

# Patient Engagement Learning Series:

## The Evolution of Primary Care

PVN is guided by patient and health care partners and administered by the:



**BC PATIENT SAFETY  
& QUALITY COUNCIL**  
Working Together. Accelerating Improvement.



**Patient  
Voices  
Network**

# Primary Care Networks

Presented by Laura Heinze, director, stakeholder engagement  
& Layton Engwer, patient representative



# Introductions

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**Laura Heinze**

Director, Stakeholder  
Engagement

Ministry of Health

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**Layton Engwer**

Patient Representative

Primary and Community Care  
Advisory Forum (PCCAF)

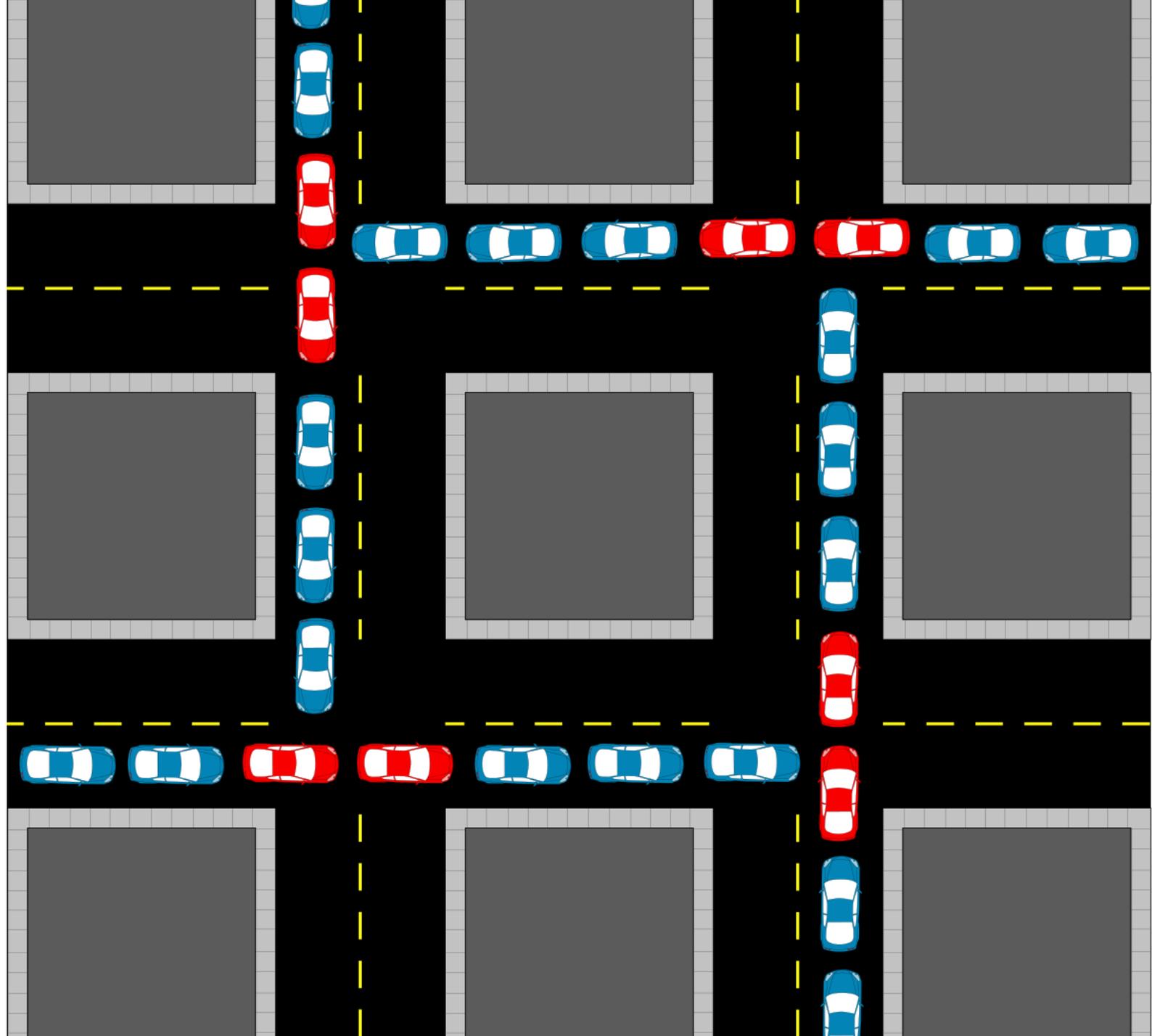


# Overview

- Health System Gridlock
- Drivers of Change
- Recap of the Primary and Community Care Strategy
- Anticipated Benefits
- Progress to Date
- Provincial and Local Partners
- Role of Patient Voices
- Lessons Learned
- Breaking Down the Gridlock

