

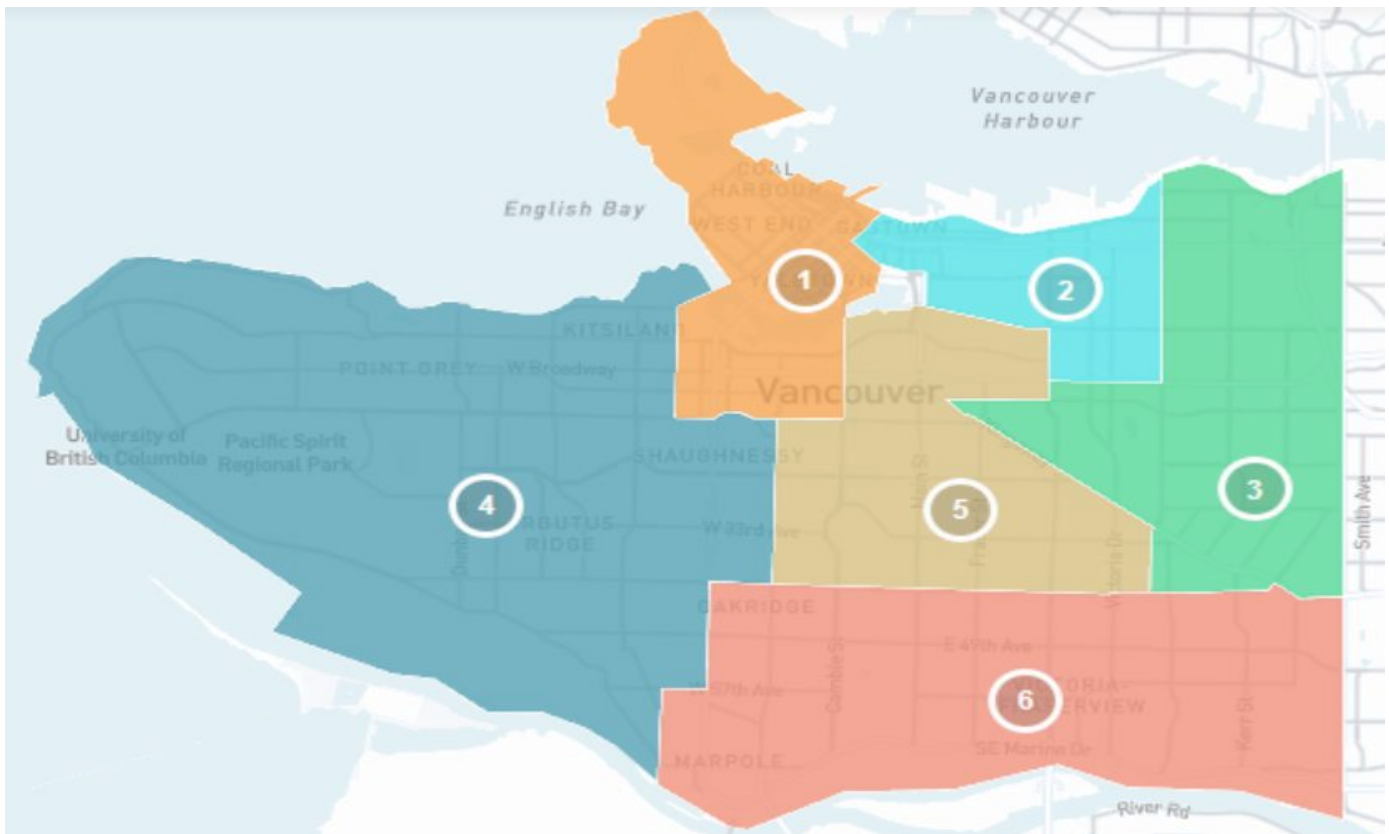
# VANCOUVER PRIMARY CARE NETWORKS

## Working Together to Enhance Team Based Care

### *Event Summary Report*

Date: June 25, 2024

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We recognize that this event took place on the unceded territories of the Skw̓xwú7mesh (Squamish), xʷməθkʷəjəm (Musqueam) and səlilwatał (Tsleil-Waututh) Peoples, on whose traditional homelands we are grateful to be living, playing and working together.

