

South Island PCN November 2022

Saanich Peninsula and Western Communities

Ask a Change Manager

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!

Question

I want to hire a PCN Clinician. What type of clinical space do I need?

Answer

Talk to your PCN Change Manager first! Your PCN Change Manager will assess your clinical space and work with you to ensure it meets the basic requirements to participate in the PCN Co-Location Model of Care.

Before you request a PCN Clinician to work in your clinic, it is important that you reach out to your PCN Change Manager. We will help facilitate this change in your clinical practice and ensure that you, your staff, and your clinic are ready. The Minor Tenant Improvement Grant is available until March 31, 2023 if you need to modify your space.

While different clinicians may require different types of space, all PCN clinicians have some of the same basic requirements.

Basic Requirements:

- Space to provide in-person care, virtual visits, and charting/administrative duties
- Space that is conducive to providing therapy
- A workspace that takes into consideration: service being provided, privacy, ergonomics, and workflow

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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!](#)

19,395

South Island residents
attached to a new patient
medical home

14,075 in the Western Communities
5,320 in the Saanich Peninsula

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- Support with administrative duties, such as appointment booking, patient flow, technology support, etc. (administrative duties volume will vary between disciplines and roles)
- Implementation of WorkSafe Policies

In some cases, to meet basic requirements clinics may need to do physical renovations that require funding, update their clinic policies, and change workflows that are needed to accommodate newly built spaces and scheduling of new team members. You can count on your Change Manager to facilitate all this work.


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

After Hours Call Pilot

GPSC, HealthLinkBC and four Division pilot sites are partnering to lead an After Hours Call pilot. This pilot will support FPs with after hours call requirements per the BCCFP. South Island and Victoria Divisions are working together as one of the four pilot sites.

The pilot will explore using the HealthlinkBC 811 platform and technology to set up a regionally appropriate After Hours urgent primary care coverage service. Attached patients can connect with HealthLinkBC for advice and if the nursing triage feel the patient needs FP advice, patients will be connected with a regionally located on-call Family Physician to offer appropriate guidance/labs/prescriptions including follow up contact with the MRP. Following completion of the pilot, the intention is to spread it provincially to interested Divisions and PCNs. This pilot is not intended to replace clinic call groups if you're satisfied with the current arrangements with your colleagues.

**The pilot has an ambitious timeline with the intention of launching early in the new year.
The following Working Groups will be meeting in the next 4-6 weeks:**



- Priority: **Clinical Guidelines Working Group** – establishing clinical transfer data, determining FP responsibilities, and workflow processes. Weekly virtual meetings Wednesdays 1200-1300 hrs
- Priority: **Evaluation Working group** – establishing baseline data, finalizing framework, and post pilot evaluation/sustainability. Weekly virtual meetings Tuesdays 1800-1900 hrs
- **Administration/HR Working group** – recruitment of FP call participants, communications, and clinic engagement. Weekly virtual meetings Thursdays 1400-1500 hrs

Please contact the Project Manager, **Myla Yeomans-Routledge**, with any questions.

Practice Supports Coaching and Mentoring



General Practice Services Committee

In a busy practice, it is hard to find time to explore how new tools or team-based care options could improve both doctors' own practice experience and patient care. That's why GPSC's team of Regional Support Teams (RSTs) and physician and MOA peer mentors offer customized coaching and mentoring services directly in doctors' practices.

Whether doctors already know what kind of support they want or are looking to learn how their practices might benefit, PSP's team can help:

- Improve office workflow and/or clinical areas of practice.
- Create a plan of achievable tasks and timelines for practice improvements.
- Streamline access to PSP services, certification and compensation benefits.

Contact the **Vancouver Island RST** to learn more or to get started with PSP services.

Physician Needed in Sooke

The Youth Wellness Centre at Edward Milne Secondary in Sooke is seeking a Family Physician for **Wednesdays 1200-1530 hrs.**



If you are interested in this opportunity, please contact

anne.schell@islandhealth.ca

250-519-3490 ext. 32424

Contact Us

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Meet Your Team



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Kelly Aucoin

Change Manager, Western Communities

Kelly brings with her an extensive background working for community development organizations, from non-profits to municipal and federal government, with experience managing initiatives with community wide impact. She truly understands and believes in the value of multi-disciplinary teamwork and uses a strength-based approach to motivate, lead, and foster relationships.

Kelly believes that a community connected across agencies, supported by leaders and prioritizing inclusivity, possesses the building blocks for a healthy community. She is delighted to have the opportunity to work alongside health care professionals and all stakeholders to enhance the delivery of primary care.



merlyn.maleschuk@sidfp.com

Merlyn Maleschuk

Change Manager, Saanich Peninsula

Merlyn has worked in primary care for many years and has a passion for quality improvement. He considers himself a problem solver, change maker, and systems thinker. The foundation of all his work is relationship building.

Merlyn believes that maintaining and sustaining longitudinal relationships is a key catalyst to driving significant, positive change. Merlyn is delighted to have the opportunity to work alongside healthcare professionals and all stakeholders to enhance the delivery of primary care.