

# PCN Update Issue 3



---

## **MHSU Health Consultant Interviews – Physicians Needed – Jan 29, 2021**

We are excited that there is an opportunity for 2 physicians to participate in the interview process for the 2 MHSU Health Consultant positions that we are preparing to recruit.

Interviews will take place at **8:45am - 10:00am** and **1:00pm - 2:15pm**.

If you are interested in participating please contact

Bonnie Bagdan [bbagdan@me.com](mailto:bbagdan@me.com) or Dominic Orsler [dorsler@divisionsbc.ca](mailto:dorsler@divisionsbc.ca).

---

## **Environmental Scan**



In early January, the PCN Team reached out to hear your thoughts on a number of key topics including: PCN Clinic Membership, the upcoming role of MHSU Health Consultant, Clinic Space Availability and ideas for support around Team-Based Care. The following overarching themes were identified from those meetings:

A strong interest in hosting an allied health care practitioner as a care team member either part-time or full-time in several clinics

**What we heard was needed:**

- Additional MHSU supports along with Pharmacy and other allied health care team member roles..
- Team-Based Care supports
- Allied health supports need to be active members of the care team
- A ***“highly efficient, mobile, flexible model. In this philosophy, grassroots development of programs – and truly flexible creative models”***

One meeting participant stated  
***“we appreciate the involvement of allied health providers. We want to work making that accessible with our patients.”***

**What we heard you would appreciate:**

Reduced administrative burden.

***“It has to feel easy. The staff know what they are doing, and hitches are worked out. That the person knows when and where they will be working”***

***“There has to be perfect collaboration and cooperation”***

Thank you so much for your time. We appreciate your thoughts and feedback. All of the comments will support the continued development of the Primary Care Network for the Comox Valley.

-Your PCN Team

---

## Virtual Care Enablement Series



**As part of onboarding Clinic teams to the PCN, we encourage you to take part in the upcoming Virtual Care Enablement Series!**

To support the implementation of virtual care services into primary care practices, the Comox Valley Division of Family Practice, the Practice Support Program (PSP) and the Doctors Technology Office (DTO) are collaborating to pilot a three-part webinar series to support primary care providers and office staff with a step-by-step approach to develop and/or improve existing workflows to incorporate video visits.

Whether you are able to participate in this session or not, please take a few minutes to share where your practice is with virtual care implementation - [click here](#)

**Session 1:**  
**Engaging Your Team and Promoting Video Visits to Your Patients**

When: February 2nd 12-1:30pm | via Zoom

Facilitated by Dr. Deni Hawley

MainPro+ Accredited

[Click Here To Register](#)

**In this session, participants will learn:**

1. What is the 'Step-by-Step Approach to Virtual Care'
2. What supporting documentation and in practice supports (PSP and peer mentor) are available.
3. How to engage the clinic team and together work towards successful implementation of video visits
4. Efficient workflows for collecting and updating patient contact information
5. How to effectively promote video visits to your patient panel

Prior to the webinar, please take a few minutes to share where your practice is with virtual care implementation - [click here](#)

**Interested in other webinars in this series? [Click Here](#) for more information.**

---

## PCN / Indigenous Health Update

Under the guidance of the Indigenous Health Working Group supporting PCN development, Island Health have advertised for the Indigenous Wellness Advocate position. The Indigenous Wellness Advocate supports Indigenous patients, family and community by recognizing the impacts of colonization and advocating for health provider relationships that are trauma informed, patient and family centered and promoting culturally safe engagements.

[Click here for the full job description.](#)

Their main office will be out of the Coastal Health Unit building on 11th Street. Our hope is to have the interview mid-February and the successful candidate hired by the end of February.

---

## Cultural Safety Learning Journey



The following sessions will be a part of the culturally informed training being provided to all our PCN Members and Clinic Team Members. This training will be facilitated in partnership with Island Health, Kwakiutl District Council (KDC) and Comox Valley MIKI'SIW Métis Association. The PCN Team will be following up in the coming weeks to support you in getting started or continuing your own on this journey.

### **Draft Overview of the Series:**

**\*Prerequisite:** San'yas Core Health

**1st session:** Elders' Opening Circle

**2nd session:** History of the K'omoks Nation including Indian Hospitals

**3rd session:** Relational Practice 1 – Opening Circle

**4th session:** Relational Practice 2 – Review of History through to Today

**5th session:** RP 3 – Democratic Racism and the Pathway to Harm: Interrupting

Racism

**6th session:** Trauma & the Brain/Trauma Informed Practice

**7th session:** Land Based Healing

**8th session:** Traditional Healing Practices & Traditional Medicines

**9th session:** Indigenous Health Services & FNHA Benefits

**10th session:** San'yas On-Line Course: Unpacking our Colonial Relationship

**11th session:** Elders Closing Circle on Cultural Safety Learning Journey

**12th session:** Community of Practice – putting the learning to practice.

Note: ***Sessions and Content specific to the Métis community will be included once finalized***

---

### **Patient Experience Survey coming in January!**



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](mailto:jkinney@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

**Dominic Orsler – PCN Program Manager – [dorsler@divisionsbc.ca](mailto:dorsler@divisionsbc.ca)**

**Dr. Bonnie Bagdan – PCN Physician Lead – [bbagdan@me.com](mailto:bbagdan@me.com)**

**Lesley Howie – Director Comox Valley – [Lesley.Howie@viha.ca](mailto:Lesley.Howie@viha.ca)**

**Kari Wuttunee – Regional Manager Primary Care - [Kari.Wuttunee@fnha.ca](mailto:Kari.Wuttunee@fnha.ca)**