

PCN Update

Issue 2



Having worked extensively with our clinical stakeholders to characterize and understand current gaps and needs across Comox Valley Primary Care, the decision was made to begin with recruitment of a Clinical Pharmacist, two MHSU Consultants (mental health and substance use) and an Indigenous Wellness Advocate (we will be defining and recruiting further PCN positions throughout early 2021 in collaboration with stakeholders). The interview and selection process for the Clinical Pharmacist position will begin within the next few weeks.

We are currently in the process of working through the recruitment processes for the remaining positions while refining the PCN operating model and physical space requirements towards the onboarding of these positions into the PCN by March, 2021.

Our current target is to advertise for the MHSU Consultant roles, the Indigenous Wellness Advocate and Clinical Network Coordinator in January 2021, with onboarding happening in February and March.

Team-Based Care



As we move towards implementation of the Comox Valley Primary Care Network, we are also preparing to support the development of the interprofessional care teams. We know that evidence-based, cooperative Team-based Care delivery that is patient-focused provides both patients and team members with a simpler, more cohesive system with significant potential to improve experiences and outcomes.

To support the development of the PCN interprofessional teams, we are in the process of finalizing various individual and team-learning opportunities that will be available to you and the teams. Cultural Safety and Cultural Humility are foundation of the PCN and wrap around all services. As such, there will be learning opportunities for all care-team members to embark upon (or continue) their journey towards Cultural Safety and Humility.

We have recently begun biweekly “huddles” to bring together members of the PCN. These huddles are short, info-based sessions to help us learn from you as we prepare for implementation. Over time, they will become a useful forum for hearing what is working and not working as we implement the PCN. Please consider having a physician and MOA/Office Manager join in on the huddles.

The next huddle is scheduled for January 7th from 7:30 – 8:00 am.

We look forward to sharing more information about these team supports and learning opportunities in the new year.

Patient Experience Survey coming in January!



Patients are the experts, as they are the only ones who experience the entire journey of care. Understanding the patient experience is key to understanding overall quality of care. Giving the opportunity for patients to respond to a survey engages them meaningfully, allows for their feedback to improve their care, and can help us meet patient's needs.

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 kinney@divisionsbc.ca if you are curious about the Comox Valley PCN Patient Experience Survey and want to know more.



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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