

PCN UPDATE - ISSUE 4



Recruitment



Working with UBC, we have now hired a Pharmacist who will be starting work in clinics on March 8th, 2021. We look forward to welcoming Sadie to the team and know she will be a great asset as we move forward with the implementation of the PCN.

MHSU clinician interviews were conducted on January 29th, 2021. Our first MHSU clinician, Meg will be starting work on March 8th, 2021. We will have more information for you shortly as to when the second MHSU clinician will be joining us.

The Indigenous Wellness Advocate position was posted and received a number of applications. The interviews for this position will be conducted on March 1st, 2021.

Interviews for the Social Worker will be held on Monday, February 22nd, 2021.

Team-Based Care



In partnership with Comox Valley Primary Care Network, the Practice Support Program is pleased to present Team-Based Care, a learning series designed for local PCN clinic teams. Intended as a starting point, this is an opportunity for clinic teams to explore how to provide Team-Based Care in the Comox Valley Primary Care Network. These sessions kick-off with the Foundations of Team-Based Care, launching this Spring. Stay Tuned for more!

Health Data Coalition Webinars



Better Information. Better Care. Better Patient Outcomes.

Want to understand how to harness the transformative power of data within your EMR for free? Want to be able to interpret and learn to predict your own practice patterns, for instance in diabetes, and relate to your peers and provincial trends? Want to ensure the PCN is providing you with the right resources at the right time for the right patients, and even predict what you might need in six months' time? Then we urge you to give some serious thought to how the [Health Data Coalition \(HDC\)](#) Discover platform can work for you.

Ideally, all PCN clinics will be using HDC. We'd like to draw your attention to some upcoming webinars which focus on different disease areas or clinical problems and the webinars can also serve as a 'primer' for participation in PSP practice improvement activities and life within the Comox Valley PCN.

Comox Valley PCN Cultural Safety and Humility a Learning Opportunity



PLEASE CIRCULATE WIDELY WITHIN YOUR CLINICS

As part of our work in the Comox Valley PCN, we are fully committed to embedding Cultural Safety in our work together and within our approach. We are requesting that all PCN interdisciplinary team-members take the San'yas Indigenous Cultural Safety Core Health Course. This course will be foundational for participation in other localized PCN-specific Indigenous Learning Opportunities available to PCN Teams in the coming months. This opportunity is for all physicians, medical office assistants, managers, and any clinician providing care within the team. The Core Health Course involves 8 hours over 8 weeks of self-directed on-line learning which includes participating in discussion forums.

Please note that the online Core Health Program meets the accreditation criteria of The College of Family Physicians of Canada. This self-Learning program has been verified by the College of Family Physicians of Canada for up to 20 Mainpro+ Credits

Please contact Maureen Clarke - PCN Change Lead at mclarke@bcpsqc.ca to let us know if you have already taken the course or if you would like to register.

If you are an Island Health Employee or are a Physician with an Island Health email address, please register directly online through the Learning HUB through the Island Health Intranet.

Patient Experience Survey



We want to learn about the patient experience of access to care, quality of care, and self-reported health. These baseline findings will help us see how the development of the Comox Valley PCN is impacting patient experiences.

Please get in touch with Jacquie Kinney at jkinney@divisionsbc.ca if you are curious about the Comox Valley PCN Patient Experience Survey and want to know more.

Standard Mental Health First Aid (MHFA) Training



The Division is supporting local office staff to become certified in [Standard Mental Health First Aid Training](#). This 8-hour course is delivered through a mix of self-study and virtual classroom learning. MHFA teaches participants how to provide supports to a person who may be experiencing a decline in their mental well-being or a mental health crisis.

The next course is **Saturday, March 6th**, from 9 am to 4 pm. After registration, your instructor will send out a course package with 2 hours of self-study material to be completed before the class.

For more information or to register, [Click Here](#)

If the course is full, please add your name to the waitlist to inform us of your interest in attending an additional session.

For more information contact [Catherine Browne](#), Division Project Manager

**Continue or join the next steps to incorporate
video visits in your practice!**

Session 3: Conducting Video Visits and Working Remotely

Virtual Care Enablement Series brought to you in partnership with the Doctors Technology Office, the Practice Support Program, and the Comox Valley Division of Family Practice.

When: March 2nd 12:00 pm - 1:30 pm | via Zoom | [Register Here](#)

*Open to all primary care providers and office staff in the Comox Valley.
MainPro+ accredited and lunch vouchers provided*

Facilitated by Dr. Deni Hawley, Physician Lead of the PCN Virtual Care Working Group.

In this session, participants will learn:

1. How to prepare for a successful video visit with your patient
2. How to educate patients to ensure a positive virtual care experience
3. How to ensure patients successfully log in to start a video visit
4. How to ensure patients successfully connect to the virtual tool and are supported before their appointment
5. Workflows for sending and receiving documents when working remotely
6. How to communicate with the clinic team when working remotely

For more information contact [Catherine Browne](#), Division Project Manager,
or [Audrey Jones](#), PSP Coordinator.

National Overdose Response Service



NO JUDGEMENT. JUST LOVE.

The National Overdose Response Service (NORS) is a national phone-based overdose prevention service to support Canadians and countless Indigenous communities. The service works by clients calling 1-888-688-6677. A caller is then connected to a virtual overdose supervisor who will monitor them for 15-30 minutes.

Please share this information in your clinics and on your websites. For more information visit the [website](#) or visit the Community Wellness Collaborative channel in [SLACK](#)

Please reach out to the PCN Team if you have any questions or require information as we move towards implementation of the Primary Care Network in the Comox Valley

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