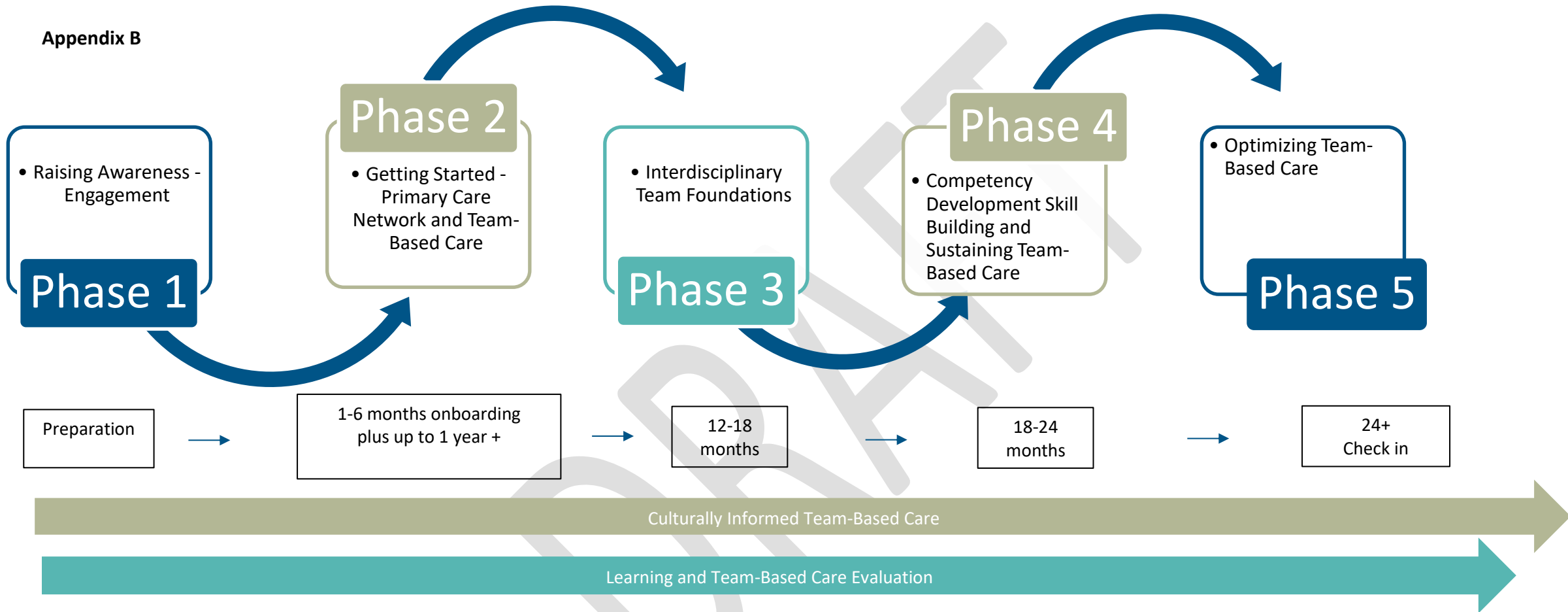


Appendix B



An *integrated* culturally informed team-based care learning journey for members of the Comox Valley Primary Care Network to deliver quality service experiences for patients and their families.

TBC Guiding Principles

In order to enable effective interdisciplinary teams in primary care models, the following guiding principles should be applied: longitudinal relationships, person-centered care, patient and community engagement, quality care, integrated and comprehensive shared care, clearly defined roles and responsibilities, innovative and iterative approaches that support quality improvement (QI), value-based care, health equity and improved access to care, and change management (pp. 22-23).¹

¹ General Practices Services Group (2019). [Primary Care Network Planning and Implementation Guide, Version 1.0](#). Vancouver, BC: Author. (last accessed Jan 06, 2020)

