

East Kootenay Primary Care Network Model of Care

The East Kootenay Primary Care Network (EKPCN) is a network of multi-disciplinary health care providers working together to improve delivery of primary care in the East Kootenay. EKPCN Core Care teams will include physicians, nurse practitioners, nurses, allied health providers and aboriginal health coordinators – actively working together to address the primary care needs of all East Kootenay residents.



CULTURALLY RESPONSIVE, PERSON-CENTRED APPROACH

Patient needs, beliefs, priorities and expectations are at the core of how primary care service is delivered.



1. Relationships are informed, respectful and inclusive.
2. Patients' cultural beliefs and practices are considered.
3. Patients may have the opportunity for an ongoing relationship with a primary care provider who is responsible for coordination and continuity of care.
4. Patients are well-informed and can play an active role in optimizing their own health.
5. Patients are supported to achieve optimal health across their lifespan.
6. Patients are aware of opportunities to access care, including virtual. Whenever feasible, care will be provided within the patient's community.
7. Core Care Teams remain curious about individual patients' ways of knowing and being.
8. Aboriginal patients have equal rights to the highest standard of physical and mental health care.
9. Aboriginal patients experience culturally-agile care without discrimination.
10. Aboriginal patients can expect care providers to acknowledge and respect cultural/traditional approaches.

CORE CARE TEAM

Patients have access to a multidisciplinary care team that meets their individual healthcare needs.



1. Core Care Teams are collectively competent and self organizing.
2. Team members are supported to work to their full scope of practice.
3. Teams provide quality care while driving ongoing system changes and improvements.
4. Teams are comprised based on community needs.
5. Teams explore technological options to connect with patients.
6. Teams take interest in different cultural approaches.
7. Accountability is clearly defined and shared within the team.
8. Teams provide preventative care, as well as chronic and acute care.
9. Patients and their families can actively participate in shaping their care journey with the Core Care Team.

INTERCONNECTED HEALTH SYSTEM

Providers, partners, patients and community work together to ensure patients experience optimized access and comprehensive, coordinated care.



1. Patients are provided with clear, reliable, and accurate information about services.
2. Health care services meet local population needs, helping close the gap around social determinants of health.
3. Patients, families and caregivers have regular opportunity to provide quality improvement feedback.
4. Core Care Teams have access to information necessary for optimal patient care, including working towards linked electronic medical records and other technology to enhance communication and shared care.
5. Teams have quick access to referrals, resources and information (e.g. specialists, community service and allied health information, and cultural supports).
6. Extended and out-of-hours primary care services are available in all communities, either through the primary care location or the rural emergency department.
7. Teams demonstrate values, attitudes and behaviour that make patients true partners.
8. Teams are supported to demonstrate values, attitudes and behaviours that make patients true partners in care decisions.
9. The PCN continues to look for opportunities to breakdown system barriers and silos to ensure seamless, coordinated patient care.

PARTNERSHIP

A collaborative partnership between EK Division of Family Practice, Ktunaxa Nation, and Interior Health ensures that health services are delivered in a way that aligns with the vision of the EKPCN



1. The partners have a shared purpose and approach.
2. Communication between partners is clear, relational and transparent.
3. Clear communication ensures community partners and the public are aware of services and their appropriate use
4. The patient is part of the partnership.
5. The partners strive for equity in services and health outcomes.
6. Indigenous cultural safety is promoted in the planning and delivery of primary health care services.
7. Ongoing evaluation helps to determine population needs and drive quality improvement.
8. Business is conducted in a culturally safe manner.