# Health System Gridlock

- What do we mean?
- Who does it impact?
- What are the causes?
- What are the impacts?
- What changes can we make to alleviate and breakdown the gridlock?



# Drivers of Change – for Patients

The number of patients reporting they do not have access to a primary care provider is increasing.



- 44% of British Columbians can get same day or next day appointments with their primary care provider.
- 27% of British Columbians can get care in the evenings, weekends or holidays without visiting the emergency department.
- 36% of British Columbians report they last visited the emergency department for a condition that could have been treated by providers at their usual place of care if they had been available.

# Drivers of Change – for Providers

Many aspects of the system are not meeting the needs of citizens in B.C.:



- More providers and physicians are asking for a different and healthier working environment.
- New graduates want to branch outside the traditional fee for service consult model.
- Not all health care professionals are practicing to their full scope.
- Not all health care professionals are fully integrated into the system.



# Primary and Community Care Strategy

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Through the Province's new Primary and Community Care Strategy, the Ministry of Health is taking steps to make sure people have faster and better access to the day-to-day health-care services they need by investing in **team-based primary care**.

Using **team-based care** to bring doctors, nurse practitioners and other health-care professionals together to deliver comprehensive care, the strategy will create **Primary Care Networks (PCNs)**, which will support:

- **Patient Medical Homes (PMH)**
- **Urgent and Primary Care Centres (UPCCs)**
- **Community Health Centres (CHCs)**
- **First Nations-led Primary Health Care Centres**

# Anticipated Benefits

- Timely access, increased attachment, better continuity of care.
- Patients then become participants in their own health and are empowered in health decision-making.
- Patients receive culturally safe care.
- Health system becomes easier to navigate.
- Providers can spend more time providing care.
- Professional collaboration and development are improved.
- Overall, better work life balance.



# Progress to Date

- Five regions have launched at total of 12 PCNs, including:
  - Four PCNs in Fraser Northwest
  - Three PCNs in Burnaby
  - One PCN in the South Okanagan Similkameen
  - One PCN in Prince George
  - Three PCNs in Richmond
- In collaboration with our partners, ten urgent and primary care centres have launched in Kamloops, Quesnel, Westshore, Surrey, Vancouver Downtown/Westend, Burnaby, Prince George, Nanaimo, East Vancouver and the North Shore.



General Practice Services Committee



Ministry of Health

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of British Columbia



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*the northern way of caring*



Interior Health  
*Every person matters*



First Nations Health Authority  
Health through wellness

**Vancouver  
Coastal Health**



island health



**fraserhealth**  
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# Partners

The local PCN Steering Committee will be minimally comprised of:

- Local patient representatives
- Local First Nations representatives
- Physician representatives from local primary care practices and Divisions of Family Practice
- Nurse practitioner representatives
- The health authority





# Lessons Learned

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## **Urgent and Primary Care Centres**

- Access
- Attachment
- Flexible resource
- Business model

## **First Nations Engagement**

- Meaningful engagement
- Respect cultural identities and philosophies
- Cultural safety and humility

# Removing the Gridlock

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- Ensure all people in a community have access to quality primary care, and are attached to a provider.
- Provide extended hours of care including early mornings, evenings and weekends.
- Provide of same day access for urgently needed care through the PCN or an Urgent and Primary Care Centre.
- Access to advice and information virtually (e.g. online, text, e-mail) and face to face.
- Provide comprehensive primary care services through networking.
- Ensure care is culturally safe.
- Coordinate care with diagnostic services, hospital care, specialty care and specialized community services for all patients.
- Clearly communicate within the network of providers and to the public to create awareness services.





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Thank you!

Questions?

Ministry of  
Health

*Information & General Inquiries*

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