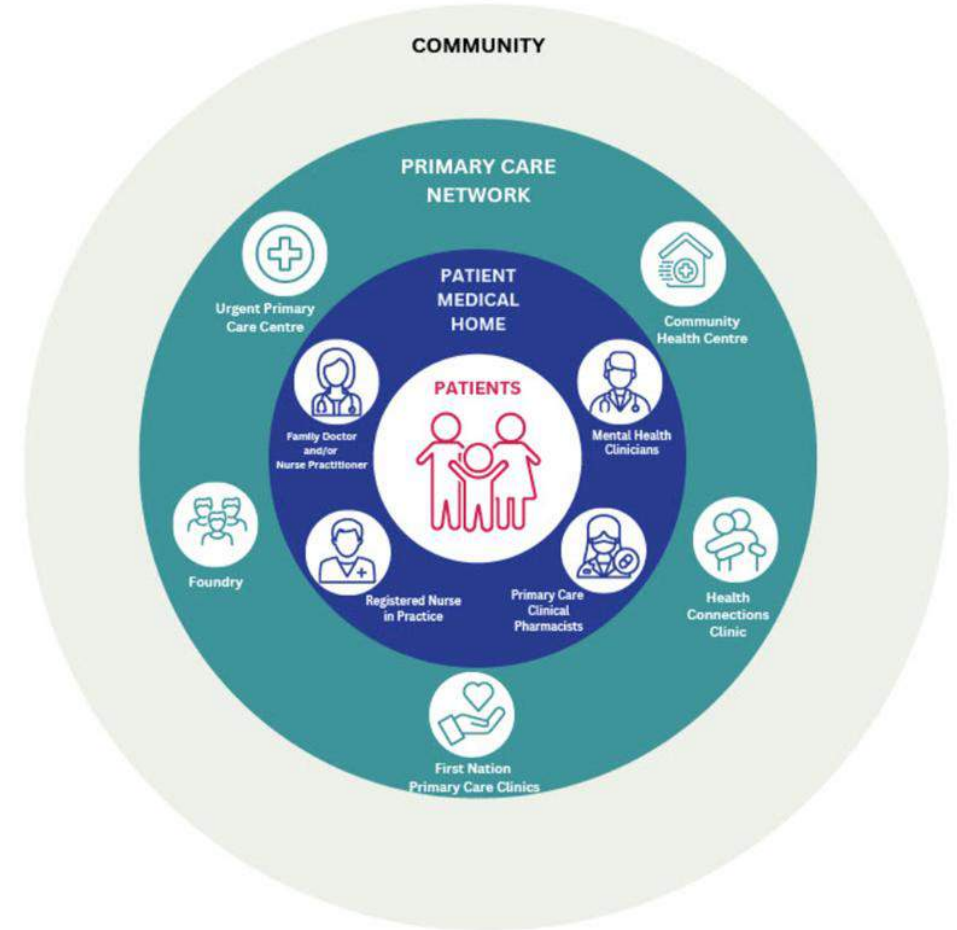




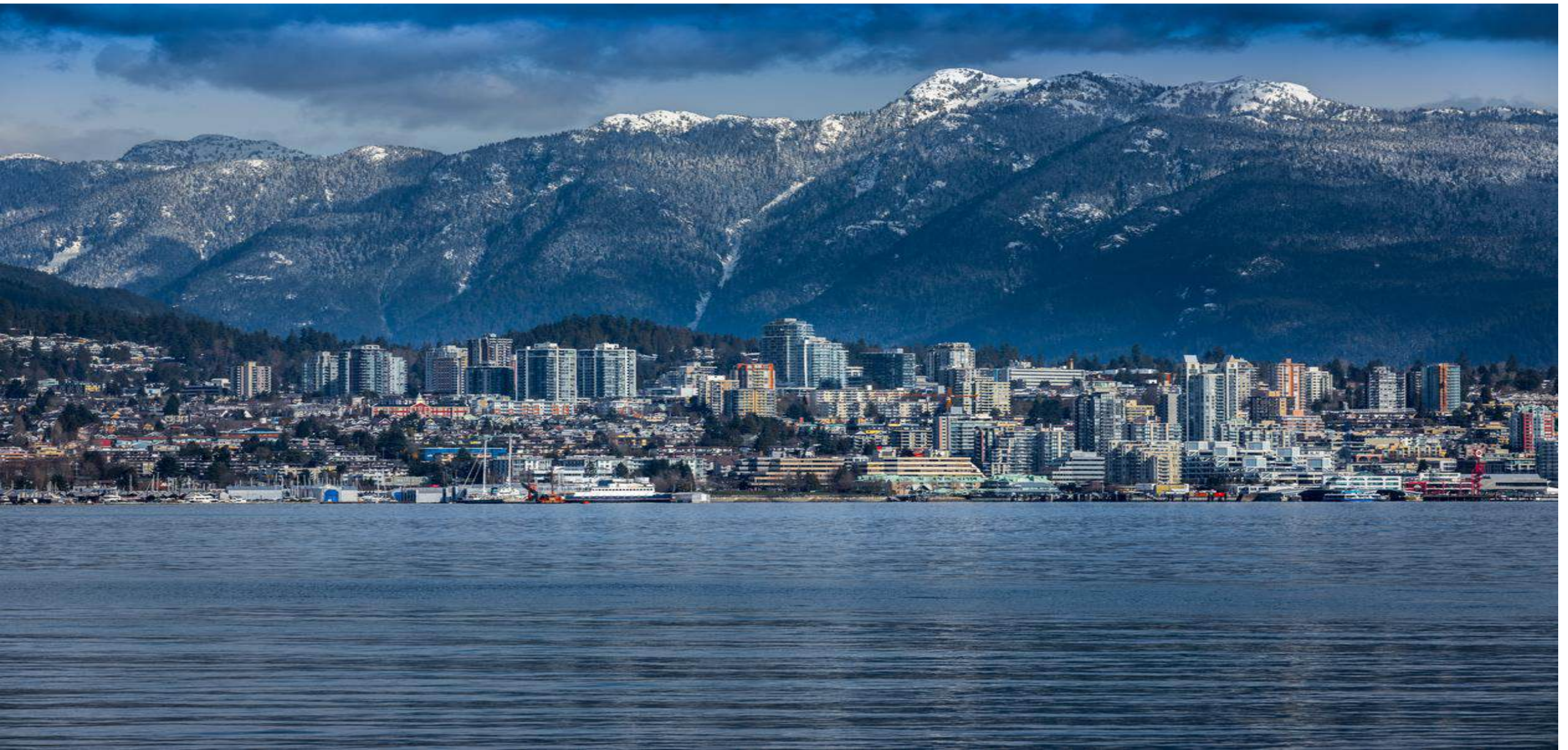
NORTH SHORE PRIMARY CARE NETWORKS

NS Coalition

March 18, 2025

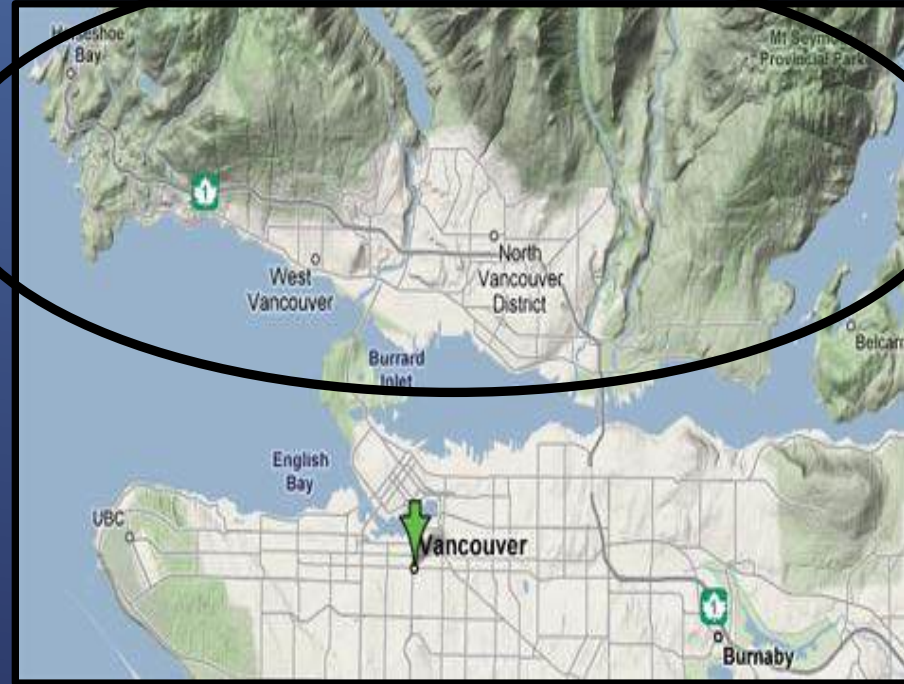


LAND ACKNOWLEDGEMENT



CONTEXT

- ▶ North Shore PCN was funded by the BC Ministry of Health to hire and integrate care providers, attach 18,150 patients and support the delivery of primary care across seven communities spanning 40 square kilometres:
 - ▶ District of North Vancouver
 - ▶ Tsleil-Waututh Nation (TWN)
 - ▶ City of North Vancouver
 - ▶ Squamish Nation (SN)
 - ▶ District of West Vancouver
 - ▶ Bowen Island and Lions Bay



AIM OF THE PRIMARY CARE NETWORKS (PCN)

