



Primary &
Community Care

Central Okanagan
PRIMARY CARE NETWORK

Year One Progress Report: March 2020-March 2021

- ❖ Primary Care Networks (PCNs) are a collaboration between the Central Okanagan Division of Family Practice, Interior Health, and local Aboriginal partners to provide comprehensive primary care services that coordinate with specialized care and community-based services the Central Okanagan.
- ❖ Priorities of the PCN are to provide team-based care through an interdisciplinary team of nursing and allied health professionals, to increase access for the following priority populations: frail in community; low and medium complex conditions and; those with mild to moderate mental health and substance use.
- ❖ Starting in the fall of 2020, teams in the Central Okanagan forged collaborative connections to move the Primary Care Network objectives forward, together.

Primary Care Network Updates



- DOFP hired 3 PCN Managers, 1 Change Lead, 1 Admin support
- Created a collaborative Governance Model inclusive of all partners
- Established a PCN Patient Advisory Group
- Engagement remains ongoing with family practice clinics
- PCN Evaluation consultants hired (Reichert and Associates)
- Team-Based Care Working Group established

Human Resources Updates - 86% of targeted FTE hired for Year One



- 6 Registered Nurses (Nurse Coordinators) co-located in Family Practice clinics
- Allied Health staff continue to work remotely, and/or in PCN Hub Space:
 - 3 Registered Dietitians
 - 2 Social Workers
 - 2 Physiotherapists shared with West Kelowna UPCC
 - 2 IH Nurse Team Leaders
- Collaborative creation of COK PCN Orientation that includes Intro Change and Transition, Team-Based Care Philosophy, Aboriginal Cultural Safety, and Trauma-Informed Care.

Patient Medical Home Updates



- 8 Patient Medical Homes and 31 Family Practitioners participating
- 2 PCN Nurse Practitioner contracts at Kirschner Medical and Outreach Urban Health Centre
- DOFP Change Leaders supporting family practice clinics to embed team-based care, Nurse Coordinators workflows and onboarding, weekly team touch bases, and EMR review
- Physician Leads established in each clinic to clinic readiness, engagement of team-based care and transformation at the clinic level

Aboriginal Health



- 3 Indigenous Health Coordinators hired for Westbank First Nation, Métis Community Services Society of BC and Ki-low-na Friendship Society
- Incorporation of Indigenous Health Coordinators with PCN clinics at weekly visits and purposeful meet and greets with Physician Champions and Nurse Coordinators.
- Goals to increase supports and services for Aboriginal populations in the Central Okanagan
- One Nurse Practitioner (NP) position hired for Westbank First Nation, NP resources for Ki-Low-Na Friendship Society in process

Next Steps



- Year 2 Recruitment planning includes:
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- Creation of Team-Based Care HUB Planning/Capital Project implementation
- Model of Care development for team-based care
- DOFP to complete hiring for 2 Change Leaders and one Admin support
- Establish Patient Advisory Group for COK PCN
- Support further integration of Indigenous Health Coordinators and Nurse Practitioner for Ki-Low-Na Friendship Society
- Regional PCN Orientation planning underway for future cohorts



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