

## Provincial PCN HR Implementation Supports

Divisions and health authorities are working hard across the province to plan and implement primary care networks. We know this work is resource intensive, and as communities are looking to implement their plans, there is significant work required to ensure PCNs can recruit and hire for their net new positions. While hiring is not only key for improving patient attachment and access, it is also one of the key metrics of success for PCNs – they are one way we can measure all the work that communities are doing to improve primary care. Here is some information on how the Ministry and GPSC are working to support this work.

- The Ministry is building out its dedicated teams to help support health authorities and Divisions. One of the key implementation areas these teams will help support immediately is hiring.
- In addition, in fall 2018, the GPSC approved regional recruitment and retention coordinators to support local efforts and create more alignment across regions to support GP recruitment.
- The hiring process should be a collaborative partnership between the local Division and the health authority, with Health Match BC supporting the recruitment process as appropriate. These support teams will work to provide additional assistance to HAs and Divisions throughout this process.
- One of our key learnings to date is that the Ministry does not currently have capacity to appropriately support this transition. As a result, we are increasing capacity within the Ministry, and health authorities are identifying staff who have the capacity and capability to better support the work of PCNs, and act as an additional resource for Divisions to access as they look to add people to their teams.
- Our goal is to help ensure that recruitment, retention and management activities can be initiated in a timely manner and that any questions or issues that arise can be dealt with quickly and in a coordinated way. These supports will be integrated closely with the existing work that is already underway, particularly with GPSC. They will weave into the comprehensive implementation supports which are already established and continue to be refined. Some potential areas of focus will include:
  - Identifying resources required to sustain and enhance implementation;
  - Determining how to measure progress and success; and
  - Providing updates and responding to feedback and improvement opportunities.

***If you are having trouble navigating the hiring process for your PCN, please connect with your Ministry or GPSC liaison to get support and help answer questions or troubleshoot.***