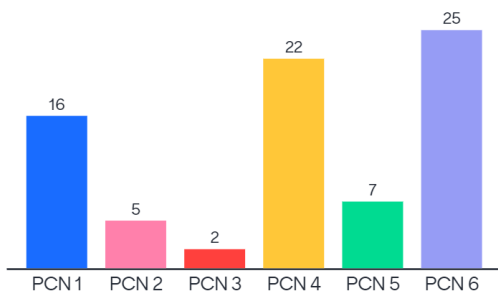
## Background

On June 25<sup>th</sup>, 2024 the Vancouver [Primary Care Networks](#) hosted an in-person event to engage Primary Care Providers (Family Physicians and Nurse Practitioners) who are currently accessing the PCN's [Interprofessional Team](#) (IPT) Program. The event was an opportunity to update providers on some of the feedback that has been collected over recent PCN experience surveys, engage them on elements of future planning for the PCN, and spend some time connecting teams and listening to stories of team-based care.

We had 70 providers (55 Family Physicians and 15 Nurse Practitioners), as well as 9 IPT Clinicians and a PCN Registered Nurse attend the evening.

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### What PCN are you from?



Event attendees broken down by PCN

## How we engaged

We started by providing information about previous experience survey results to attendees to

provide context for the engagement that would follow. We are happy to see improvement in provider & clinician experience with our program since the previous year. We still have work to do in terms of improving elements of the program, but evaluation results show we are heading in the right direction. You can view a copy of the presentation slides [here](#).

Next, we used an online tool called Mentimeter to engage attendees on two potential IPT program enhancements we are considering in the coming year: 1) Group Sessions and 2) IPT Consultation Support. We gathered helpful feedback from attendees to inform our planning for these program enhancements.

Key feedback takeaways from this engagement included:

- The majority of attendees felt their patients would benefit from group sessions
- Groups focusing on mental health as well as food and nutrition/healthy eating were the most suggested topics for groups
- The majority of attendees felt their patients would benefit from recorded content on a variety of topics
- Topics that attendees would like to have education sessions on focused on mental health, optimizing utilization of the IPT, community resources & social supports, supporting patients with diabetes & IBS
- The majority of providers felt they would benefit from accessing IPT Consultation Support with response speed and ease of access being cited as important enablers of success

## Stories of Team Based Care

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Next, we had two pairs of speakers share their team-based care experiences with the rest of the attendees. First, Family Physician Dr. Daniel Dodek and PCN Clinical Pharmacist Amneet Aulakh shared the benefits of working together to support patients and gave examples of common pharmacist referral reasons for Dr. Dodek's mainly elderly patient panel which included things like polypharmacy, medication reviews and consults, supporting medication compliance and more.

Family Physician Dr. Poornima Senra from PCN 6 and PCN Registered Nurse Amanda Dimaculangan spoke next about the benefits of their collaboration in Dr. Senra's clinic. Dr. Senra mentioned that it was effort to get Amanda integrated into the clinic, but that she is very grateful for the RNs valuable support to help her patients with things like education, mom and baby checks, immunizations and more. Amanda spoke about how Dr. Senra took the time to understand her scope and supports her to do work that she is passionate about.

Through hearing these stories, attendees were able to understand new ways they could work together within the PCNs to support their patients.

## IPT “Speed Dating”

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The next part of the evening offered an opportunity for attendees to speak with IPT Clinicians (Clinical Counsellor, Social Worker, Intake Coordinators, Occupational Therapists, Registered Dietitian, Clinical Pharmacist) or a PCN Registered Nurse at table discussions. IPT Clinicians/the PCN

RN rotated to 2 tables each. This “speed dating” style exercise was meant to help providers better understand roles and common reasons for referrals, answer questions on the scope of practice, as well as simply connect IPT Clinicians and providers and put faces to names. This connection is particularly challenging in Vancouver where we have a large number of clinics and providers, and limited PCN resources that are, for the most part, centrally located as opposed to co-located in the clinics.