Role	Activity
IH Manager	Support IH Care Team Members in ensuring they have time to take part in all aspects of the learning Journey
PCN Manager	Support all Care Team Members in accessing and taking part in all aspects of the learning journey
PCN Physician Lead	Be a champion of team-based care and encourage clinic team members to participate in team-based care and cultural safety learning activities
PCN Clinic Lead	Communicate throughout the clinic and champion care team members to take part in all team-based care and cultural safety learning activities. Complete learning checklist and activities
Cultural Safety Learning Facilitators & Elders	Deliver learning sessions
PCN Indigenous Wellness Liaison	Coordinates cultural safety training, engages with the Division of Family Practice, Island Health and First Nations Health Authority (FNHA) to identify, and coordinate opportunities to increase the understanding of wellness, informed by Indigenous perspectives. Supports PCN stakeholders to engage in learning about Indigenous-specific racism and implement practices and processes that are experienced as culturally safe by First Nations, Inuit and Métis peoples.
PCN MOA Ambassador	Complete learning checklist and activities. Communicate throughout the clinic and champion care team members to take part in all team-based care and cultural safety learning activities.
Practice Support Program	Collaborate with PCN Change Lead to develop and deliver PSP Learning Units and Facilitation Cycles within PCN Clinics. Integrate culturally informed content into the PSP modules
Team Coaches (PSP and/or RCCBC)	Collaborate with PSP Consultants and PCN Change Lead to support clinic teams in sustaining team-based care practices over time



Professional Practice	Provide SME on clinical scope of practice for PCN team-based care
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Comox Valley Primary Care Network – Culturally Informed Team-Based Care Learning Journey – DRAFT V10.0

Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Phase One: Raising Awareness – Engagement Pre-Planning					
Preparing the MOA Ambassadors for their role	PSP Facilitators Office Mgr. or MOA PCN Change Lead	<ul style="list-style-type: none"> PCN MOA Ambassadors Training - TBD 	PCN Change Lead PSP Team	TBD	Virtual <i>To be developed</i>
Patient Engagement	PCN Ops Managers PCN Change Lead	<ul style="list-style-type: none"> Preparing Patients for Team-Based Care – In Clinic Communications What is a PCN, who will take care of me, virtual tools, communications, posters 	PCN Change Lead LPS		<i>To be developed</i>
Phase Two: Getting Started - Primary Care Network and Team-Based Care 1-6 months onboarding and then up to 1 year					
PCN Clinic Engagements	PCN Team (Family Physician, Pharmacist, MHSU Clinician, SW, Clinic Lead, Office Manager or MOA, Indigenous Wellness Liaison, Indigenous Wellness Advocate) Other TBD	<ul style="list-style-type: none"> Panel Management 	PSP Consultants PCN MOA Ambassador PCN Team	Panel Mgt. <i>up to one year</i>	In-person –Panel Mgt. Environmental Scan

Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Virtual Care Enablement Series Sessions 1-3	PCN Participating Clinics	<ul style="list-style-type: none"> Step by Step Approach to VC Supporting documentation and in practice supports How to engage with clinic team and work towards successful video visits Efficient workflows and updating patient information. Promoting video visits to patient panel Session 2 Obtaining patient consent. Appointment & groups suitable for virtual appt. Prepare your schedule and develop workflows. Selecting a VC platform Preparing for the video visit with your patient How to educate patients for a positive VC experience Supporting patients to login and connect to the tools. Workflows for sending/receiving document remotely. Clinic team – remote communication 	PSP Consultants PCN MOA Ambassadors Physician Leads		Virtual
PCN Care Team Member Onboarding	PCN Care Team Members	<ul style="list-style-type: none"> Island Health Orientation (NEO) Discipline Specific Onboarding Activities (MHSU/SW/Pharmacist/IWA) <p>Onboarding to PCN Checklist for Care Team Members Onboarding Checklist for Physicians and MOA's</p>	IH Manager IH Manager/PCN Manager/Change Lead MOA/Physician Lead	TBD	Self-directed
Feedback, Support, Check-in	PCN Care Team Members	<ul style="list-style-type: none"> A check in on progress towards completing aspects of the learning journey. A performance check-in, what is working well, what is not working well, what can be improved 	PCN Manager IH Operations Managers PCN Physician Lead	Ongoing	Virtual
Team Assessment	PCN Care Team Members	<ul style="list-style-type: none"> Baseline Team-Based Care Assessment, Cultural Safety Assessment 	IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	First 6 months	Electronic Checkbox Survey
Foundations for Team Based Care	PCN Care Team Members	<ul style="list-style-type: none"> The value of TBC approaches, team-based care in primary care context, evidence to support team-based care, competencies to support team-based care and IHI model. Culturally informed In-Clinic Facilitation Cycle 	SMALL GROUP LEARNING PSP Consultants	2.5 Hours + Facil Cycle	Virtual
PCN Allied Health Care Practitioner Huddles	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP	<ul style="list-style-type: none"> Regular huddles hosted by PCN Change Lead, IH Manager and PCN Manager 	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP Consultants	TBD	Virtual