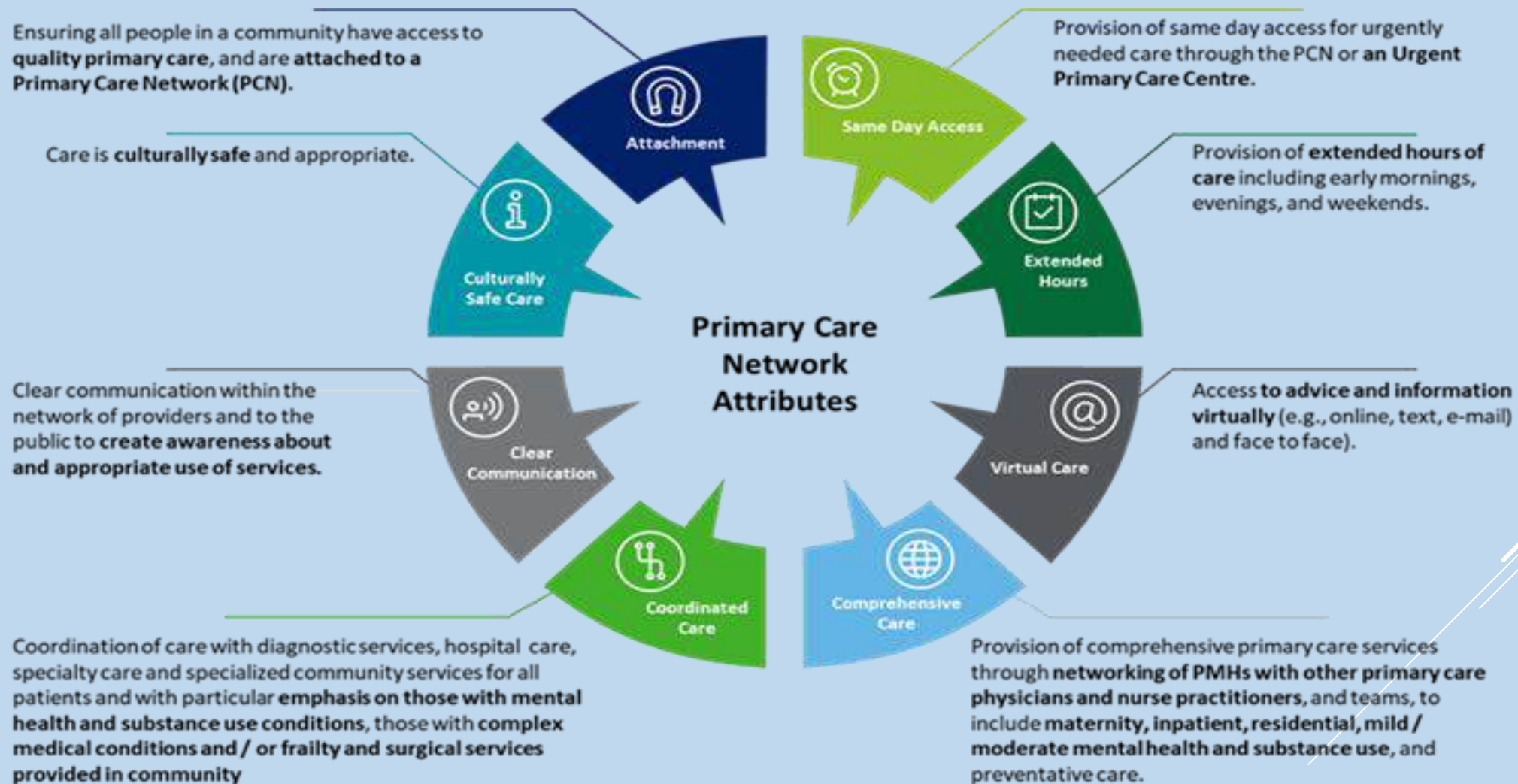
Aim of Primary Care Networks:

to improve timely access to both longitudinal and episodic primary care services that are comprehensive, culturally safe, and person and family centred

MOH GOVERNANCE REFRESH PURPOSE

- ▶ Empowering physician leadership and community connections (physician chairs)
- ▶ Continued engagement with First Nations
- ▶ Strengthening team-based care
- ▶ Creating opportunities for innovative PCN clinic models
- ▶ Strengthening supports for patient attachment

