

PRIMARY CARE NETWORKS



Informed by the past 10 years, 2019/2020 has brought an overarching focus to our work in the development of PCNs and the redesign of healthcare service delivery to increase access to quality primary care for all patients. As a collaborative community effort, drawn from partner negotiation, discussion and information collection, the development and implementation of our PCN work is presented in Vancouver's Primary Care Network Service Plan (Service Plan).

The Service Plan work is based upon the following principles:

- Patients are at the centre of the healthcare system.
- Doctors are supported to provide quality patient care.
- Autonomy and self-determination of individual family doctors is respected.
- Access to opportunities is fair and equitable.
- System changes are spreadable and scalable across our city.
- Physician and care team wellness and personal capacity is paramount.
- Changes are evidence based; built on previous investments and experience where appropriate; and incorporate an iterative process.
- There is a commitment to partnership and system co-design between the Vancouver Division and VCH.



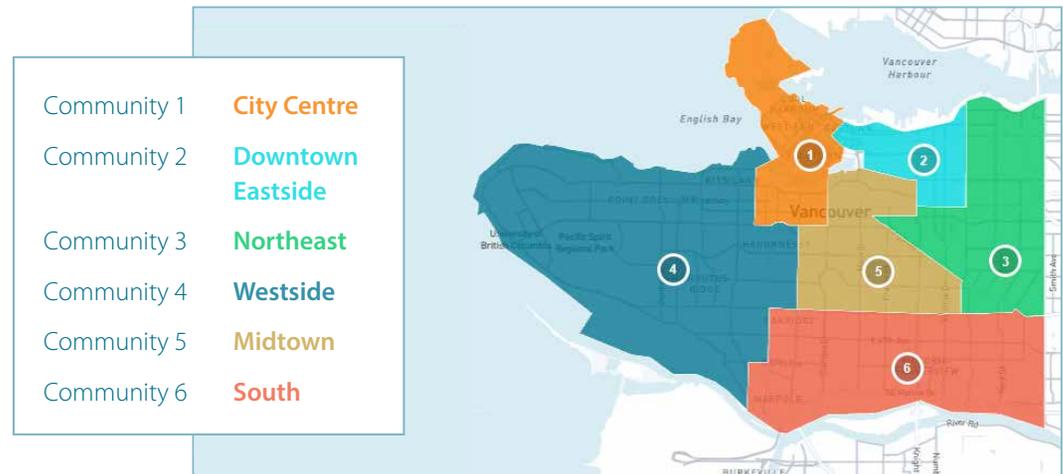
The initial focus of PCNs in Vancouver is to address the attachment gap. There are an estimated **121,000** unattached patients with an additional **133,500** over the next 2 to 3 years as **89** FPs are expected to retire.

Fully implemented, this Service Plan has the potential to attach **121,000** patients in the next 3 years, through:

- Increase in net new primary care providers.
- Investment in recruitment & retention, patient matching and practice optimization.
- Integration with VCH Public Health.

To support specialized populations including frail elders, MHSU and maternity care we plan to bring together family physicians, specialists, health authority partners and community resources (social prescribing) within PCNs to build comprehensive communities of practice.

Building off the significant investments that have been made in primary care over the past decade, our work on the Service Plan will continue to engage members to highlight areas of concern; develop new programming to address needs; and create strong networks.



Program numbers reflect work from November 2019 to October 2020 unless otherwise noted.

VANCOUVER'S SERVICE PLAN

Increased infrastructure to develop and support the PCN work

- Hired **6 Community Network Managers** to support the development of PCNs.
- Launched **VancouverPrimaryCareNow.com** to share information specific to each PCN, and for members to learn about work in other communities.
- Increased investment in **recruitment & retention** to source and retain FPs.
 - Launched **PracticeinVancouver.com** Recruitment Website.
 - Optimized online advertising through **Google Adwords**.
 - **Recruited FPs** globally and supported **provisional licensure**.
 - **Supported FPs** through practice management presentations, resource sharing, and networking events.
 - **Advertised** through medical schools across Canada.
 - Partnered with IMGs to **support Return of Service Placements**.
 - Created a program for **hiring NPs and FPs** to PCN contract positions.
- Increased investment in the **Patient Attachment Initiative**.
 - Added an **additional clinical staff member** to support patient matching.
 - Developed a **database** to improve charting and efficiency of referrals.
 - Implementing a **paperless patient matching system**.

Increased the number of patients who are attached to a primary care provider

INCREASED THE NUMBER OF PROVIDERS

- **7** permanent practices started, creating attachment capacity for **8,750** patients
- **36** locums placed
- **126** FP and **37** NP new contacts supported to find job opportunities or transition to practice
- **12** retiring FP patient panels transitioned to new care, supported **10,396** patients to find a new provider after their physician retired
- **16** NPs (**15** FTE) started permanent practice, creating attachment capacity of **15,000** patients

INCREASED CAPACITY AND CONTINUITY

- Worked with **150+** referral partners for patient matching.
- Decreased **avoidable visits**, including those to the ED by improving primary care access to specialists, diagnostics and Specialized Community Services Programs.

INCREASED ACCESS

- **Urgent Primary Care Services** (City Centre and REACH UPCCs).
 - Worked with UPCCs to attach patients to a primary care provider. **92% (701)** of eligible patients referred have been **matched**.
 - Provided **extended hours** of primary care in the community.

16,000+
PATIENTS TO DATE
matched (SINCE 2015)

4,000+
PATIENTS
matched

OVER 96%
of eligible patients
have been matched,
3% increase over last year.

Matched an average of
385+
patients per month.

Facilitated Patient Access to Care

As partner to multiple health authorities and community programs, the Vancouver Division is uniquely situated to identify service gaps through the patient journey and improve patient access to appropriate care.

↔ **Connecting specialized services to one another** including work with the VGH Access and Assessment Centre and the CMHA Peer Navigators.

↔ **Assisting specialized service providers to identify the most appropriate primary care settings** for their patients, including delineating VCH Primary Care Clinics, Home ViVE, and primary care providers accessible through the Patient Attachment Initiative.

Patient Impact from PCN work and Team-Based Care with a Clinical Counsellor



"I have been doing a lot of thinking since our last hour together and now understand how counselling works. I feel so happy that I now have a good counsellor. I will miss not talking to you this week but look forward to continuing the progress we have made next week. I really needed someone to talk to. Also could you send me the name of the famous Psychiatrist you mentioned that was on Benzos. I will try to look him up on the computer." – Vancouver Patient

SPECIALIZED POPULATIONS (Committee) SUPPORTS

• Primary Maternity Care

- Established **Community of Practice** for Vancouver, connecting all **44** family physicians who do maternity care (FPms) in Vancouver.
- Provided **education, professional development and networking** events.
- Curated **resources for access and sharing** amongst FPms and the public. **790+** resources reviewed by **20** FPms, allied health and patients.

• Mental Health and Addictions

- Supported the **Primary Care Mental Health Community of Practice** by training an additional **21** FPs and **5** Residents in CBT skills.
- Ran **41 CBT Skills Groups** and supported **585** patients. Received **961+** patient referrals from **498** referring physicians.
- Established an **Addictions and Substance Use cohort model** to connect experienced FFS OAT prescribers with FP trainees. Worked with **9** FPs and identified **3** FPs to provide training.