

# Highland PCN Newsletter - Thursday

April 19, 2018

[Campaign Preview](#)

[HTML Source](#)

[Plain-Text Email](#)

[Details](#)

---



---

## In This Edition

- [From your Board Chair](#)
- [2nd Video From the Behavioural Health Interactive Question and Answer Session with Dr. Corso](#)
- [PCN Staff Changes](#)
- [Specialist LINK Survey - Action Required](#)
- [Respiratory Shared Care Project](#)
- [Questions / Concerns from Members](#)
- [Our Question For You](#)
- [Upcoming Mental Health Workshops in Airdrie](#)
- [The Main Event](#)
- [Connect With Us](#)

# HPCN Updates

## From your Board Chair

I am committed to providing you with a summary of key discussions and decisions made at our Board and Governance meetings. Here are the highlights from our Monday, April 16, 2018 Governance meeting:

- Micheline provided an updated on recent Calgary Zone and Provincial Committees that she attended.
- A draft of the Business Plan process was reviewed and discussed by members of the Governance Committee. The plan includes all the timelines for activities needed to complete the Business Plan, including member engagement. Once the draft is complete, the plan will be brought to the Board for approval.
- Dr. McKnight and Micheline provided an update regarding the PCN service delivery model changes, and responded to questions.
- Micheline provided an update of February's Variance Report on behalf of Dr. Elmezughi. Micheline also reported that the 2018/2019 budget has been submitted and received by the PCN PMO.
- Micheline and Tammy requested feedback from Board Directors and Governance Committee members about operational reports for this year. There was agreement to receive ongoing updates of the Tactical Plan and Health Management Team utilization.

Respectfully submitted by Dr. Dianne Smith. To contact me please email [board.chair@hpcn.ca](mailto:board.chair@hpcn.ca).

## 2nd Video From the Behavioural Health Interactive Question and Answer Session with Dr. Corso

On February 15th the Highland PCN held a behavioural health interactive question and answer session with Dr. Kent Corso, PsyD, BCBA-D. This session provided great examples of how to best utilize your Registered Nurse and Social Worker to support patient care.

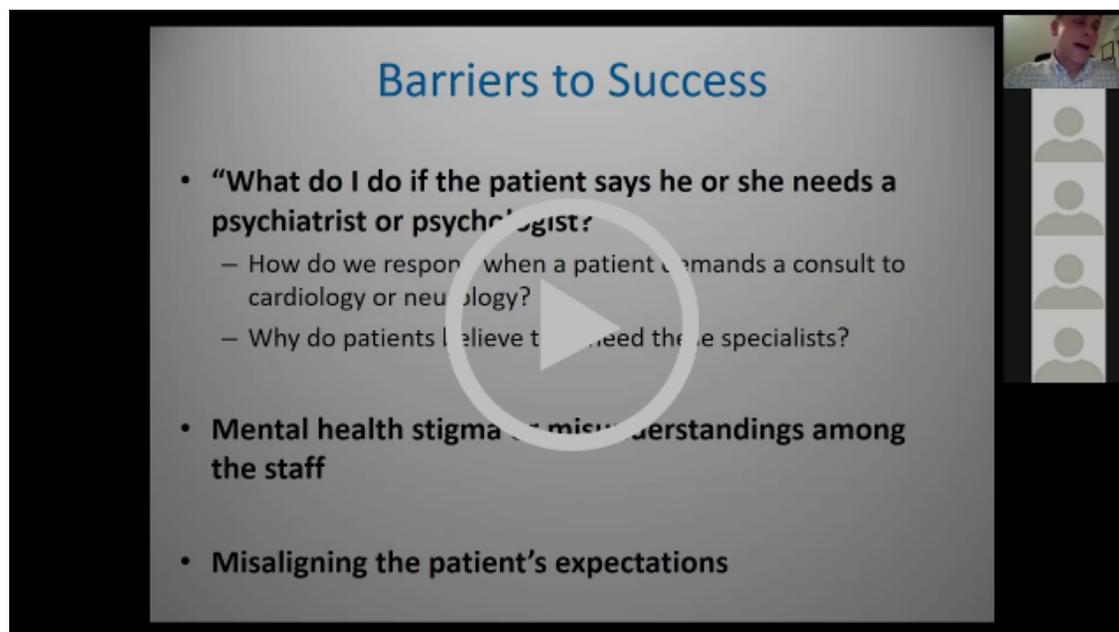
Due to the length of the original presentation, we have broken it down into three sections. Click the image below to view the second video in the series. The first video includes an overview of the Behavioural Health Model, the second video focuses on introducing the model to your patients and the third video will teach you what to expect from your healthcare provider. Stay tuned to our next newsletter for the third and final video in the series.

Physicians please note: The PCN would be happy to remunerate you for your time to view the videos. Please invoice us using the form below for up to 15 minutes per video, using the usual PCN payment rate.

Video #1, [click here](#)

Video #2, [click here](#)

Physician remunerate invoice, [click here](#)



**Barriers to Success**

- **“What do I do if the patient says he or she needs a psychiatrist or psychologist?”**
  - How do we respond when a patient demands a consult to cardiology or neurology?
  - Why do patients believe they need these specialists?
- **Mental health stigma and misunderstandings among the staff**
- **Misaligning the patient's expectations**

You can also find a copy of his slides [here](#).