EIGHT CORE ATTRIBUTES





PRIORITY POPULATIONS

- MH & SUBSTANCE USE
- FRAIL & OLDER ADULT
- INDIGENOUS
- CANCER CARE
- MATERNAL/CHILD

NORTH SHORE SERVICE PLAN STRATEGIES & GOALS

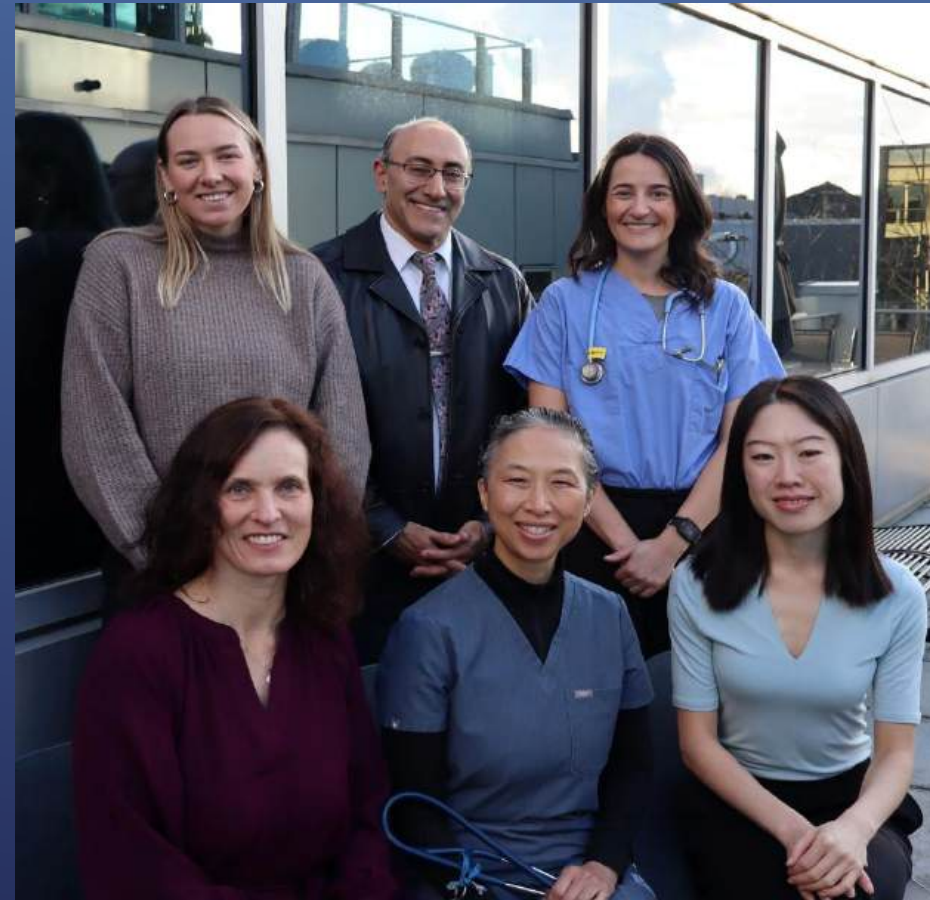
Strategy	Goal
Increasing primary care providers	To enhance team-based care to increase attachment
PCN Teams	To enhance primary care resources
HealthConnections Clinic	To serve the most vulnerable people on the North Shore
Foundry Youth Health Services	To provide integrated youth services, including episodic care

STRATEGY & GOALS

Strategy	Goals
First Nations and Aboriginal Primary Care Clinic – Squamish Nation	To support attachment and provide culturally safe and appropriate care
First Nations and Aboriginal Primary Care Clinic – Tsleil-Waututh Nation	To support attachment and provide culturally safe and appropriate care

COMPREHENSIVE CARE & TEAM-BASED CARE IMPLEMENTATION

- 18 Family Physicians
(New to Practice
Contracts)
- 12 Nurse Practitioners
- 12 Mental Health
Clinicians
- 3 Primary Care Clinical
Pharmacists
- 10 RNs in Practice



