Vancouver Division of Family Practice

Patient Medical Home (PMH) Connectivity & Digitization Program

IMPACT REPORT

2024-2025

The PMH Connectivity & Digitization program supports Vancouver-based clinics to evaluate and improve their technology workflows, digital security approaches and connectivity to provincial health systems. The program helps to 'bridge the gap' connecting clinic leaders to the services and resources needed to realize positive technology outcomes for their clinics.

During our 2024/25 program (June 2024 - March 2025), our Tech Concierges provided personalized support to 70+ Patient Medical Homes (PMHs) in Vancouver answering hundreds of questions, connecting decision-makers to provincial partners and supporting improvements in technology workflows and digital security.

It's a great program and provided me with a lot of guidance setting up my first (and hopefully last) family clinic!

We were aware of the [issue of] cyber security for our patients and staff. We struggled to know where to start to make sure our clinic is secure...

This has been a wonderful program and very helpful.

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THE TECH CONCIERGE SERVICE

Our team of in-house Tech Concierges supported clinic leaders both in-person and via email/telephone at times convenient for their busy practices.

Our Concierges were available to:

Deliver onsite security and technology assessments and follow up.

Connect clinics to resources and supports, including partners such as Doctors of BC and internal programs at the Division.

Help navigate a variety of issues, such as...

- CareConnect and PharmaNet enrolment
- eReferral enrolment & training
- Evaluating AI Scribes
- Determining how to meet the recommended digital and physical security best practices

[The Tech Concierge] was very easy to work with - nonjudgmental, respectful, and constructive when highlighting areas for improvement. Highly resourceful and knowledgeable, [the concierge] inspired me to pursue further staff training, which is essential for cybersecurity.

TECH CONCIERGE SERVICE:
PROVINCIAL SYSTEMS

Whether navigating CareConnect or PharmaNet enrolment, or learning about the new provincial eReferrals program, our Tech Concierges were on hand to provide tailored support to answer clinic questions about the provincial health systems available to primary care providers.

100+ connectivity issues supported

Looking for support to connect to Provincial Systems? Email concierge@vancouverdivision.com with your support request.

We appreciate the help to navigate through some troublesome connection issues.

By facilitating the 'closing of the loop' between provincial support teams and clinics, our Tech Concierges increased the number of Vancouver primary care providers accessing valuable patient health data to support informed decision-making.

CareConnect   HDC
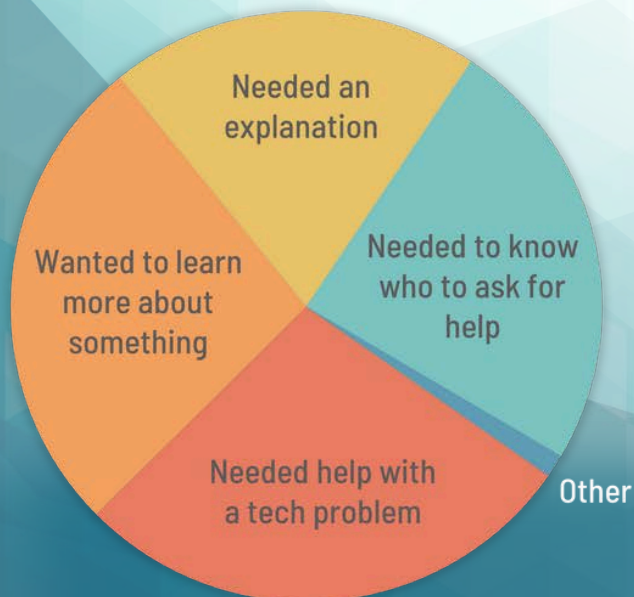DRO   e-Forms
PharmaNET
Pathways
PAS

TECH CONCIERGE SERVICE:
TECH NAVIGATION

Clinics often report that it can be challenging to find the right technology resource when it's needed. New for this year, our Tech Concierge team provided practical and timely support to ease the burden on already stretched clinic teams.

From finding the right YouTube tutorial linking to relevant Doctors of BC guidance, or connecting clinic managers with helpful contacts at the Doctor's Technology Office, our Tech Concierges helped resolve hundreds of wide ranging clinic technology requests.

[The Tech Concierges]...were polite, helpful, knowledgeable, and answered all my questions.

[The best part of the program was]...knowing there's someone you can ask who either will know the answer, find it for you, or connect you to the right people to help.

Pie chart:
- Needed an explanation
- Wanted to learn more about something
- Needed to know who to ask for help
- Needed help with a tech problem
- Other

Types of tech navigation requests received

Do you have a tech question? Email concierge@vancouverdivision.com

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SECURITY & TECHNOLOGY ASSESSMENT

65 Vancouver clinics participated in this year's Security and Technology Assessments, with each clinic provided:

A 2 hour on-site security and technology assessment with an expert security consultant

A customized and comprehensive report detailing recommendations to improve clinic security

Follow up with the security consultant or a Tech Concierge to ask questions

- 91% of participants said they felt more confident about managing their clinic's technology thanks to the program.

