

South Island PCN October 2022

Saanich Peninsula and Western Communities



Ask a Change Manager

Question

How do I know if my clinic is ready for team-based care and participation in the PCN?

Answer

Engaging with a PCN Change Manager is the fastest way to get FREE access to tools and supports needed to answer this question!

The PCN Change Manager can facilitate a readiness assessment by working with your clinic to provide a clear picture of its current state and identify opportunities and readiness for change. Your PCN Change Manager will help you identify patient care needs in your clinic's panels to support the addition of team-based care. You will gain an understanding of the scope of activities a new team member can bring with support from Island Health. An overview of the different expectations and agreements that come along with the new team member will also be provided.

Once you have determined it's a fit for your clinic, the change manager will help you and your clinic secure a resource and think through a workflow for adding the team member. They will also provide a checklist of things to think about in order to get your clinic ready from EMR changes, to space and equipment and supply needs. As part of this journey they will connect your clinic with valuable networking and learning opportunities. They are also available to support you after the change as questions arise.

continued...

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!](#)

South Island Attachment

18,766

South Island residents are attached to a new patient home

13,575 in the Western Communities
5,191 in the Saanich Peninsula

Ask a Change Manager continued...

Here are some questions to think about when assessing readiness for change:

- Are you committed to moving your clinic to being a Patient Medical Home?
- Do you have a vision of what team-based care will look like in your clinic?
- Does your clinic have a team-based care champion who will act as an agent and sponsor for the change?
- Does your clinic have time, office administration and space for the change?
- Is everyone in the clinic ready and supportive of the change?
- Does your team meet at least once a month to discuss patient care?

Want to learn more about the team-based care and how PCN Change Managers can support your work? Contact kelly.aucoin@sidfp.com (Western Communities) or merlyn.maleschuk@sidfp.com (Saanich Peninsula.)

***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 to ask? Let us know!*

Clinic Updates

Do you have upcoming changes to your clinic that will impact your services? Do you have a new provider joining your team, one leaving or one closing a practice?

Keep the PCN Team informed of any changes to your clinic status as we may be able to assist!

Contact the PCN Project Coordinator with any info to share at kim.brown@sidfp.com



Registered Nurses in the PCN

How can a PCN Registered Nurse enhance patient care in primary care settings you ask? A PCN RN can contribute to your practice by:

- Helping triage patients to determine the best provider
- Making sure your patient's health record is up to date, including family history and health goals
- Ensuring screening is up to date (e.g., pap screening, mammograms, bone density, screening for colon cancer)
- Assessing a patient's current health-care problems
- Helping patients manage their health concerns (e.g., diabetes, high blood pressure, lung problems) through provision of information and support
- Performing wound care and other health services
- Providing well-baby visits, developmental screening and prenatal visits
- Coordinating care when a patient needs to receive care in other parts of the health system or coordinating in-home support
- Reviewing medications and preparing prescriptions for review by a physician
- Preparing blood work requisitions and other requisitions for tests as required
- Working with a primary care provider as part of the care team to ensure that patient care is as complete as possible
- Follow up and monitoring of progress in a patient's care plan

Interested in learning how a RN may help support Primary Care in your clinic? Contact your Change Manager, Kelly.Aucoin@sidfp.com (Western Communities PCN) or Merlyn.Maleschuk@sidfp.com (Saanich Peninsula PCN), for more information.

Team-Based Care Grant

The Team-Based Care Grant provides a grant of up to \$15,000 to eligible family practices that have onboarded interprofessional team (IPT) members to help with costs of recruiting and onboarding IPTs into a practice.

The grant is provided for each full-time equivalent of net new eligible IPT positions filled by the family practice, which may be a staff member employed by the family practice, or another organization such as a health authority.

To check your eligibility or to apply, find out more at the [GPSC website](#).



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Meet Your Team

We are thrilled to introduce Leah Ferreira and Antony Gagnon, Clinical Pharmacists providing in-clinic visits within South Island PCNs.

Want to learn more about how the PCN Clinical Pharmacists can support Primary Care in your clinic? Contact your Change Manager, Kelly.Aucoin@sidfp.com (Western Communities PCN) or Merlyn.Maleschuk@sidfp.com (Saanich Peninsula PCN), for details.



Leah Ferreira

Clinical Pharmacist - Western Communities PCN

I am a clinical pharmacist with over 26 years of experience providing patient care in community and collaborative healthcare settings. I graduated from the University of Saskatchewan. Most recently, prior to this role, I worked with the downtown street community in Victoria, providing OAT, Safe Supply, and general health care and compassion. I bring a diverse experience in community, long-term care, and primary care practices to this role, along with clinical expertise in the areas of substance use, chronic disease management and frailty patients.



Antony Gagnon

Clinical Pharmacist - Saanich Peninsula PCN

I am a clinical pharmacist and certified diabetes educator with over 35 years of experience providing patient care in community and collaborative healthcare settings. I received my PharmD at the University of New York in Buffalo and started the Clinical Pharmacy Program at Laurentian Hospital in Sudbury Ontario. Prior to this role I was the Manager of the Pharmacy Program at the Hamilton Family Health Team championing team-based care. Currently my practice primarily includes a focus on diabetes, smoking cessation, chronic pain and hypertension patients.