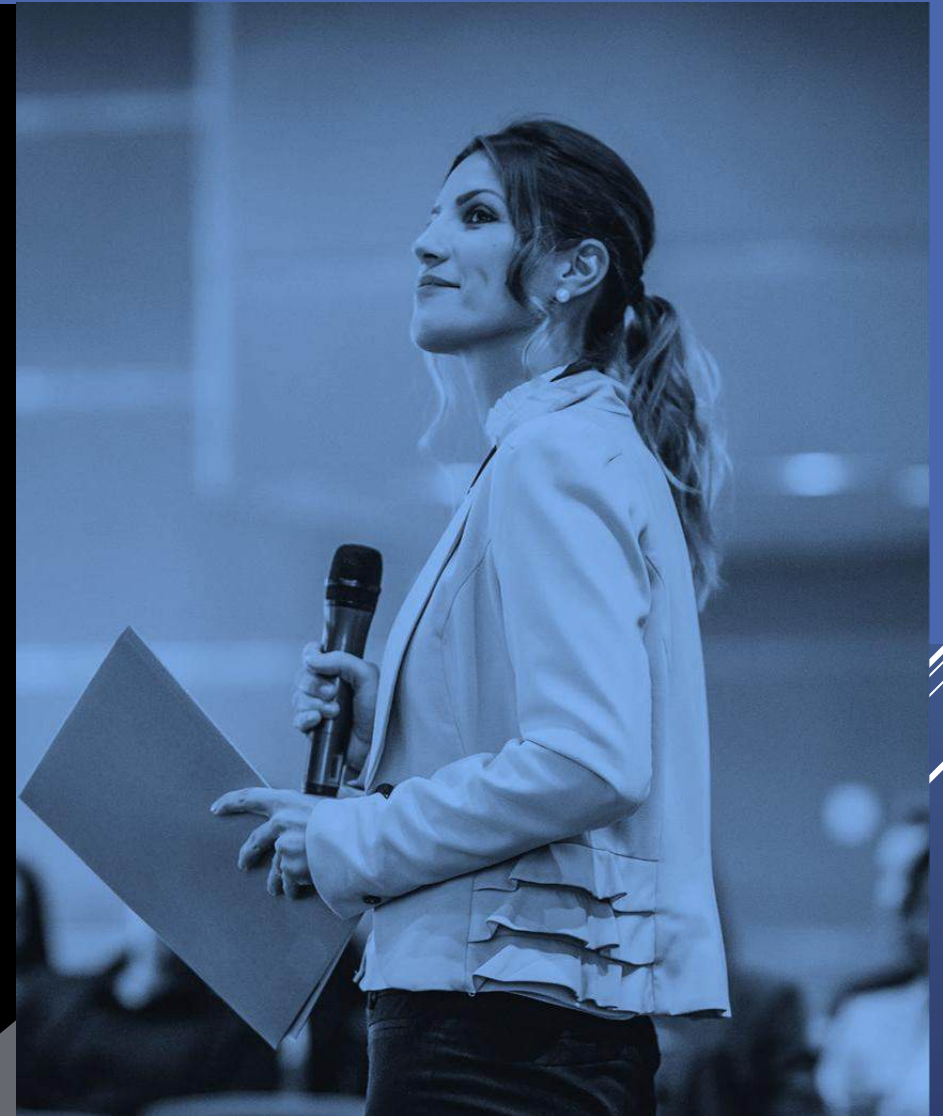
PCN GOALS 2024/25

- 1. PCN Governance Refresh**
- 2. Physician Engagement and PCN Interdisciplinary Team**
 - Continued implementation of clinician hiring
- 3. PCN Contracts & Patient Attachment**
 - Transition to Health Connect Registry (HCR)
- 4. Public Engagement & Preventive Care**
 - Community Engagement Committee
- 5. PCN Partnership**
 - Cultural Safety Plan