- 1427 total recommendations were provided, spanning six categories of security: EMR Security, Computer Security, Network Security, Physical Security, Data Integrity, and Vulnerability Awareness and Planning.

- Participants reported a 39% average increase in understanding of clinic security following the assessment, with the greatest gains in physical and digital security awareness.

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Learn more about the Assessment's findings

THE PROGRAM IN NUMBERS

$434,000

in total clinic support provided.

92%

of clinics said they would not have been able to make these improvements otherwise.

81%

of clinics made at least one improvement to tech-related workflows.

68%

of clinics made at least one improvement to their computer security.

Program investment breakdown

Grants & Sessionals	$288,000
Service Delivery	$146,000
Total	$434,000

As a solo doctor who bears the full cost of running my practice, having access to this grant is incredibly meaningful and greatly appreciated. I hope all clinics can benefit from similar funding.

If I have the opportunity to apply again, I will dedicate every cent to enhancing my admin staff's cybersecurity skills. Their expertise is crucial in maintaining the confidence that our digital systems are secure and protected.
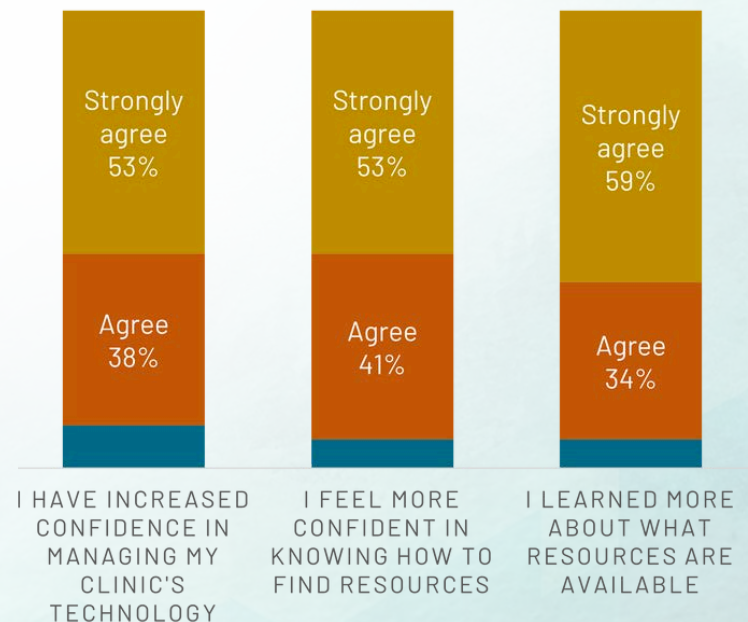
OUTCOMES

75% of clinics who requested support with a provincial system say that their clinic's connection to that system has improved.

85% of clinics said they didn't think there were any programs like this one.

80% of clinics reported that they feel more confident in troubleshooting provincial system connectivity issues themselves.

I would highly recommend this for all clinics. We have learnt a lot and now have a helpful document to refer back to as needed. We have also put in place a clinic IT and privacy manual as recommended.

I'd like to see this programme to be rolled out province wide.

Strongly agree 53%	Strongly agree 53%	Strongly agree 59%
Agree 38%	Agree 41%	Agree 34%
I HAVE INCREASED CONFIDENCE IN MANAGING MY CLINIC'S TECHNOLOGY	I FEEL MORE CONFIDENT IN KNOWING HOW TO FIND RESOURCES	I LEARNED MORE ABOUT WHAT RESOURCES ARE AVAILABLE

REFLECTIONS

Clinics shared what they found most valuable about the Program this year:

I think that this program should be mandatory for ALL clinics as we were trained to be physicians, not to be technologically savvy although it is obviously critical to keep patient data confidential and there are so many ways that this patient data could be compromised without us knowing which is a huge risk that the general public is unaware of.

Our assessor was knowledgeable and respectful...asked important questions, provided some good immediate feedback and resources. The assessment was thorough and comprehensive.

We are aware that there are some security gaps. We did not know what, or how to determine them or how to fix them. Or who to engage to do the work.

[The consultant] provided great support and information throughout, without being judgemental about any tech gaps we were facing.

Very useful considering how digitalized healthcare has become. Good to ensure cybersecurity and increase efficiencies in workflow for staff and physician.

Do you need help with your clinic's connection to a provincial health system like CareConnect, PharmaNET, or others?

Have a question about AI scribes or where to find more information on a topic related to clinic technology?

The Tech Concierge service is available to help!
concierge@vancouverdivision.com

Check out our Cybersecurity Resource Library

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