Ongoing Clinic Team Coaching & Check Ins



Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Community of Practice by Profession	IH PCN Clinicians	<ul style="list-style-type: none"> Participate in a profession specific PCN Community of Practice 	Professional Practice	Ongoing	Virtual
Cultural Safety – Elders’ Opening Circle and History of K’omoks Nation, Métis and Inuit people Large Community Group	PCN Care Team Members	A culture centred on Relationship, or All My Relations is the foundation of all First Nations teaching and learning. The inclusion of First Nations, Métis and Inuit Elders in the process can be described as the 'heart' of all Our people. Since Pre-Colonial times, Elders have been the Gatekeepers of our wisdom, knowledge, and history. Elders traditionally hold crucial roles in supporting both formal and informal education in First Nations, Métis and Inuit communities. They impart tradition, knowledge, culture, values, and lessons using orality and role modeling traditional practices.	Elders & Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	4.0 hours First 6-12 months	Virtual or in person
Cultural Safety – History of Indian Hospitals	PCN Care Team Members	<p>A focus on teaching about the Indian Hospitals and their roles in disease transfusion and how that’s playing out today</p> <ul style="list-style-type: none"> Health and History in British Columbia Canadian Disease timeline Impacts of Intergenerational Trauma Health Challenges Indigenous persons face today due to this history 	Elders & Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 Hours	Virtual or in person
Cultural Safety – Relational Practice Opening Circle In partnership with Island Health Cultural Safety Program	PCN Care Team Members	Island Health developed a facilitated, in-person, 7.5, workshop to deepen Island healthcare staff’s capacity to increase cultural safe environments and engagements. The ultimate goal is to improve health outcomes from Indigenous peoples.	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	3.0 Hours	Virtual or in person
Cultural Safety - Relational Practice: Review of History through to today In partnership with Island Health Cultural Safety Program	PCN Care Team Members	TBA	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	3.0 Hours	Virtual or in person
Cultural Safety - Indigenous Diversity & Addressing Lateral Racism	PCN Care Team Members	TBA	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 hours	Virtual or in person

Ongoing Clinic Team Coaching & Check Ins



Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Phase Three: Interdisciplinary Team Foundations Training and Relationship Building 12-18 months					
Cultural Safety – Trauma Informed Practice	PCN Care Team Members	Attachment, Regulation and Competency (ARC) Framework is a flexible, components-based intervention developed for children and adolescents who have experienced complex trauma, along with their caregiving systems. ARC’s foundation is built upon four key areas of study: normative childhood development, traumatic stress, attachment, and risk and resilience. This training is adapted to help professionals understand the child within us all that has survived colonialism and the imposition of the western world on culture and way of being.	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 hours	Virtual or in person
Cultural Safety – Land Based Healing	PCN Care Team Members	Members of the Indigenous community lead us through the use and power of the land in healing. <ul style="list-style-type: none"> Shame to empowerment through the power of connecting with the land, art and culture. Personal story of healing through decolonizing body, mind and spirit. Connecting to culture and identity 	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 hours	Virtual or in person
Cultural Safety – Traditional Medicines	PCN Care Team Members	Indigenous Medicine workers offer history of the plant medicines local to the Comox Valley. <ul style="list-style-type: none"> Learn about traditional medicines (COVID Permitting) Participants will take a walk in the forest for hands on experience with plants in the area 	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 hours	Virtual or in person
Cultural Safety – Indigenous Health Services & FNHA Benefits	PCN Care Team Members	A workshop on understanding that different access points for health benefits. This includes looking at the BC Medical Services Plan, Non-Insured Health Benefits, First Nations Health Benefits and other programs. This session will also offer resources for supporting Indigenous populations in their navigation of their health and wellness.	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	2.0 hours	Virtual or in person
Cultural Safety – Unpacking our Colonial Relationship & From Bystander to Ally	PCN Care Team Members	Unpacking Our Colonial Relationship: Examines how events of the past have shaped the present and provides counter narratives to commonly held beliefs about Indigenous peoples For learners who are keen to continue to develop their skills and work towards addressing racism at both the systemic and individual levels. They are intended to	Elders & IH Cultural Safety Facilitators PSP Consultants IH Manager/PCN Manager/Change Lead MOA/Physician Lead PCN Evaluation Lead	8 weeks (8 hours) and 6 weeks (6 hours)	Online/Virtual