TEN CORE ATTRIBUTES

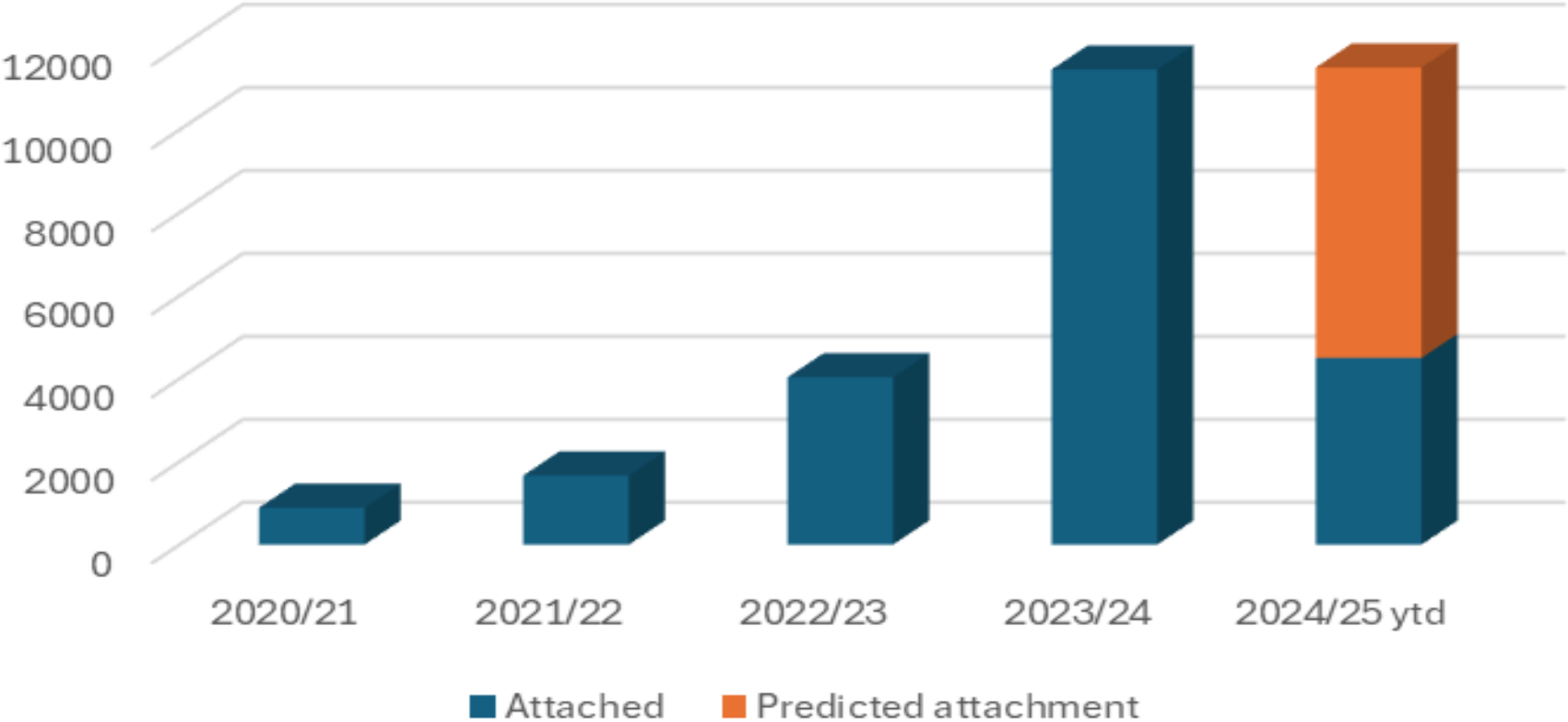
**STRATEGIES FOR
IMPLEMENTING CORE
ATTRIBUTES**

**INDICATORS /MEASURES
OF SUCCESS**



PATIENT ATTACHMENT

of Attached Patients per Year



Practice Management Committee (PMC) 2023-24 Year at a Glance

Provincial Attachment System

109 FPs supported with implementation of the PAS

Care Connect

102 FPs assisted with accessing Care Connect.

Digital Imaging

82 FPs supported with gaining access to Digital Imaging report directly through NSMI

Influenza Campaign

131 deliveries (an increase from 88 deliveries last year)
85 clinics received Immunization Deliveries (an increase from 60 last year)

Pathways

276,617 page views (a 24% increase from last year)

4561 forms and resources mailed directly to patients

344 Active FP and FP MOA Users

Member Engagement

182/242 FPs (74%) of FPs with a patient panel engaged in PMC supports

LFP Transition Support

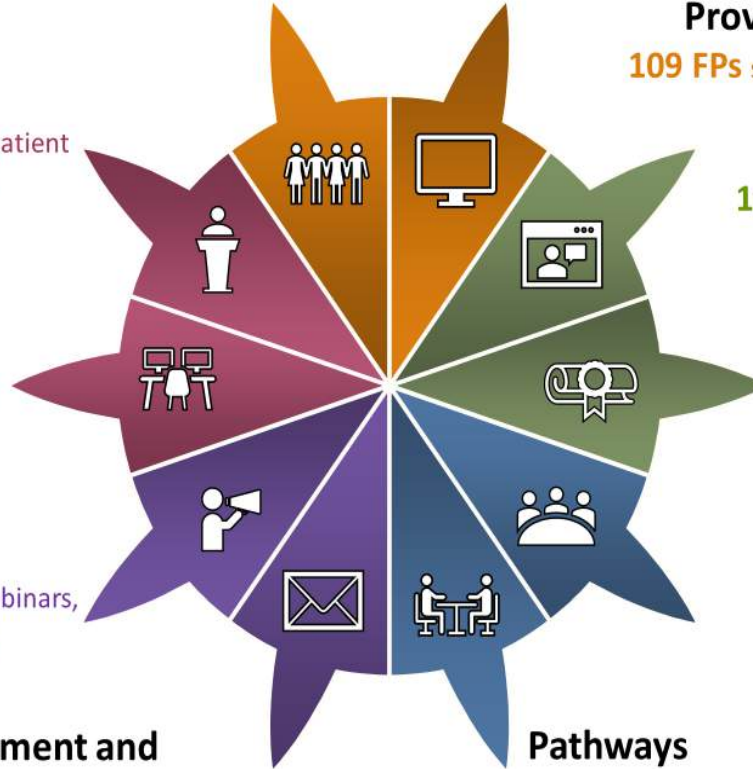
125 FPs received direct support with transitioning to the new payment model

Rapid Fire Updates

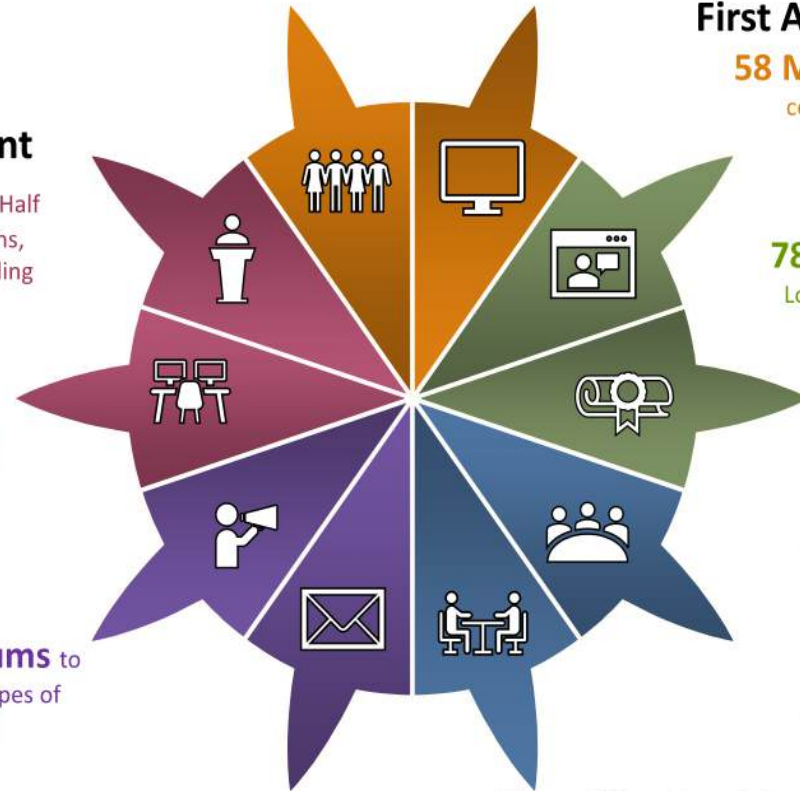
107 individual FPs attended 13 RFU Webinars, bringing the total attendance to 574

