

PCN CARE TEAM MEMBER TRAINING & ORIENTATION CHECKLIST

BACKGROUND

As new care team members are deployed into Primary Care Networks (PCNs), there is a need to support their onboarding and orientation into primary care practices. Multiple organizations and/or individuals may be responsible for each part of the orientation process.

PURPOSE

This checklist is to be completed by PCN planning partners. It has been developed to help identify the administrative, training and technology elements that should be addressed when new care team members **join a practice, chart in the practice's EMR, and onboard to the practice's workflows.**

USING THIS CHECKLIST

- The checklist should be completed for each PCN care team member for each practice they are deployed to. It should be completed in partnership with the health service organization (such as the Health Authority) and a representative from the primary care practice.
- This checklist is not an exhaustive list of orientation requirements. There may be other requirements that emerge and/or are required as part of the orientation of new care team members by the practice, Health Service Organization (HSO), PCN or Division. The checklist should be modified as needed to meet the needs of the PCN.
- The 'Responsible Person' identified below will vary and may be designated to the PCN, Division of Family Practice, primary care clinic or HSO. Where possible, it is recommended that a specific individual from an organization is named at each step to ensure that the onboarding process is complete.
- It is recommended that one person be responsible for confirming that the checklist is completed in its entirety. In some cases, this may be the PCN Manager.

Administrative		
Action	Responsible Person	Notes
<input type="checkbox"/> Provide overview of Patient Medical Home (PMH) and PCN care models		PMH & PCN: The Big Picture
<input type="checkbox"/> Identify who is responsible for welcoming and orienting the care team member to the practice		
<input type="checkbox"/> Provide orientation to the practice, including: <ul style="list-style-type: none"> <input type="checkbox"/> Office space and parking <input type="checkbox"/> Operating hours <input type="checkbox"/> Identification and keys <input type="checkbox"/> Office equipment (e.g. phones, fax machine) <input type="checkbox"/> Medication and immunization storage <input type="checkbox"/> Supplies (e.g. pens, gloves, BP cuffs) <input type="checkbox"/> Organizational structure <input type="checkbox"/> Contact list <input type="checkbox"/> Shared drives <input type="checkbox"/> Meeting schedule <input type="checkbox"/> Panel size and special programs or services 		
<input type="checkbox"/> Identify what agreements the care team member needs to sign and ensure these are completed (examples below) <ul style="list-style-type: none"> <input type="checkbox"/> Confidentiality Agreement¹ <input type="checkbox"/> Team Charting Agreement <input type="checkbox"/> Other _____ (practice to specify) 		Information Sharing Implementation Toolkit

<input type="checkbox"/> Identify supports available for navigating the agreements and who care team members can contact with questions – see Page 6 for a list of available supports		
<input type="checkbox"/> Identify process for care team members to receive and submit flowsheets to HSO (if applicable)		
<input type="checkbox"/> Identify key contacts at each organization to help resolve issues as needed and provide list to care team member detailing names and contact information: <ul style="list-style-type: none"> <input type="checkbox"/> Workflow/training support <input type="checkbox"/> IT support (device issues, remote login) <input type="checkbox"/> EMR support (access to the EMR) <input type="checkbox"/> Human resources support <input type="checkbox"/> Billing/encounter codes support 		
<input type="checkbox"/> Other:		

Training		
Action	Responsible Person	Notes
<input type="checkbox"/> Confirm that new care team member will be charting in the practice's EMR ²		
<input type="checkbox"/> Provide training on the practice's policies and procedures, such as: <ul style="list-style-type: none"> <input type="checkbox"/> Privacy and security training <input type="checkbox"/> Patient and staff incident(s) and safety reporting 		DTO's Online Clinic Security Course Divisions of Family Practice: Practice Toolkit BC Physicians Privacy Toolkit: A Guide for

<input type="checkbox"/> Emergencies and occupational health and safety <input type="checkbox"/> Administrative processes <input type="checkbox"/> Other _____(practice to specify)		Physicians in Private Practice
<input type="checkbox"/> Provide any additional training or orientation required for care team member to deliver care in primary practice, including shadowing, and the process for raising concerns if tasks fall outside of scope of role (e.g. notify practice lead)		
<input type="checkbox"/> Provide training on EMR software and charting workflows ³		EMR Small Group Learning Sessions
<input type="checkbox"/> Provide training on documentation standards and minimum charting requirements of the practice ⁴		
<input type="checkbox"/> Ensure that care team member is registered for Encounter Reporting and provide training on submission process (if applicable)		Primary Care Networks: Clinic Setup For Encounter Reporting
<input type="checkbox"/> Provide training on care team communication processes and notification of required tasks (e.g. lab results review and follow-up)		
<input type="checkbox"/> Provide training on accessing the practice's schedule and assigned caseload		
<input type="checkbox"/> Other:		