Ongoing Clinic Team Coaching & Check Ins



Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
		<p>increase critical thinking and deepen oneself awareness about what it means to be a Settler in these lands and how to actively work towards addressing Indigenous specific racism. Informed by a cultural safety lens, the program maintains a focus on racism, discrimination and stereotyping and is grounded in critical, decolonizing and transformational theoretical perspectives and anti-racist pedagogy.</p> <p>From Bystander to Ally: Explores how you can become an effective ally when witnessing racism, bias, or stereotypes directed toward an Indigenous person.</p>			
Cultural Safety - Elders Closing Circle	PCN Care Team Members	<p>Community of Practice – putting the learning to practice.</p> <ul style="list-style-type: none"> 	Elders & Facilitators	4.0	In person
Learning Unit Team Functioning	PCN Care Team Members	<ul style="list-style-type: none"> Describe characteristics of effective teams Develop collaborative strategies based on key functions and patient needs Identify and put into practice mechanisms that support optimal team functioning Develop Team Charter Function Mapping & Team toolkit 	SMALL GROUP LEARNING PSP Consultants	2.5 Hours + Facil Cycle	In Clinic or Virtual
Learning Unit Inter-Professional Communication	PCN Care Team Members	<ul style="list-style-type: none"> Team Communication Principles of communication Articulate factors that influence Communication Reflect on own communication style and how this may influence the team-based care environment 	SMALL GROUP LEARNING PSP Consultants	2.5 Hours + Facil Cycle	In Clinic or Virtual
Learning Unit Collaborative Leadership	PCN Care Team Members	<ul style="list-style-type: none"> Identify characteristics of collaborative leadership in practice. Articulate the benefits of collaborative practice in leadership and what this means Identify unique processes and structures that support collaborative leadership 	SMALL GROUP LEARNING PSP Consultants	2.5 Hours + Facil Cycle	In Clinic or Virtual
PCN Allied Health Care Practitioner Huddles	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP	<ul style="list-style-type: none"> Regular huddles hosted by PCN Change Lead, IH Manager and PCN Manager 	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP Consultants	TBD	Virtual

Ongoing Clinic Team Coaching & Check Ins



Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Formal Feedback, Support, Check-in	PCN Care Team Members	<ul style="list-style-type: none"> A check in on progress towards completing aspects of the learning journey. A performance check-in, what is working well what is not working well, what can be improved 	PCN Manager IH Operations Managers PCN Physician Lead PCN Evaluation Lead PSP Consultants	1 hour	In Clinic or Virtual Interview
Community of Practice by Profession	IH Clinicians	<ul style="list-style-type: none"> Participate in a profession specific PCN Community of Practice 	Professional Practice	Ongoing	Virtual
Phase Four: Competency Development Building Skills, Supporting and Sustaining Team-Based Care 18-24 months					
Learning Unit Inter-professional Conflict Mgt.	PCN Care Team Members	<ul style="list-style-type: none"> Identify, common situations that lead to conflict. Recognize the constructive potential of conflict Manage causes of interprofessional conflict Develop strategies to address interprofessional conflict 	SMALL GROUP LEARNING PSP Consultants Facilitation Cycles	2.5 Hours + Facil Cycle	Virtual
Cultural Safety	PCN Care Team Members	<ul style="list-style-type: none"> Community of Practice 	Training Leads	TBD	Virtual or in person
Quality Improvement Check in Is the PCN meeting its mandate?	IH Manager PCN Manager	<ul style="list-style-type: none"> Local PCN Steering Committee Evaluation tool (TBD) Patient Feedback Self-Evaluation tool Patient Feedback Manager Checklist 	PCN Manager PCN Change Lead IH Operations Managers PCN Physician Lead PCN Evaluation Lead & WG Members <i>IHWG</i> <i>TBC WG</i> <i>CWC WG</i> Steering Committee	3 Hour Evaluation Focus Group	Virtual or in person
TBC Evaluation	PCN Care Team Members	<ul style="list-style-type: none"> Team Assessment Patient Feedback National Inter-professional Competency Framework Self Assessment PMH TBC Extension 	PCN Evaluation Lead PCN Change Lead PCN Manager IH Operations Managers PCN Physician Lead TBC WG	3 Hour Evaluation Focus Group	

