South Island PCN
Saanich Peninsula and Western Communities

October 2024

How the HCR Benefits Primary Care Providers

The Health Connect Registry (HCR) is part of the province's commitment to ensuring all residents in need of a primary care provider are attached. The HCR is a simple online tool available to people who live in British Columbia to register for a primary care provider (either a family doctor or a nurse practitioner) in their community.

The HCR helps to relieve some of the administrative burden providers experience allowing them to focus on patient care instead of attachment administration.

- ☑ Local waitlists can close and merge into the HCR. "Are you accepting patients?" enquiries to clinics can be redirected to HealthLink BC 8-1-1.
- ☑ Local intake forms can be retired. Providers will be provided with comprehensive demographic information about a potential match as well as information on patients' overall health complexity, and any self-reported new and recent health events or to inform patient selection.
- ☑ Local attachment processes can be retired. Primary Care Network community attachment coordinators will use the provincial HCR to digitally send patient lists for consideration to clinics within the Provincial Attachment System.
- ☑ Local processes to update capacity directly to an attachment coordinator or advertise to the community they are accepting patients can be retired. Providers can indicate their capacity in the PAS Panel Registry to the Primary Care Network community attachment coordinator.

As a primary care provider or clinic, who do I contact if I have capacity to attach?

- ☑ Family physicians and nurse practitioners with capacity for new patients should update their PAS Panel Registry to indicate this and include the maximum number of new patient requests they would like to receive.
- ☑ PAS Panel Registry capacity information is shared with attachment coordinators through the HCR.

Questions? Talk to **Kim.Brown@sidfp.com**, PCN Project Manager.

Primary Care Networks

The South Island has been leading the way in primary care transformation at the community level since early 2020. By being innovative, collaborative, and flexible, resources are being implemented across South Island PCNs while establishing mechanisms for success.

Learn More!

South Island Attachment

The PCN attachment team works with clinics in Western Communities and Saanich Peninsula to support new patient attachment.
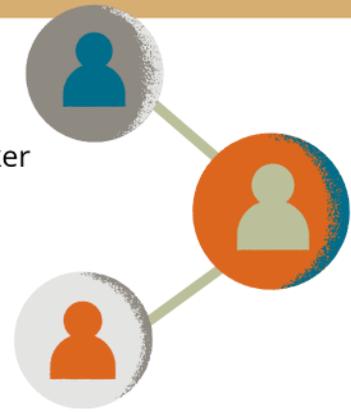
Currently, **1309 patients** are being sent to clinics for possible attachment.

Nurse Network Series

On September 25th, SI PCN launched the first **Nurse Network Series** with a guest speaker from the Diabetes Education Centre.

Hosted by South Island PCN Change Managers and Operation Managers, this education series provides PCN nurses with a space to:
- Share knowledge
- Participate in team discussions
- Learn more about workflows, perinatal care, EMR principles and capabilities, chronic disease management and so much more!

Each session includes a case study and discussion, Q/A, PCN Program updates and a 5-minute feedback survey. All sessions are recorded for new staff orientation and for those who could not attend.

Allied health staff will receive a direct calendar invite from the PCN as new sessions come up. Contact **Julia.Hunter@sidfp.com** (Western Communities) or **Merlyn.Maleschuk@sidfp.com** (Saanich Peninsula) for info.

Provincial Attachment System: MRP Status

QUICK TIPS!

The SI PCN attachment team is available to answer all your PAS-related questions. We've received questions recently about Most Responsible Provider (MRP) determination, so here's some clarifying information:

- The province determines the Most Responsible Provider (MRP) to resolve panel conflicts for patients in multiple provider panels.
- This determination relies on the patient's declaration of provider, with a fallback to estimations based on patient visit data. The status is recalculated nightly, and any changes will be visible the following calendar day.
- MRP values include:
  - Pending - Patient's MRP is pending confirmation
  - Confirmed - Provider is the MRP for this patient in PAS
  - Not the MRP - Patient is on the clinic panel for the provider but PAS has determined the provider is not the patient's MRP
  - Removed - Provider has removed the patient from their panel

Contact **Kim.Brown@sidfp.com** with any of your PAS (or general attachment) questions.

Contact Us

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South Island Division of Family Practice
A GPSC initiative

New Website Launched!

The Division is thrilled to launch our new _website_! This functional, visually appealing and accessible website was completed by a small team of Division and PCN staff with an external web developer.

Thank you to members, patient partners and cultural safety leaders for your feedback and support.

Please take a look and let us know anything you'd like to see added to our PCN pages, resources catalogue, or any other area of the website. Questions? Comments? Contact **communications@sidfp.com**.

Funded Team Based Care Opportunities

PCN Change Management dollars (up to $3000) are available to clinics to support team-based care development.

These funds can help support clinics improve how team-based care teams work together. Your SI Change Manager can help arrange a Team Based Care Educational Session for you and your staff.

Example topics include (but aren't limited to):
- Role clarity
- Scope optimization
- Workflows
- Educational workshops
- Group medical visits
- Team-based Quality Improvement initiatives
- Guest speaker on a specific topic
- Cultural Safety

Sessions include food and beverages. Interested members, please reach out to your Change Manager to arrange a session: Western Communities: **Julia.Hunter@sidfp.com**; Saanich Peninsula: **Merlyn.Maleschuk@sidfp.com**

Welcome to the PCN Team!

As our PCN grows, so do our staffing needs. The PCN is thrilled to welcome Crystal Gibson and Andrew Klok to the team! With their expertise, we will continue to provide members with the support and resources they need.

Crystal Gibson, Attachment Coordinator. Crystal has lived, worked and played on Vancouver Island and comes to us with 16 years' experience in the medical field, with the last 8 years working as lead medical office assistant and is excited to be a part of the PCN family. Crystal is passionate about supporting her team and community, and looks forward to working closely with our members: "If everyone is moving forward together, then success takes care of itself." Crystal can be reached at **crystal.gibson@sidfp.com**.

Andrew Klok, Administrative Coordinator. Andrew moved to Vancouver Island to attend the University of Victoria and fell in love with island life. They come with a diverse skill set gained through their time at school and various positions with the federal government. They are excited to be a part of the PCN family and is passionate about supporting their team, and about community moving towards better health care. Andrew can be reached at **andrew.klok@sidfp.com**.

South Island Division of Family Practice — A GPSC initiative

Questions? Feedback? Please contact us at **pcnadmin@sidfp.com**