Quality Improvement and Health Technology

681 Specific Engagements with FPs and MOAs



MOA Network Year at a Glance 2023-24



MOA Appreciation Event

67 MOAs Attended in Feb 2024 – Half day in-person event with presentations, Naloxone training, updates, team-building games, and prizes.

In-Clinic Support

On-site support to implement workflow changes, create efficient processes, and address challenges

MOA Locums

Increased the MOA Locum pool to **7 Locums** to provide temporary coverage for various types of EMRs. (increased from 3 last year)

Communication and Resources

MOA Network email updates, drop-in webinars for Q+A, and resources are added to the MOA Network area on the Division's website for MOA support.

Peer Mentorship

12 MOA Peer Mentors support their North Shore colleagues with EMR workflow, autoclaving, billing, and more.

First Aid and CPR/AED Certification

58 MOAs completed and received their CPR/AED certification, these are valid for three years.

Privacy and Security

78 MOAs completed the Privacy and Security in Low Doses Certificate through the UBC e-Learning portal.

Event Attendance

180 MOAs attended events and courses including the CPR Course, Stress Reduction and Burn Out Prevention Workshop, HPV Screening Transition Webinar, GP Link Webinar, and PRIME Registration.

MOA Facebook Group

158 MOA Members in the Facebook Group

174 Individual Group Posts

of MOA Members

= 242

INTERVENTIONS

- ▶ Adopted the International Association of Public Participation to implement democratic decision-making of increasing community influence, ranging from informing to empowering.

