

MOA Networking FORUM – Thank you for being the heartbeat of our clinics

MOA Networking Forum

As part of the Vancouver Primary Care Network and Clinic Business Solutions team’s MOA Engagement Strategy, we hosted an event to bring together MOAs and Clinic Managers from Vancouver.

They are the heartbeat of primary care clinics, working tirelessly to support both patients and providers.

The MOA Engagement Strategy and the planning of this event was supported by our MOA Reference Group.



PARTICIPANTS

 **96**
attendees

- MOAs
- Clinic Staff
- Clinic Leads/Managers
- VDoFP Staff
- Physician Speaker, Dr. Terry Chang

METHODS OF ENGAGEMENT

- Presentations & Updates
- Mentimeter Engagement
- MOA Network Sign Up
- Evaluations

As a result of the event, we now have over **100 MOAs** signed up to our MOA Network!

WHAT WE ASKED

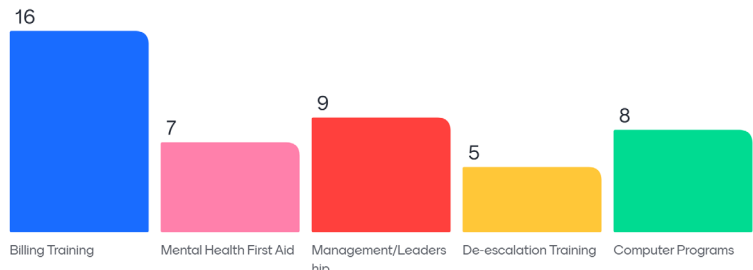
- What Education & Training would be helpful in your role?
- What other information would support you in your role?
- How & when do you prefer to be engaged?

WHAT WE HEARD - THEMES

MOST NEEDED SUPPORT

Billing, communication and resources were amongst the top training needs of attendees

What training and education would be helpful to you in your role?



What other training would be helpful?

Other responses included emergency response training and crisis intervention training.

What information would support you?



WHAT IS NEXT

Following the event, we are prioritizing initiatives to **enhance communication**, access to **resources**, and **professional growth** within the **MOA network**.

These efforts include creating **new platforms** for connection such as a webpage, newsletter and peer connection platform, and developing **education and training** to better support MOAs in their roles.



EVENT SUMMARY REPORT

November 2024

“Liked the recognition of MOAs”

“I love how the event was organized”

“Great way to get together and communicate with other MOAs”

EVALUATION SUMMARY

55 responses

89%

Were satisfied with engagement event

100%

Would recommend these events to a colleague

100%

Would attend another PCN event