CBS | MOA PROGRAM

A CBS PORTFOLIO

SUMMARY REPORT

MOA NETWORKING EVENT 2026

OCTOBER 28 | **HOLIDAY INN** | **58 ATTENDEES** Including 43 MOAs and 7 Clinic Managers

As part of the Vancouver Division's MOA Program, the Clinic Business Solutions team hosted its third annual MOA Networking Event, bringing together MOAs, Clinic Managers, and partners from across Vancouver. Recognizing the vital role MOAs and Clinic Managers play in clinic operations and patient care, the event provided an opportunity to connect with peers, share experiences, and strengthen relationships across the primary care community.

This year's event also featured an educational session on violence prevention and de-escalation, equipping attendees with practical strategies and tools to recognize, prevent, and respond to challenging situations. Through networking & knowledge sharing, the event was an opportunity to celebrated the work of clinic staff in primary care.

KEY TAKEAWAYS

01 All guests reported a better understanding of de-escalation skills and tools/resources available to strengthen their clinic's safety protocols.

02 100% of guests indicated they would be interested in attending a similar event in future and would recommend it to colleagues.

03 Majority of guests strongly felt the event provided information or connections that will be useful in their role.

04 92% of guests found the education portion hosted by SWITCHBC valuble.

05 Lowest no-show and cancellation rate across all MOA events to date.

> It was nice get to know other MOA's from different clinics and share experiences and hacks or advice.

> I found the de-escalation practices helpful, especially since difficult situations with upset patients are common in healthcare settings. I liked that they brought back the Kintec discount card.

> I enjoyed meeting new people, sharing experiences, and having a great time together.



MOA NETWORKING EVENT 2026















RECOMMENDATIONS & NEXT STEPS

01 Explore popular education session topics such as billing and EMR navigation.

02 Provide guests more time for networking and to connect with other MOAs from different clinics.

03 Continue recruitment efforts for the MOA Champion group.