When asked what new thing they had learned about the IPT following their discussions, attendees responded that they learned more about the role and scope of the IPT Clinicians – particularly the Occupational Therapist. People also learned more about the intake process and how their patients are contacted and communicated with after they submit their referrals. They also learned about the role of a PCN Registered Nurse and how they support patients.

## Evaluation

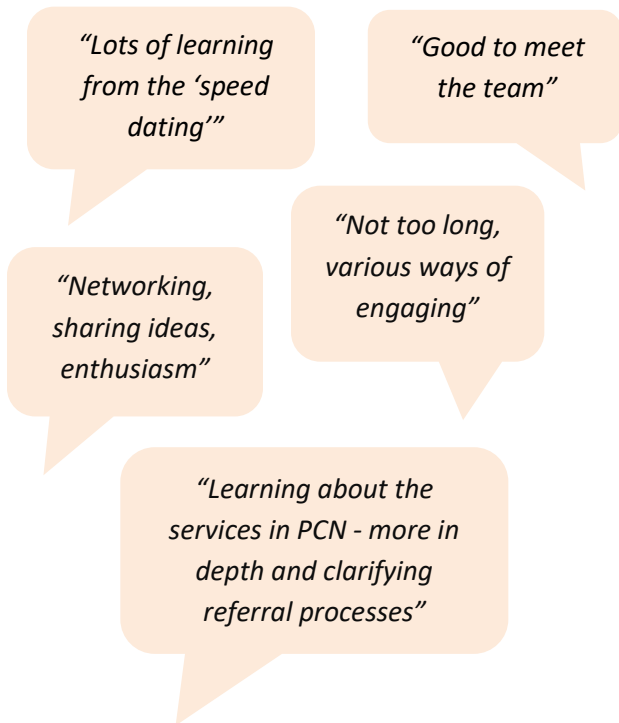
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Evaluation scores show the event was, for the most part, successful, and gave us input on things we can improve upon next time. We received a total of 58 evaluations.

- **98%** said they will be able to apply the knowledge gained into their practice
- **93%** felt better informed about PCNs as a result of their participation
- **98%** said they learned something new about the IPT
- **97%** said that overall, they were satisfied with the event

- **100%** said they would attend another PCN Engagement Event in the future
- **97%** said they would recommend PCN Engagement Events to their colleagues

### What did you like about the event?



When we asked what could have improved the event a few folks mentioned issues with the room: lighting, airflow, sound. A few folks mentioned they would have liked to have more time to hear what all the IPT Clinicians do.

We also asked folks about their top takeaway from the event. The top takeaway by a landslide was more knowledge about what the PCN Occupational Therapist can do to support their patients.

## Next Steps

We will be reviewing all the engagement input in more detail and considering it as we are planning for IPT Program enhancements later this year. We will also tap into existing engagement pathways to

support gathering additional feedback. And we will continue to find opportunities to connect the folks who are working together to support patients within the PCNs.

## Connect with your CNM!



If you want to know more about accessing any of the PCN Resources, your first point of contact is your PCN’s Community Network Manager (CNM). The CNM’s role is to help the providers and clinics in their PCNs to access resources, get support and connect with other folks in their PCN.

You can find out who your CNM is and get their contact info on our website [here](#).

## Team-Based Care Supports



If you are wanting to work on your clinic’s team culture and optimize how you are integrating new PCN elements into your team, you can now access free TBC Education for your clinic team, co-facilitated by a Family Physician TBC Lead. There is also a one-hour on-line module that you can take individually to help you understand the foundational elements of inter-disciplinary team-based care. Click [here](#) to find out more about this opportunity.

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I ❤️ MY TEAM