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## HPCN Updates

### From your Board Chair

I am committed to providing you with a summary of key discussions and decisions from our Board and Governance meetings. Here are the highlights from our Monday, June 18, 2018 meeting:

- The 2017/18 audited financial statements were presented to members of the Board and Governance Committee by our audit team from MNP. Members of the audit team and Highland PCNs Finance Manager Sarah were impressed with this year's audit and how smoothly it went.
- The Board and Governance Committee approved both the 2017/18 financial statements and the evaluation report. These two reports have been submitted to Alberta Health, as required within our grant agreement.
- Board Treasurer, Dr. Ahmed Elmezughi provided an update to members of the Board and Governance Committee. April's Variance Report reflected some outstanding costs for GST and some under spending in staffing due to vacancies. The PCN is on track with spending and is expected to be slightly underspend by year end.
- The Board and Governance Committee approved the key priority areas for the 2019-22 Business Plan. The operations team will proceed with updating the service plans. The priorities will remain similar to the current business plan with added emphasis on Mental Health, engagement, and changes to the POET program.
- I reviewed the results of the Board and Governance self assessment that was conducted in April by Accreditation Canada. The results were forwarded to the Governance Sub-committee who will update the Board work plan.
- The Human Resource Sub-committee presented the outcomes of the Executive Director and Medical Director performance reviews to the rest of the Board and Governance Committee.
- Bill Kreutzweiser from the Alberta Medical Association (AMA) gave an informative presentation to support ongoing development for Board Directors. This session focused on governance and operational roles. It was well received by the Directors and senior staff.

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

# Connecting primary and specialty care in Calgary



## **An article written by the Canadian Foundation for Healthcare Improvement.**

There is nothing more frustrating than waiting – particularly when it comes to your health. In many parts of the country, Canadians find themselves facing long wait times for an appointment with a specialist, even though evidence shows that patients face the greatest risk in the earlier phases of care, before formal diagnosis, and a care plan is prescribed.

Calgary is no exception.

Between 2010 and 2016, referrals to Calgary-area gastroenterologists increased from 900 a month to more than 1600 requests a month. Patients with “routine” referrals waited more than two years, with some never seen as the number of referrals coming in each month exceeded the available slots for patients to be assessed. This resulted in a burgeoning wait list, patient safety incidents, and health care gaps increasing between acute care and primary care. Similar access concerns

were also noted in neurology, rheumatology, mental health, chronic pain and many more specialty areas within the Calgary Zone.

Seeing a need for action, family physicians and gastroenterologists began a dialogue on how to address the growing pressure. At the time, face-to-face referral to specialty care was the only option available for a patient to receive a formal consultation. But family physicians felt they could manage their gastroenterology patients in primary care well with support and easy access to collaborate with specialists, such as receiving quick advice by phone. The problem was, the supportive structures to connect family physicians and specialists were not in place.

[Click here](#) to continue reading the whole article.

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## Questions and 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.

### **What sources do you use for developing the Business Plan?**

We use the latest data sets possible from the following sources when developing our Business Plan:

- Population profiles provided by Alberta Health
- City and town census data
- PCN program and evaluation data
- Health Quality Council of Alberta (HQCA) report. [Click here](#) to read the Highland PCN report from HQCA.

**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).**

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## 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.

We are currently finalizing a report on the POET program and would appreciate feedback from physician members. **We have received feedback from POETs, clinic staff, PCN staff, and Board members.** This is an opportunity to provide feedback on what you feel is working and not working well with the program, in addition to shaping the program's future.

Please send your feedback to [communications@hpcn.ca](mailto:communications@hpcn.ca).

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## Additional Resources

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### **Certificate course in patient safety and quality management**

Registration is now open for the 2018-19 certificate course in patient safety and quality management. The course is designed for healthcare professionals who want to expand their working understanding of concepts in patient safety and quality management and learn from experts in the field. Be part of an accredited academic course recognized throughout Canada.

[Click here](#) to register now as enrollment is limited.

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### **PCN resources for physicians**

We have created this section in our bi-weekly Thursday newsletter and on our website under [hpcn.ca/resources](http://hpcn.ca/resources) for physician members as a tool to access frequently used Highland PCN forms.

Health Improvement Program (HIP) - Online Referral Form

Health Improvement Program (HIP) - Print Referral Form

Chronic Pain Referral Form

Physician Service Invoice

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## Connect with us

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



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