

Welcome to PCN

Welcome to the Primary Care Network. We are confident that your commitment to Team Based Care will result in both improved job satisfaction for you and improved care for your patients. PCN is supported by the SOS Divisions of Family Practice, Interior Health, and local Indigenous Partners (Penticton Indian Band, Upper Similkameen Indian Band, Lower Similkameen Indian Band and Osoyoos Indian Band) made possible by a provincial mandate and funding provided by the Ministry of Health.

Local PCN decision making occurs at the PCN Steering Committee (see Appendix B) and implementation is supported by the PCN Manager and the IH PCN Manager.

This document formalizes the relationship with your clinic and the SOS Divisions of Family Practice. The Health Authority will hold the Primary Care Practice Collaboration Agreement with your clinic to allow overhead funds for health authority PCN staff to flow to your practice. The SOS divisions of Family practice is responsible for change management and implementation. This document is also intended to guide the PCN Manager and PCN Change Management Team in how we support you and interface with your clinic.

You are an important part of the PCN. The PCN Change Management Team is committed to supporting you and your clinic every step of the way as new members are integrated into your team. We recognize that even positive change can be uncomfortable, please communicate with us and with each other so that we can ensure your clinic is successful.

To this end, we would like to be very transparent with what you can expect from us and what we are asking from you.

The PCN Change Management team commits to:

- Supporting recruitment and integration of new PCN positions.
 - Meeting regularly with your team to support collaboration and team building.
 - Supporting improvements and innovations in office flow.
 - Leveraging our expertise in clinic management to support you in meeting your vision for your clinic.
 - Leveraging Ministry of Health and GPSC funding opportunities to support clinic improvements
 - Gathering data to support a Quality Improvement approach to health care that respects your autonomy and helps optimize utilization of PCN team members
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Primary Care Network

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The Providers at _____ commit to:
(Clinic name here)

- Possessing a willingness to undertake change and delegate a Provider Lead who will act as the primary contact for the clinic.
 - Working towards the attachment criteria associated with new staff positions.
 - Billing the 0-fee attachment code (97606) when attaching new patients to their practice.
 - Working with the Patient Attachment List (or Health Connect Registry), to attach patients as the clinic can.
 - Engaging in Quality Improvement, including a willingness to participate in data collection on patient attachment, access, quality of care, patient outcomes, provider experience, and system utilization as it relates to PCN initiatives
 - Participating in team-based care internal clinic meetings to support the integration of new team members, optimize patient flow, strengthen office efficiency, and enhance team-based care and patient outcomes.
 - Demonstrating a willingness to explore how space can be optimized to support interprofessional co-location. Be willing to work with the Division of FP to meet workplace safety requirements of PCN staff.
 - Actively partnering with the PCN Steering Committee in development of the PCN.
 - Delegating some MOA time to register and support AHP/RN/NP patients through Meditech. Training will be provided by the Health Authority.
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Primary Care Network
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This document will be revisited annually, or as agreed upon between the SOS Division of FP and the Providers, to ensure that it continues to be relevant and acceptable to all parties.

Providers of _____
clinic name

SOS Division of Family Practice

Date

Name

Name

Signature

Signature

Name

Signature

Name

Signature



Primary Care Network

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Appendix A

Interior Health and PCN

Director of Primary Care for the South Okanagan Similkameen and Co-Chair of the PCN Steering Committee. This role is currently held by Jana Abetkoff . The Director of Primary Care for the SOS is responsible for all primary care initiatives throughout the region. As the Co-Chair of the PCN Steering Committee, this role provides leadership and decision-making oversight. The Director of Primary Care for the South Okanagan Similkameen and Co-Chair of the PCN Steering Committee also holds the contracts for Primary Care Providers hired through PCN and oversees, from a regional leadership level, all PCN positions.

IH PCN Manager. The IH PCN Manager supports the integration of Registered Nurses and Allied Health Providers that are employed by IH. The IH PCN Manager provides HR and operational support to clinics as they interface with and work with PCN IH employees.

Professional Practice Leads: Allied Health Providers within IH are supported clinically by their respective Professional Practice Leads to ensure that their practice meets professional and health authority standards.

Local IH Management: Local IHA managers continue to support IHA owned and/or operated facilities as per previous agreements. Local management will be involved in space and clinic flow decision making as they pertain to pre-existing IHA clinic staff and space.



Appendix B

South Okanagan Similkameen Collaborative Services Committee

SOS PCN Steering Committee

Oversight
Data
Evaluation
Reporting

Liaison
PCN Advisory
Committees

Approval
Approve/Mon
itor/
Revise
PCN Plan

Oversight
Receive
Manage
Report on
Funding

Oversight
Contract with
Clinicians

Oversight
Contract for
Change Mgmt
& Admin
Support

Membership

:

4 GP/NP

Representatives

- Division Board
- Penticton/Summ
erland
- Oliver/Osoyoos
- Keremeos/Princ
eton

4 IH

Representatives

- Community
Admin
- Allied Health
- Director of
MHSU
- Executive Dir

2 First Nation

Representatives

2 Community

Representatives