

Victoria Collaborative Services Committee

Minutes

Date: Friday, February 23, 2024

Time: 9:00 am – 11:00 am

Location: Zoom

Members Attending:					
Name	Position	P/R	Name	Position	P/R
Dr. Leah MacDonald	Island Health, Executive Medical Director, Primary Care Strategy (CSC Co-chair)	P	Dr. Melissa Duff	VDFP Chair	P
Dr. William Cunningham	Island Health, Medical Director, UGV	P	Dr. Anna Mason	VDFP Vice-chair, (CSC Co-chair)	P
Dr. Kelsey Louie	Indigenous Advisory Group	P	Dr. Kristen Iverson	VDFP Board member, Family Physician	P
Phil Lawrence	Island Health, Director, UGV	P	Dr. Aaron Childs	VDFP, Family Physician	R
Sarah Crawford-Bohl	Island Health, Executive Director	P	Dr. Steve Goodchild	VDFP Board member, Family Physician	P
Beth-Ann Parmar	Island Health, Site Director, (guest)	P	Catriona Park	VDFP Executive Director	P
Nicole Dehoop	VDFP Operations Coordinator (minutes)	P	Matt Youens	Doctors of BC, Primary Care Transformation Partner	R
Dr. Tracy Monk 9:00-9:45 am	Pathways Provincial Lead	P	Michelle Briere 9:00-10:15 am	Pathways Community Lead	P
Cherith Golightly 9:00-10:15 am	Pathways Administrator VDFP/SIDFP	P	Jill Fisher 9:00-10:15 am	Island Health, Manager Regional Community Access	P

P = Present R = Regrets

1.0 Welcome & Introductions
<ul style="list-style-type: none"> • Dr Mason opened the meeting at 9:00 am with a welcome and land acknowledgement. • There were no additions to the agenda.
<ul style="list-style-type: none"> • Approval of Agenda • Consent Agenda: <ul style="list-style-type: none"> ○ VDFP projects summary ○ PCN Progress Report <p>Decision: Approval of February 23rd meeting agenda and Consent Agenda By consensus, approved.</p>
2.0 CSC work plan
<ul style="list-style-type: none"> • Pathways overview and update by Dr Tracy Monk joined by Michelle Briere, and Cherith Golightly. <ul style="list-style-type: none"> ○ Highlights: <ul style="list-style-type: none"> ▪ Ultimate directory of specialists, clinics, and services with links to websites e.g. Bugs & Drugs Manual or other pertinent health information for physicians.

- Demonstration of new features and filtering capabilities on Pathways, creating new efficiencies.
- 56,000 users with 7,000 specialists on Pathways →98% of all community specialists in the province
- 3,600 clinician tools and ~2,100 forms on Pathways
- Supporting groups to create care pathways across the province.
- Physicians can send handouts and information directly to their patients without physicians' email being visible or patient's email being stored within the system.
- The most up-to-date resource and has brought community organizations into Pathways. They are provided access to help them navigate services when working with their clients.
- <https://www.psrcollaborative.com/improved-mhsu-service-navigation>
- Home and community care intake restructured, and Pathways has dedicated staff now to keep each of the community health services updated.
- Priority is to list free or low-cost services but, in some cases, private pay services are listed e.g. rare or hard to find services where the public system is limited or doesn't have anything.
- If physicians find anything incorrect e.g. wait times they can click the incorrect information button on the page.
- ~ 30% of Victoria Specialists who are using Pathways and updating regularly get better referral packages and less administrative time overall.

- Island Health Regional Community Access overview and update by Jill Fisher
 - Highlights:
 - Physician Connector Service is now called Practitioner Connector. They provide referrals to community health services.
 - Connectors are RN's and LPN's that are part of the Community Access team.
 - Focus on providing a single point of access for primary care providers to connect to Community Health Services
 - Three Practitioner Connector services across three community access centers for the island.
 - Centers run 365 days/per year 8:30-4:30 pm and after-hours calls get forwarded to the larger community access center and on the South Island they are available until 10:30 pm.
 - ~50,000 referrals last year and all are assigned a case manager with the intention of providing better connections and an informed healthcare team.
 - Committed to same day call back to physicians. They are looking at upgrading their technology so if someone is on the phone the called can be queued to someone else.