Technology		
Action	Responsible Person	Notes
<input type="checkbox"/> Determine what hardware care team member will require (e.g. laptop, cell phone) and equip them as necessary		
<input type="checkbox"/> Develop a standard process for provisioning and de-provisioning access to the practice's EMR and arrange for set-up (and potential purchase) of EMR license or user account ⁵		EMR Frequently Asked Questions
<input type="checkbox"/> Develop a list of standard permissions in the EMR and ensure that these are set, including encounter codes if applicable, and identify who is responsible for maintaining up-to-date access permissions on an ongoing basis		
<input type="checkbox"/> Install any software on laptop that is required to access the EMR and confirm that native tools are configured for access ⁶		
<input type="checkbox"/> Install any additional software on laptop that is required for care team member to perform their duties <ul style="list-style-type: none"> <input type="checkbox"/> Scheduling software <input type="checkbox"/> Phone, fax and/or printer <input type="checkbox"/> Virtual care tools <input type="checkbox"/> Other _____ (practice to specify) 		
<input type="checkbox"/> Determine how care team member will connect to the EMR when		

<p>physically located in the practice (e.g. clinic computer, laptop connected via Wi-Fi or hardwire connection) and provide instructions/training</p>		
<p><input type="checkbox"/> Provide wireless connectivity solution to enable access to EMR and HSO systems remotely and provide instructions/training⁷</p>		
<p><input type="checkbox"/> Arrange for remote access to EMR and provide instructions/training to ensure appropriate security measures and processes are in place⁸</p>		<p>Physician Office IT Security Guide PPN Technical Support Guide</p>
<p><input type="checkbox"/> Arrange for remote access to all required HSO applications and systems (e.g. Health Authority EHR, CareConnect, etc.) and provide instructions/training</p>		
<p><input type="checkbox"/> Other:</p>		

SUPPLEMENTAL NOTES

¹Health Service Organization (HSO) Care Team Members are generally expected to have signed a Confidentiality Agreement prior to joining the primary care practice. If an HSO Care Team Member has not signed an appropriate Confidentiality Agreement, they must sign the [Doctors of BC Health Authority Employee Working in a Primary Care Clinic Confidentiality Agreement](#) on an annual basis.

²FPSC recommends that care team members chart in the EMR of the primary care practice in which they are working either directly (including via remote access), or indirectly via integrated chart notes. See [here](#) for a more detailed description of the team charting principles, assumptions, and implementation considerations.

³It is expected that EMR training will be the responsibility of the primary care clinic and delegated as needed. See the supports section below to learn about the various training supports available.

⁴The [Team Charting Principles](#) recommend that in order to maintain data standards, charting by care team members should meet minimum charting requirements of the primary care clinic in which they are working. It is expected that each care team will agree upon a core data set, informed by PCN, provincial and international best practices.

⁵Each EMR vendor has a different licensing model and costs. The Doctors Technology Office (DTO) can provide support to engage vendors on licensing discussions.

⁶TELUS Wolf EMR uses Remote Desktop when directly connected to the PPN but also requires VPN token access when off the PPN. Intrahealth Profile will require a VPN token access if accessing from outside Canada. If unsure of the requirements, you should speak with the EMR vendor directly or contact DTO for support.

⁷Care team members that are provided a smart phone should be able to connect to networks remotely via a tethering solution or mobile hot spot. If no connectivity solution is provided, alternative networks will need to be used to enable remote access.

⁸Laptops must have PHSA pulse secure VPN client installed. Contact ppnadmin@phsa.ca to request a token. If accessing an EMR not hosted on the PPN on an unsecured wireless connection, a VPN should always be used. Remote access to EMRs that use a local server will require internet configuration – contact your EMR vendor for support.

SUPPORTS AVAILABLE

New care team members joining a practice have a number of onboarding and training needs and it is strongly encouraged that the PCN partners come together to plan for a smooth transition. Each clinical environment is different and so are the learning needs of each new care team member. A collaborative approach is needed to identify gaps and opportunities for success. The groups and resources listed below are available to support the deployment of new care team members to primary care practices.

Doctors Technology Office (DTO)

DTO aims to provide leadership, guidance, expertise, and alignment of health technology and information needs for private practice physicians across BC. DTO is available to provide support on PPN and network-related queries and issues, clinic privacy and security, and EMR vendor escalation and engagement, including discussions of EMR licenses, training and workflow needs. Contact [DTO](#) for technical queries or to get connected with EMR vendors.

FPSC Information Sharing Task Group

A time-limited group responsible for creating the agreements and best practices required to support information sharing within the PCN. Any questions or comments regarding the [team charting principles](#) or information sharing agreements can be sent directly to fpscinfosharing@doctorsofbc.ca

Practice Support Program (PSP)

PSP is a quality improvement initiative that offers clinical and practice management opportunities and data-informed tools and resources —both supported by a team of practice improvement professionals including physician and MOA peer mentors. Clinics may choose to take advantage of the PSP's Team Based Care and EMR small group learning sessions that are open to Allied Health Providers. [Contact](#) your regional PSP support team to find out how their services can be customized to meet each practice's needs or [click here](#) to learn more.

EMR Vendor

Training on EMR systems is available through the clinic's EMR vendor, typically at a cost depending on the clinic's contract. You can contact the vendor directly to request a quote or engage [DTO](#) to help facilitate.

Other Contacts

Each PCN will have a unique set of contacts that will be available to support the onboarding and orientation of new staff, such as a PCN Manager, HA Manager, HA IMIT Support, local Division of Family Practice, etc. It is suggested that a comprehensive contact list be provided to new staff with key personnel at each organization.

A copy of this checklist is available on the [PCN Toolkit](#) website and within the Care Team Agreement Implementation Guide.