

PCN RN Program Communications Toolkit

The **Primary Care Network (PCN) Registered Nurse (RN) Program** was launched as a partnership between the **Vancouver Division of Family Practice** and **Vancouver Coastal Health (VCH)** to integrate RNs into existing **family practices across Vancouver**.

The program aims to **support greater collaboration between providers and RNs**, enabling **Team-Based Care (TBC)** and **expanding primary care capacity**.

Program delivery utilizes a **co-location model**, whereby PCN RNs are an integral part of the success of the co-located clinic teams in ensuring that clients, families and caregivers have access to **timely, person-centered, continuous and culturally safe quality health care**.



Purpose of this document

Multiple organizations work in partnership to support successful RN integration into clinic teams, and provide wraparound support for physicians, clinic staff and RNs.

The purpose of this document is to provide role clarity on the different partners involved and signpost those taking part in the program to the most appropriate teams. You can refer to this to better understand who to contact for various queries or to seek information on the different teams and supports offered.

Organizations and Teams

Clinic staff, Physicians and RNs will connect with different organizations and teams as part of the RN Program. These include:

Vancouver Division of Family Practice:
The PCN Team lead on Primary Care Clinic eligibility, assessment, onboarding workflow and processes

Vancouver Coastal Health:
The PCN Team lead on recruitment, management and HR for an RN.
PCN RNs are employed and managed by VCH

Doctors of BC:
As part of the **FPSC Practice Support Program** team, Team-Based Care (TBC) Coaches use a flexible, tailored approach to support Primary Care Clinics to integrate Nursing Professionals as part of their team

In some cases, the above teams will **signpost or connect to additional teams** and services to support clinic and RN needs or goals. For example, the Division and Doctors of BC can make the connection to your **Practice Support Program (PSP) Improvement Coach** for support with Quality Improvement projects, RN and practice workflows, and other aspects of managing your practice.

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Key Contacts

Organization	Queries Related to	Contact Details
Vancouver Division PCN Team	• Clinic interest in a co-located PCN RN and eligibility requirements for the program • RN onboarding processes and orientation • Guidance around RN integration, utilization and support • Program goals, initiatives and activities • PCN RN workflows and case studies • Encounter coding and attachment reporting	Contact your PCN Community Network Manager (CNM). For more general inquiries, contact pcn@vancouverdivision.com
Vancouver Coastal Health (VCH)	• RN schedule, HR and operational issues / processes • RN role and scope, and training suggestions • Performance management	Contact Jenn Diederich jennifer.diederich@vch.ca VCH Clinical Operations Supervisor for the RN Program
Doctors of BC TBC Team	• Promoting the development and ongoing positive team culture • Team development, structure, and role clarity • Establishing workflows and communication pathways • Establishing constructive conflict and feedback mechanisms • Coaching tools, exercises and activities	Contact psp@doctorsofbc.ca or submit a service request form. Requests will be triaged to the correct team / individual

If you have questions or want to find out more about the PCN Registered Nurse (RN) Program, please connect with your **[Community Network Manager](#)** or email **pcn@vancouverdivision.com**.

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