility:** Information will be made accessible to care team members (and organizations) when needed for patient care. Information for other required purposes will be made accessible under mutually agreeable governance, privacy and security provisions.
5. **Brief and Actionable:** Care team members consider brevity in charting actions and encounter summaries.
6. **Maintain Data Standards:** Charting should be optimized for team performance, patient safety, clinical decision support and reporting and should meet minimum charting requirements of the primary care clinic in which they are working.

Questions? Contact your Change Manager: kelly.aucoin@sidfp.com (Western Communities) or merlyn.maleschuk@sidfp.com (Saanich Peninsula.)

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San'yas Indigenous Cultural Safety Training Program

If you are a Family Physician or MOA interested in completing the **San'yas Cultural Safety Course**, please email pcnadmin@sidfp.com as soon as possible.

We will compensate for the course cost plus 8 sessional hours if the course is completed before March 31, 2023.



San'yas 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.

We have a limited number we can fund so requests will be filled on a first come first served basis.

Cultural Conversations

Friday, February 3, 2023 | 12-1pm

Join us for the first session of a lunchtime Zoom series designed to support primary care professionals on the journey to Truth & Reconciliation.

Through his storytelling and experiences, facilitator **Andrew Bird** will:

- Discuss the purpose and significance of Indigenous Cultural Safety as a structural initiative to mitigate harm
- Assemble pragmatic strategies to embed Indigenous Cultural Safety into professional practice
- Examine the relationship between colonialism and state violence against Indigenous peoples and its implications for Indigenous cultural safety today



Andrew Bird

[Register Here](#)

Space is limited.

Eligible participants will receive sessional compensation.

Contact Us

- Leslie Keenan, Executive Director, Executive.Director@sidfp.com
- Aspasia Zabararas, Director, PCN Aspasia.Zabararas@sidfp.com
- Jeneen Hunt, Manager, PCN Jeneen.Hunt@sidfp.com
- Kelly Aucoin, Change Manager, PCN Western Communities Kelly.Aucoin@sidfp.com
- Merlyn Maleschuk, Change Manager, PCN Saanich Peninsula Merlyn.Maleschuk@sidfp.com
- Kim Brown, Project/Attachment Coordinator, PCN Kim.Brown@sidfp.com
- Tina Dickson, Administrative Coordinator, PCN Western Communities Tina.Dickson@sidfp.com
- Pardeep Virk, Administrative Coordinator, PCN Saanich Peninsula Pardeep.Virk@sidfp.com
- Julie Lambert, Communications, communications@sidfp.com

Meet Your Team

The good work of the PCN depends on collaboration, information sharing, and timely communication, and lucky for us, we have Tina Dickson and Pardeep Virk, PCN Administrative Coordinators, to get that work done. If you've ever attended a PCN Committee Meeting, either Tina or Pardeep are there to ensure the meeting's smooth running and that the work and decisions are captured in a meaningful way.

Tina and Pardeep are always available to answer your administrative questions, to track down info for you, and to link you with members of the team, so never hesitate to drop them a line.



Tina Dickson

PCN Administrative Coordinator - Western Communities

Tina's role with the PCN is to provide administrative support to PCN Committees and work with the team to provide open, honest communication with all the Stakeholders and the public while providing better access to Primary Care.

When not at work, Tina enjoys playing and watching sports, and spending time with her kids and friends.

tina.dickson@sidfp.com

(250) 658-3303



Pardeep Virk

PCN Administrative Coordinator - Saanich Peninsula

Pardeep's role with the PCN is to provide administrative support to PCN Committees, Working Groups, and work with the PCN team to provide timely, open, and honest communication with all the Stakeholders to help develop a better process for delivering access to Primary Care.

In her downtime, Pardeep likes to hike, spend time with family and friends, and indulge her competitive side playing recreational sports and board games.

pardeep.virk@sidfp.com

(250) 658-3303