

EK PCN SUPPORT COACH



Role of the PCN Support Coach

The PCN Support Coach supports all PCN stakeholders in the implementation of the PCN and educates them on PCN vision, model of care, and values. The Support Coach develops relationships with and acts as the liaison between Family Physicians, NPs, RNs, AHPs, ACNs, private clinic support staff, as well as Health Authority and Ktunaxa leadership. The Support Coach is adaptable to meet the needs of the team within each community.

Your PCN Support Coaches

Caitlyn Flint – Cranbrook, Kimberley, Elk Valley, Creston, and Aboriginal communities

Rachelle Robichaud – Golden, Invermere, and Aboriginal communities

What PCN Support Coaches Help With (Key Responsibilities)

Implementation & Sustainability of the EK PCN	Team-based Facilitation & Collaboration	Quality & Process Improvement	Primary Care Provider Support
<ul style="list-style-type: none"> • Role clarity for PCN resources <ul style="list-style-type: none"> • Coordinates introductions and role clarification discussions • Collaborates with IH PPLs/Managers • Identifies gaps with existing TBC services (including IPCC nurses, etc.) • Supports the evolution of the roles (quality improvement) • Provides insight to various leadership teams regarding PCN teams and clinic integration • Works to create self-organizing PCN teams • Develops networks to build engagement and participation with key stakeholders 	<ul style="list-style-type: none"> • Identifies and implements strategies to support PCN and primary care staff in achieving their goals (ie. Change management/coaching) • Liaises and communicates with stakeholders around various project needs (e.g. PCN team member onboarding support, referral pathways, evaluation, team building, grants) 	<ul style="list-style-type: none"> • Develops and refine workflows and processes for clinical teams and supporting resources • Helps identify progress improvement initiatives • Ongoing follow up and monitoring of roles and referrals processes • Aligns multiple ideas and strategizes to support initiatives 	<ul style="list-style-type: none"> • Develops communication resources and decision making tools • Supports team building activities (e.g., team mapping, peer network) • Researches and recommends solutions, resources, programs • Project management • Grant application

The East Kootenay Primary Care Network

The EK PCN is working to improve the health of the population through timely access to comprehensive, person-centred, team-based care that is equitable and culturally safe.