Spectrum of Public Participation

Inform

Consult

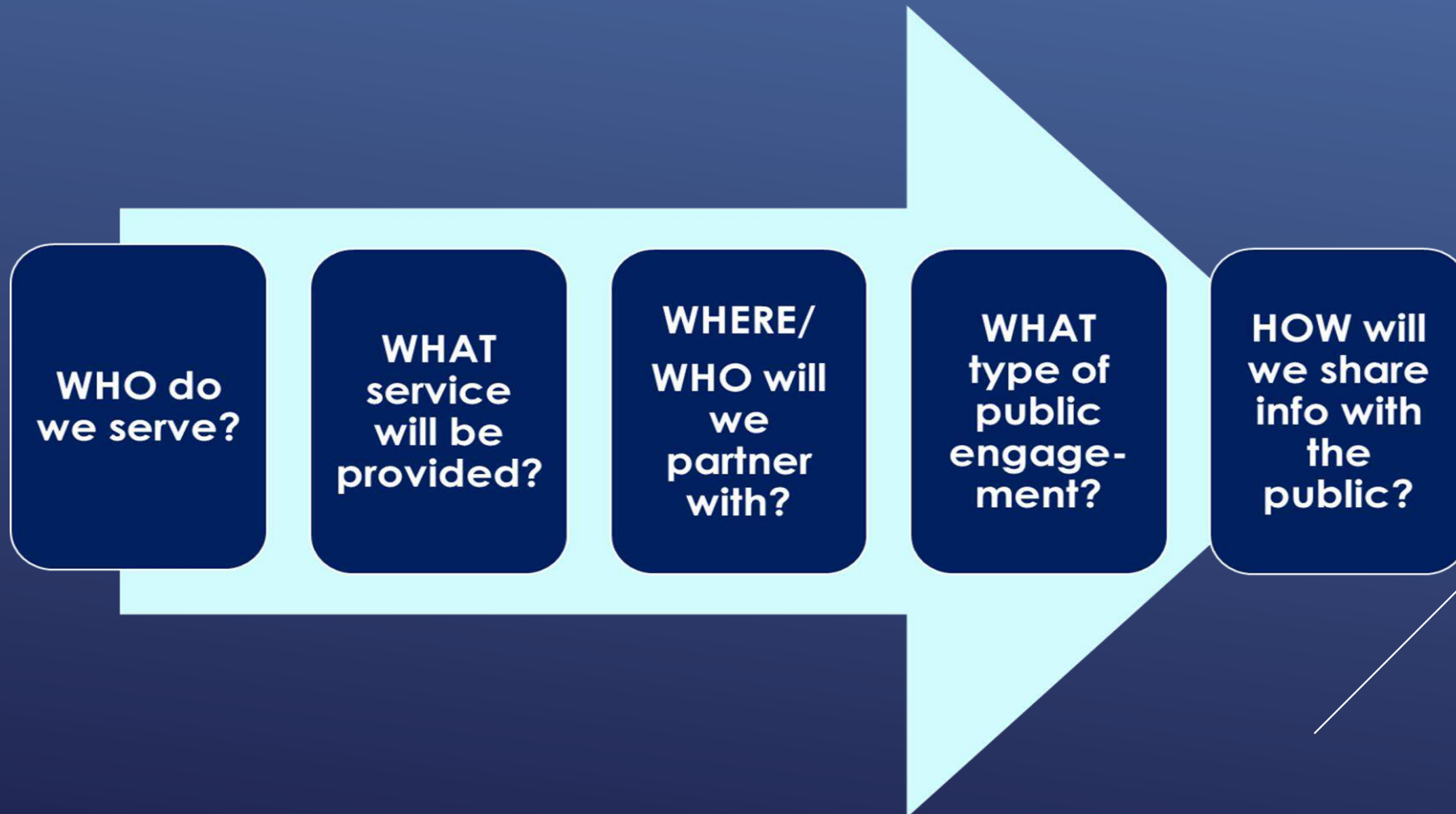
Involve

Collaborate

Empower

PREVENTIVE CARE STRATEGIC PLANNING FRAMEWORK

For Public Engagement



KEY PARTNERSHIPS



PATIENT ADVISORY COMMITTEE

- ▶ Co-Designed the PCN Service Plan with our patient partners
- ▶ Obtained key advice for designing the PCN website
- ▶ Reviewed our first formal evaluation of PCN services
- ▶ Provided key advice as to next directions for PCN



COMMUNITY ADVISORY COMMITTEE

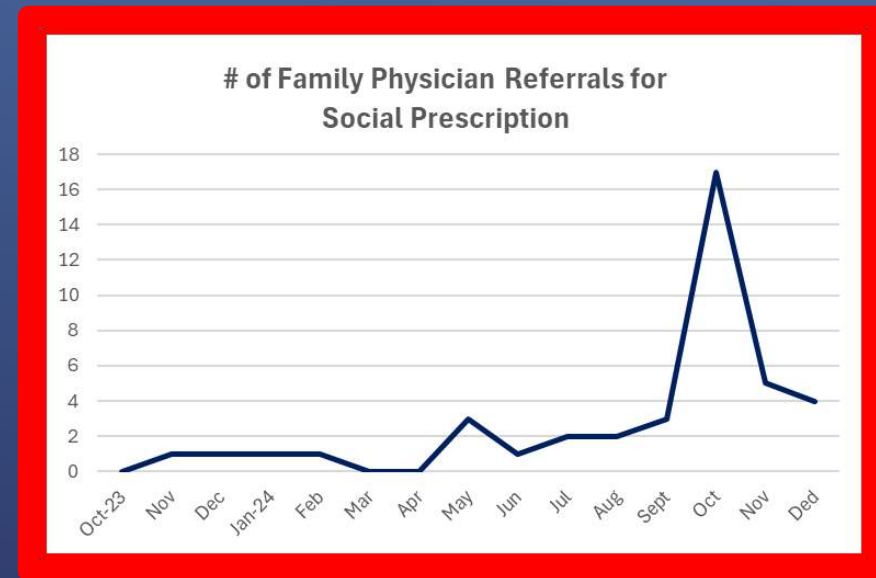


- ▶ West Vancouver Police Dept
- ▶ BC Emergency Health Services
- ▶ North Shore Emergency Management
- ▶ Lookout Society
- ▶ North Shore Public Library
- ▶ District of North Vancouver
- ▶ IMPACTBC

COMMUNITY ADVISORY COMMITTEE

- ▶ First Nations Health Authority
 - ▶ Canadian Mental Health Association
 - ▶ North Vancouver Fire Dept
 - ▶ Marine View Housing Society
 - ▶ West Vancouver Community Centers
 - ▶ Westcoast Wills & Estates Legal Firm
 - ▶ North Shore Community Resources
 - ▶ BC Housing
- 

RESULTS: SOCIAL PRESCRIPTION REFERRALS -> NS COMMUNITY RESOURCES



NORTH SHORE PCN FAMILY PHYSICIAN LED PUBLIC EDUCATION CONFERENCE MARCH 7

Keynote Speaker: Dan Levitt – BC Seniors' Advocate

All about the Blood Vessels:
Vascular Battlefield

Ageing in Place Part I:
Representation Agreements, Power of Attorney, & Wills

Cognitive Decline:
Dementia, Anxiety & Depression

Healthy Ageing:
Exercise, Sleep, Nutrition, Alcohol, Social Isolation, & Loneliness

Ageing in Place Part II:
Estate Planning

Advance Care Planning:
Goals of Care

**THANK
YOU**