Ongoing Clinic Team Coaching & Check Ins



Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
Learning Journey Completion	PCN Care Team Members	<ul style="list-style-type: none"> Tracking and Reporting Training Activities 	TBD		
Team-based Care Advance Knowledge Team Directed Learning Hub Activities		<ul style="list-style-type: none"> Learner driven topics. Cross PCN Learning hub activities. 			
Team Coaching to Sustain Culturally Safe Team-Based Care					
Module One: Coaching Introduction	PCN Care Team Members	<ul style="list-style-type: none"> Welcome, Introductions, Overview 	PCN Change Lead PSP Consultants Team Coach	5 minutes	
Module Two: Self & Situational Awareness	PCN Care Team Members	<ul style="list-style-type: none"> Self & Situational Awareness 	PCN Change Lead PSP Consultants Team Coach	15 minutes	
Module Three: Supportive Communication	PCN Care Team Members	<ul style="list-style-type: none"> Supportive Communication 	PCN Change Lead PSP Consultants Team Coach	15 minutes	
Module Four: Peer Coaching Towards a Learning Culture	PCN Care Team Members	<ul style="list-style-type: none"> Peer Coaching Towards a Learning Culture 	PCN Change Lead PSP Consultants Team Coach	30 minutes	
Module Five: Building Shared Mental Models	PCN Care Team Members	<ul style="list-style-type: none"> Building Shared Mental Models 	PCN Change Lead PSP Consultants Team Coach	20 minutes	
Module Six Closing	PCN Care Team Members	<ul style="list-style-type: none"> Learning Takeaways and Closing 	PCN Change Lead PSP Consultants Team Coach	15 minutes	
3-6-9 Month Group Coaching Check-in	PCN Care Team Members	<ul style="list-style-type: none"> Sustaining Team-Based care 	PCN Change Lead PSP Consultants Team Coach	3 hours	
Formal Feedback, Support, Check-in	PCN Care Team Members	<ul style="list-style-type: none"> A check in on progress towards completing aspects of the learning journey. A performance check-in, what is working well what is not working well, what can be improved 	PCN Manager IH Operations Managers PCN Physician Lead PCN Evaluation Lead	1 hour	In Clinic or Virtual Interview

Topics	Participants	Action-Activities	Person/s responsible	Duration-Timelines	Modality
			PSP Consultants		
PCN Allied Health Care Practitioner Huddles	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP	<ul style="list-style-type: none"> Regular huddles hosted by PCN Change Lead, IH Manager and PCN Manager 	Allied Health Care Practitioners IH and PCN Manager Change Lead PSP Consultants	TBD	Virtual
Community of Practice by Profession	IH Clinicians	<ul style="list-style-type: none"> Participate in a profession specific PCN Community of Practice 	Professional Practice	Ongoing	Virtual
Phase Five: Optimizing Team-Based Care Evaluating, Enhancing, Improving Team-Based Care Practices 24+ Months					
Data Analysis		<ul style="list-style-type: none"> Evaluation 			
Quality Improvement Initiatives		<ul style="list-style-type: none"> Quality Improvement Cycles PDSA Gap Analysis 			
Team-based Care Advance Knowledge Team Directed Learning Hub Activities					