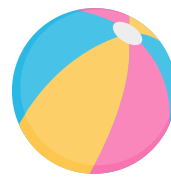


# Vancouver PCN Resources

August 2023

## PCN Summer Update



HELL Summer

### Upcoming Health Days

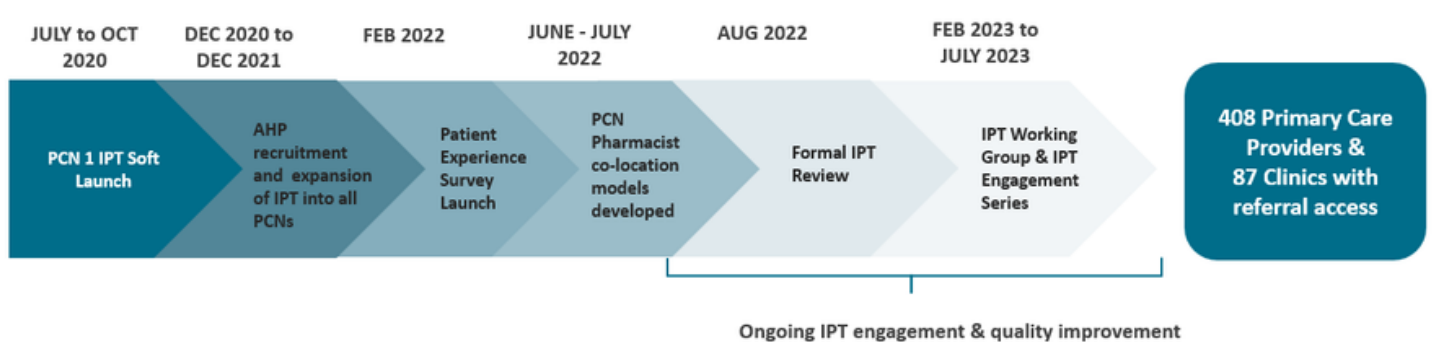
Aug. 31st - [International Overdose Awareness Day](#)  
Sept. 1st - [World Alzheimer's Day](#)  
September - [International Pain Awareness Month](#)  
Sept. 10th - [World Suicide Prevention Day](#)

## Happy Summer!

In this summer edition of the PCN News and Updates, we are excited to focus on providing an overall update on the [Interprofessional Team \(IPT\) program](#), from where we started to where we are today.

The PCN IPT Program began in early July of 2020 as a soft launch in PCN 1. Three clinics with a total of 18 providers were invited to participate. Over the past three years, the program has grown to include 87 clinics and access for 408 providers to refer their patients to the IPT. The infographic below shows the rollout and timeline of the IPT to date.

## IPT Timeline



## Engaging to Improve Experiences



Since the soft launch of the program, we have sought out feedback from patients and providers on how they experience the IPT. This feedback has helped to inform improvements to the referral and communication processes. Since then, as we have continued to open up access to the program, we have gathered feedback from clinics via regular check ins and other engagement streams such as:

**PCN Steering Committees** – Act as advisory to planning and decision-making, and include family doctors, nurse practitioners, VCH Directors, VDoFP Board members and patient partners. The steering committees have helped to support prioritization of services, integration of in-clinic resources, the PCN Evaluation Framework, provision of team based care, as well as helping to articulate and support the current challenges in primary care and throughout the pandemic.

**PCN Patient Partner Advisory Group** – Provide the patient lens on PCN evaluation, program and service planning. They have also supported the PCN Steering Committees and mental health projects, providing input on the patient journey, mental health self-management resources and website navigation, as well as reviewing patient surveys.

**MOA Engagement** – MOAs provide key support around referrals to the IPT. To inform the creation of our IPT Guidebook, one on one interviews were conducted with MOAs from several clinics.

**Patient Experience Surveys** – Patient experience surveys are distributed once patients are discharged from the IPT program. These surveys have been helpful to understand and support the patient experience with the IPT program.

**Provider Experience Survey** – Feedback provided by primary care providers last year through a survey and in-depth interviews was very helpful in understanding what aspects of the program are working well and what needs improvement. The results of the survey have led to several ongoing quality improvement initiatives. We look forward to launching the survey again later this year to see what areas have improved, and what areas we still need to work on.

**IPT Provider Working Group** – This working group made up of family doctors and a nurse practitioner, is helping to inform quality improvement initiatives from the primary care provider lens and experience. Since February of 2023 they have met monthly to provide feedback on referral processes, communication protocols, provider facing collateral, and more!

## IPT Improvements



**IPT Engagement Series** – This monthly online engagement series is planned by a working group made up of IPT Clinicians from varying disciplines, a PCN RN, CNMs and a PCN Clinical Operations Supervisor. The series uses a case study to describe how the IPT uses team based approach to support patients. Breakout rooms are used to support connection between IPT clinicians and primary care providers. Discussions focus on how a multi-disciplinary approach can be applied to topics such as anxiety, obesity and low socio-economic status. Our first five sessions were well attended and received and we look forward to resuming in the fall. Click [here](#) to find out more including summaries and recordings from past events.



**Revamped IPT Orientation Process** – As we prepare to onboard more providers and clinics to IPT services, we have been working on updating our orientation process and finalizing an IPT guidebook to support clinic providers and their support staff as they refer to the program. If you feel you need a refresh on IPT services, please contact your [Community Network Manager](#).

**Team Based Care Education Series** - The Vancouver Division has been working closely with UBC Continuing Professional Development to create a PCN Team Based Care Education Series. We have now completed two pilots and will be reviewing feedback over the next couple of months to inform the rollout of the education series to the PCNs later this year.



**IPT Program Info is on Pathways** – The Vancouver PCN Interprofessional team services are now up on [Pathways](#), to ensure information on the program can be more easily accessed by providers.

**New IPT Communications Protocols** – One of the main areas of focus around quality improvement has involved communications between the IPT and patient medical homes. The following improvements have been implemented so far:

- Receipt of referral faxed within 48 business hrs
- First clinical outreach to patient with 14 business days
- Confirmation of first appointment faxed with date and clinician info
- Standardized internal referral communication
- Standardized discharge reports

**Revamped IPT SharePoint site** – The [vancouverpcnresources.com](#) SharePoint site has been reorganized! Providers can now find information about each allied health service, how to embed or create e-referral forms by vendor, past editions of the newsletter and much more! If there is any information you feel would be helpful on this site, please let us know at [pcn@vancouverdivision.com](mailto:pcn@vancouverdivision.com)! Contact your CNM for login info and more support!

## Thank you for reading this update!



Want to read more about the PCNs? Click [here](#) to visit our page on the Vancouver Division's website and click on the map to explore each PCN. We look forward to putting out our next newsletter in the fall. Click [here](#) to be a future featured team member and receive a \$25.00 Door Dash gift card.

For more information on working with the Interprofessional Team visit: [vancouverpcnresources.com](#).  
For information on working with PCN Registered Nurses visit: [vancouvernrresources.com](#) or contact your [Community Network Manager](#).