

# PCN Orientation Sessions

## Introduction

Starting in January 2024, the Family Practice Services Committee (FPSC) and Ministry of Health will offer regular orientation sessions for PCN Steering Committee Chairs<sup>1</sup> and Members, as well as PCN Managers. New Chairs, Members and Managers will be required to attend a session within four (4) months of assuming their role. Existing Chairs, Members and Managers are encouraged to attend an orientation session before June 2024.

### Notification of changes

The PCN Director/Manager (or Division of Family Practice Executive Director, if the PCN Manager is not yet hired) is responsible for emailing [pcn@doctorsofbc.ca](mailto:pcn@doctorsofbc.ca) to notify the FPSC and Ministry about any changes to the PCN Steering Committee Chair or Membership.

The Division of Family Practice Executive Director is responsible for emailing [pcn@doctorsofbc.ca](mailto:pcn@doctorsofbc.ca) to notify the FPSC and Ministry about any changes to the PCN Director/Manager role(s).

## PCN Steering Committee Chair

### Approach:

- Individual, tailored one hour virtual orientation session hosted by the FPSC Primary Care Transformation Partner and Ministry of Health Regional Director, supported by FPSC PCN Liaison.

### Schedule:

- The orientation meeting will occur within three months of the PCN Steering Committee Chair's appointment. The meeting will be scheduled by FPSC and Ministry staff at a time that is convenient for the Chair.<sup>2</sup>

### Content:

During the orientation session, Chairs will learn about:

- A brief history of PCNs in BC, including the Ministry's Primary Care Strategy and the role of the FPSC.
- The PCN Steering Committee Terms of Reference template, focusing on the role of the Chair as convenor and the role of the division of family practice as backbone support.
- The FPSC PCN Knowledge Exchange Strategy, including regular meetings hosted by FPSC to support division leaders (i.e., Division EDs and PCN Chairs) and PCN administrative staff (i.e., PCN Managers, Administrative Assistants and Attachment Coordinators).
- The annual PCN Funding Packages, including PCN-specific approved resources and expectations for reporting against service plan deliverables.
- Processes for requesting changes to approved PCN resources, including required documentation and timeframe for submitting requests.

---

<sup>1</sup> Note: the PCN Governance Refresh has assigned the Chair role to be a Convenor for the PCN Steering Committee.

<sup>2</sup> Note: Physician sessional time to attend this session should be covered the local division of family practice.

- Attachment enablers and oversight, including local Provincial Attachment System reports.

## PCN Steering Committee Members

### Approach:

- General 90-minute virtual orientation session hosted by the FPSC PCN Liaison, supported by FPSC and Ministry of Health Primary Care Division staff.

### Schedule:

- The 90-minute virtual orientation sessions will be held six times per year (January, March, May, July, September, November).<sup>3</sup>
- New PCN Steering Committee members will receive a link to register for an upcoming session, after the FPSC and Ministry are notified of changes to membership.

### Content:

During the orientation session, PCN Steering Committee members will learn about:

- A brief history of PCNs in BC, including the Ministry's Primary Care Strategy and the role of the FPSC.
- The PCN Steering Committee Terms of Reference template, focusing on the role of members and the concept of reciprocal accountability.
- The annual PCN Funding Packages, including a high-level overview of each schedule and the expectations for reporting against service plan deliverables.
- Processes for requesting changes to approved PCN resources, including required documentation and timeframe for submitting requests.
- Attachment enablers and oversight, including local Provincial Attachment System reports.

## PCN Managers

*Note: While these orientation sessions are targeted towards PCN Managers, additional PCN administrative staff are welcome to register and attend at the discretion of their PCN Manager.*

### Approach:

- General 90-minute virtual orientation sessions hosted by the FPSC PCN Liaison, supported by FPSC and Ministry of Health Primary Care Division staff.

### Schedule:

- The 90-minute virtual orientation sessions will be held six times per year (February, April, June, August, October, December).
- New PCN Managers will receive a link to register for an upcoming session when they start their role.

### Content:

During the orientation session, PCN Managers will learn about:

---

<sup>3</sup> Note: Physician sessional time to attend this session should be covered the local division of family practice.



Family Practice Services Committee

- A brief history of PCNs in BC, including the Ministry's Primary Care Strategy and the role of the FPSC.
- The PCN Steering Committee Terms of Reference template, focusing on the role of the PCN Manager (including the roles and responsibilities, as outlined in the job description template) and the role of the division of family practice as backbone support.
- The FPSC PCN Knowledge Exchange Strategy, including regular meetings hosted by FPSC to support PCN administrative staff (i.e., PCN Managers, Administrative Assistants and Attachment Coordinators).
- Additional resources and supports available, including patient engagement training and supports available through Health Quality BC.
- The annual PCN Funding Packages, including a high-level overview of each schedule and the expectations for reporting against service plan deliverables.
- Processes for requesting changes to approved PCN resources, including required documentation and timeframe for submitting requests.
- Attachment enablers and oversight, including local Provincial Attachment System reports.