

**Leading through Performance
Comox Valley PCN**

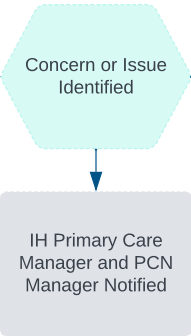
Set Up For Success
Orientation & Onboarding PCN Manager, IH Primary Care Manager, Clinic Physician Lead, PCN Clinic Lead MOA work together to operationalize the role in within the clinic
See: PCN Information and Onboarding Handbook for Allied Care Providers

Regular check ins with IH Primary Care Manager, goal setting & performance planning

Ongoing coaching towards performance goals with IH Primary Care Manager

Ongoing Communication care team member & Clinic Team Members In clinic - staff meetings, huddles, PCN TeamTime Meetings

Ongoing communication via Check ins with PCN Manager, IH Primary Care Manager via TeamTime, email & text



CLINICAL
Not Resolved PCN Physician Lead, IH Primary Care Manager and PCN Manager discuss to further understand the issue and develop next steps

CLINICAL
IH Primary Care Manager meet with staff member to develop solutions and action plans with timelines

Actions Taken
IH Primary Care Manager, PCN Manager and Clinic Physician Lead in collaboration with staff member monitor progress/change ongoing support provided in-clinic

Physician Clinic Lead to discuss directly with the allied care team member, set goals and together monitor progress

FEEDBACK LOOP
Physician Clinic Lead, IH Primary Care Manager and PCN Manager

NON CLINICAL
IH PCN Manager reaches out to the appropriate IH Program Manager

NON CLINICAL
Not resolved Clinic Lead contact PCN Manager and IH Primary Care Manager to discuss next steps

NON CLINICAL
IH Manager initiate appropriate engagement with staff member to co-develop a plan, next steps and timeline

IH Programs:
Clinical Pharmacy, NutritionTherapy, Nursing, Social Work, Mental Health and Substance Use, Indigenous Health

Enabling Factors - Collaboration IH Primary Care Manager, PCN Manager, PCN Physician Clinic Lead:
Collaboration - Participate in huddles, operations team meetings where relevant and all other meetings relevant to the role to foster communication and team-based care

Supporting Activities - Team-Based Care: -develop processes that foster efficient and open communications with respect to the implementation and conduct of the Initiative at the Clinic, participate in shared decision-making where it makes sense -create a culture and working relationship that fosters respect, openness and innovation.