

Summary Report

MOA NETWORKING EVENT 2025

As part of the Vancouver Division's MOA Program, the *Clinic Business Solutions* team hosted their second annual MOA Networking event to bring together MOAs, Clinic Managers, and Partners across Vancouver.

MOAs and Clinic Managers are a critical part of clinic operations and impact care at every level through their interaction with patients, providers, and the wider system. As the heart of a clinic, their hard work and dedication impacts primary care across Vancouver communities.



Key Figures

-  Event Date: November 25, 2025 at the Arbutus Club
-  70 total attendees. This included 46 MOAs and 10 Clinic Managers
-  Partners Present: SWITCH BC & The Practice Support Program of DoBC
-  Funding allocated from CBS Budget


Evaluation Summary

- 01** On average guests were very satisfied with all aspects of the event
- 02** 96% of guests would attend a similar event in future and 100% of them would recommend it to colleagues
- 03** 87% of guests reported feeling better informed about VDoFP
- 04** 83% reported finding information or connections useful for their role

Challenges & Recommendations

Challenges: Although the event reached full capacity at registration, there were many no-shows the night of the event. There was also the additional difficulty of balancing ample time for networking while providing meaningful engagement activities that all guests could participate in.

Recommendations:



Tailor presentation to popular MOA specific topics such as: billing, patient de-escalation, stress management



Improve reliability of attendance by implementing incentives or consequence



Dedicate more time to networking, discussing challenges, and sharing feedback



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Provincial Attachment System Engagement Activity Summary

Navigating the Provincial Attachment System (PAS) has become a frequently reported challenge in primary care clinics. MOAs and Clinic Managers were engaged during the event to understand their experience with patient attachment and navigating PAS. Here's what they said:

Barriers to Patient Attachment:

- The Patient Attachment Initiative (PAI) and internal waitlists are the main attachment methods.
- The primary barriers to patient attachment were rooted in patient interactions. Common challenges reported were unresponsive patients, language barriers, communication difficulties, and delays in booking appointments.
- Limited provider availability and lack of providers further contributed to the challenges of attachment.
- Having a robust booking system and a dedicated MOA to focus on patient attachment were identified as effective methods to support and streamline the process.

Barriers to PAS:

- Most participants reported a limited understanding of PAS. They identified clinic managers and providers as responsible parties for updating the panel registry. Most MOAs had little to no interaction with the system.
- Unresponsive patients and the general lack of education around PAS were identified as key barriers to navigating PAS. Providers often discuss challenges related to PAS amongst themselves rather than involving clinical staff. The providers also find PAS to be time-consuming and have a lack of understanding around the systems.

Resources & Supports Needed:

- The majority of MOAs and clinic managers reported not using the available PAS resources. Among those who had accessed them, many found the resources to be too complicated.
- To feel more supported in their roles, MOAs expressed a strong desire for additional education sessions, simplified resources, and more opportunities to network with peers.

"Physicians have no time to talk about [PAS] with staff"

"The biggest challenge [with attachment] is again response from patients. Or language barrier"

"More networking events to support each other!"

"We have a designated MOA only for attaching patients"



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Looking Ahead



Launching the MOA Education Series!

As a result of this event 31 MOAs have signed up for our first MOA education session on Reconciling EMR patient panels with PAS, hosted in collaboration with the Heath Technology Coaches.

Program Feedback

"...A big shout-out out to VDoFP, DoBC and SwitchBC and most especially to my team who were able to attend this event with me."

"Informative, interactive, and overall a good time"

"I really enjoyed the event and it was well organized. Such a nice feeling to finally put faces to the names we communicate with..."

"Very informative, great networking opportunities with fellow MOAs. Positive interaction and engagement throughout the event."

