

# PCN ENGAGEMENT FORUMS – Empowering Care Across Life’s Moments



In November, two events were held to engage [Vancouver Primary Care Network](#) (PCN) Communities on the care of two patient populations who need more support from the primary care system: maternity patients and seniors and frail elders. The events were planned collaboratively with the Vancouver Division of Family Practice (VDoFP) Maternity and Seniors and Frail Elder Committees and Vancouver Coastal Health.

## PARTICIPANTS

PCN 1,2,3 EVENT	PCN 4,5,6 EVENT
<b>75</b> attendees	<b>74</b> attendees
<ul style="list-style-type: none"> <li>• Family Physicians</li> <li>• Nurse Practitioners</li> <li>• PCN Registered Nurses</li> <li>• Clinic Leads/Managers</li> <li>• Patient Partners</li> <li>• First Nations &amp; Aboriginal PCN Reps</li> <li>• Community Led Health Centre Reps</li> <li>• VCH Staff</li> <li>• VDoFP Staff</li> <li>• VDoFP Maternity &amp; Senior and Frail Elder Committee Members</li> </ul>	

## METHOD OF ENGAGEMENT

- PRESENTATIONS & UPDATES
- FACILITATED TABLE DISCUSSIONS



## WHAT WE ASKED



### MATERNITY DISCUSSION:

- What services do you feel are most needed by maternity patients?
- What services do you struggle to find?



### SENIOR & FRAIL ELDER DISCUSSION:

- What are the biggest barriers to keeping seniors living in the community?

## WHAT WE HEARD - THEMES

### MOST NEEDED SUPPORT – TOP 3

PATIENT EDUCATION	MENTAL HEALTH SUPPORT	POST-DELIVERY SUPPORT
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### SERVICES THAT YOU STRUGGLE TO FIND – TOP 3

PATIENT EDUCATION	RESOURCES & NAVIGATION	TIMELY ACCESS TO CARE
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### BIGGEST BARRIERS – TOP 4

CAREGIVER SUPPORT	SENIORS PROGRAMS
HOME SUPPORT	SOCIALIZATION

## ENGAGEMENT SUMMARY REPORT

December 2023

### EVALUATION SUMMARY

PCN 1,2,3 EVENT	PCN 4,5,6 EVENT
<b>95%</b>	<b>97%</b>
Were satisfied with engagement event	
<b>98%</b>	<b>100%</b>
Felt they had enough opportunity to participate	
<b>40/42</b>	<b>31/32</b>
Would attend another PCN event	

*“I really love the collaboration between all disciplines and great learning opportunities. Very informative gathering.”*  
-Forum Attendee

Read the full event summary reports with more detailed theme descriptions [here](#).

## NEXT STEPS

We will be sharing all the input from both events with the Maternity Committee and the Seniors and Frail Elder Committee early in the new year. We’ll be using the input to identify opportunities and support planning as we continue to work together to improve PCNs and support these patient populations within. We’ll continue to update the community on developments and other opportunities to be engaged.

Check out these tools for patients & caregivers!

- [pregnancyvancouver.ca](#) – reliable information to support patients through their maternity journey
- [Frailty Roadmap for Families](#) – a guide to support families as their loved one becomes more frail