---

## PCN Staff Changes

We are sad to announce the following staffing changes.

- Mia Cavanaugh, Clinic Liaison is leaving the PCN effective May 10<sup>th</sup> to take on

- Linda Cavanaugh, Clinic Liaison is leaving the PCN effective May 10<sup>th</sup> to take on a new opportunity with the AMA (TOP).
- Leslie Leontowich, Pharmacist will be leaving May 1<sup>st</sup> to pursue new opportunities in Clinical pharmacy.

We would like to thank them both for their contributions to the Highland PCN and wish them all the best of luck in their future endeavors.

We are doing our best to minimize the impact to PCN services. Both positions have been posted and will be setting up interviews once candidates are finalized. If you have questions or concerns regarding clinical services, please contact Regan Paddington at [regan.paddington@hpcn.ca](mailto:regan.paddington@hpcn.ca) and with respect to the Clinic Liaison role, please contact Julia Arndt at [julia.arndt@hpcn.ca](mailto:julia.arndt@hpcn.ca).

---

## Specialist LINK Survey - Action Required

We would like to draw your attention to participate in the survey “Evaluating the awareness and usage of Specialist *Link* among Family Physicians”.

We have sent paper surveys to **randomly selected family physicians** in March 2018. If you have been selected and received the survey, it is very important to include your opinion. The goal is to get a random sample of Family Doc’s to glean statistical significance - so it is important to hear from you specifically whether or not you are aware of this initiative.

Complete the survey and provide your input to this VERY short but important survey. The results will inform us on how to focus our efforts and resources to support Family Doctors in the community! Please return the completed survey by **April 30<sup>th</sup>, 2018** using the provided pre-paid envelope or fax. Thank you!

If you have any question about the survey, please contact

Mubashir Arain

Senior Consultant, Health Systems Evaluation and Evidence

Innovation and Research Management

Research Innovation and Analytics

Calgary – Southport Tower AB T2W 1S7

T: 403-943-0783 | F: 403-943-2875

---

## Respiratory Shared Care Project

Can having a Respiriologist visit your practice improve the health care experience for patients, family physicians, and specialists? A task group is now looking for family physicians and respiratory specialists to trial this Shared Care Model in a few primary care clinics.

If you have any questions or would like to participate, [click here](#).

---

## Questions / Concerns from Members

In an effort to help address any questions or concerns that some of our member physicians have, we would like to start a new series where we answer your questions.

**My friend is a doctor who is part of another PCN. They are given opportunities to use other clinics through their PCN, like a geriatric clinic. Why do PCNs have different programs?**

To answer the questions we need to reflect a bit on the history of PCNs. When they were created in 2003, the idea was to work with a group of primary care physicians to develop supports for primary care that were most needed in each community. Because of the unique needs each community, the size of the PCN and available resources in each area of the province, each PCN created different service plans that met the original five provincial objectives.

At present time, there continues to be variation between PCNs as they focus on addressing local needs with available resources. This means that the services provided in the Medical Home and in central locations continue to vary between PCNs. In our PCN, our Board has consistently chosen to dedicate resources in our member Medical Homes, both to provide clinical support and panel management. We also provide key central programs in cases where there was a clear demonstrated need, such as the Chronic Pain program.

With the new provincial and zone governance structure that was announced in June of last year, there is increased momentum to continue to address local issues, but to begin to work together across the each of the five zones to increase access for

---

common programs across PCNs.

To make this an ongoing series we would like to invite any PCN members to forward questions that you have to [communication@hpcn.ca](mailto:communication@hpcn.ca).

---

## Our Question For You

In an effort to connect more with our physicians we would like to take a turn and ask you a question.

***What would help you communicate PCN programs and services in your Medical Home more effectively?***

Please send your comments/ideas to: [communications@hpcn.ca](mailto:communications@hpcn.ca)

---

## Additional Resources

---

### Upcoming Mental Health Workshops in Airdrie

The Canadian Mental Health Association - Calgary Region will be hosting Finding Your Balance, a caregiver course, in the Highland PCN boardroom starting Thursday, June 7th, 2018 until Thursday, July 26th 2018. This 8-week course will focus on the needs of those living with or caring for someone, who are often themselves left unattended to.

Patients can register either online [here](#), or by calling (403) 297-1402.

---

### The Main Event

**Friday, June 8, 2018 (Formerly the Annual Family Medicine Showcase and Mackid Symposium)**

The Department of Family Medicine is combining two major events. the Annual

The Department of Family Medicine is combining the major events, the Annual Family Medicine Showcase and the Mackid Symposium. The new event is now called "The Main Event"

This event will consist of an afternoon of continuing medical education to family physicians, physician wellness seminar and in the evening an opportunity for attendees to talk with AHS programs, services and additional support.

For more information on this event [click here](#).

---

## Connect With Us

Feedback regarding our Thursday newsletter can be directed to our communications team at [communication@hpcn.ca](mailto:communication@hpcn.ca).



---

This email was sent to << Test Email Address >>  
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)  
Highland Primary Care Network · 101 - 217 Centre Avenue SW · Airdrie, Alberta T4B 0A1 · Canada

The MailChimp logo, featuring the brand name in a white, cursive script font, centered within a grey rounded rectangular box.