Action #1: Circulate Jill's presentation slides to CSC.

- Discussion/feedback regarding Pathways and Practitioner Connector presentations:
 - In order to get referrals up to connector service do new rebranding and advertising.
 - Consider changing the name Practitioner Connector to Clinical Connector or Community Connector.
 - Jill will connect with Cherith to provide updates for CHS.
 - Important to get the navigation tools out there and increase awareness of connectors.
 - dine and learn for CHS booked for April 16
 - could look at a virtual session combined with Pathways.
 - It was noted that Cherith, Pathways Administrator attends all the dine and learns and connects with anyone that has questions.
 - Opportunity exists to leverage Pathways e.g. connecting patients to urgent care services and Provincial emergency response.

Action #2: Connect CHS with Pathways.

3.0 Review of action items and approval of minutes
<ul style="list-style-type: none"> January 26, 2024, Victoria CSC minutes were reviewed and there were no changes. <p>Decision: Approval of January 26, 2024, Vic CSC minutes. By consensus, approved.</p>
<ul style="list-style-type: none"> Review of action items from January 26, 2024 <ul style="list-style-type: none"> 1. Refine the draft CSC priorities and create work plan. – in-progress 2. Ask Physician Connector lead to present/update to CSC. - complete 3. Ask Pathways lead to present/update to CSC. - complete 4. Continue to explore what is required from Island Health and VDFP for dedicated project management resources to the CSC. - complete 5. Island Health to go back to HR re: job description for Seniors Outreach Nurse. – temporary job description is in-progress Ongoing items: <ul style="list-style-type: none"> #1 – CSC communications #2 – agenda items and CSH sharing/learnings
4.0 Sharing Cultural Safety and Humility Learnings
<ul style="list-style-type: none"> Anna shared within their land acknowledgement
5.0 Partner updates
<p>Island Health</p> <ul style="list-style-type: none"> Confirmed April 16 Dine & Learn with CHS clinicians. A date has now been set for computer orders for VGH and RJH. Orders will all be online versus writing them out. This is a big change and there may be impacts on flow. Remote access to Cerner and Power Charts changing and information recently was sent out. There are capacity issues for home support due to exponential growth and they are doing their best to manage. <p>Action #3: Send a communication out via NewsFlash about Cerner and Power Chart updates.</p>
<p>VDFP</p> <ul style="list-style-type: none"> Introduction/roundtable for Juna Cizman as the project manager support to the CSC. VDFP Board retreat on Sunday, February 25th at Brentwood Bay Resort. There are three new FP OBs and another in 2025. Midwives' capacity is also increasing. Maternity update: <ul style="list-style-type: none"> Health Connect Registry is working on increasing attachment of mom and baby dyad. Trying to create a family physician referral service to the midwives who are dealing with unattached patients
<p>ISC Update</p> <ul style="list-style-type: none"> No update, meeting next week.
6.0 PCN Governance Refresh updates
<ul style="list-style-type: none"> On time and on schedule – deadline for EOIs for chair position is February 29th
7.0 Other Business
<ul style="list-style-type: none"> Three bullets of interest to FPSC and WGs: <ul style="list-style-type: none"> We are focusing coordination across Community Health Services and Pathways to ensure current information on Pathways. The CSC started the Physician Connector Service in 2017 and is now working to rebrand and highlight the value of this innovative service. We have a dedicated shared project manager to work with our partnership.
<ul style="list-style-type: none"> The next CSC meeting is March 22, 2024 Agenda items: <ul style="list-style-type: none"> CSC work plan
<ul style="list-style-type: none"> Meeting adjourned at 11:00 am

Action Item – February 23, 2024	Who	Target Date	Status
1. Circulate Jill's presentation slides to CSC.	Nicole	March	complete
2. Connect CHS with Pathways.	Phil/Jill/Cherith	March	
3. Send a communication out via NewsFlash about Cerner and Power Chart updates.	Leah?	March	
4. Refine the draft CSC priorities and create work plan.	Catriona/Phil/Juna	March	
5. Island Health to go back to HR re: job description for Seniors Outreach Nurse.	Phil/Sarah	March	

Ongoing/Pending Action Items	Who	Target Date	Status
1. Add the CSC communications strategy to a future agenda – ongoing	Island Health/VDFP	ongoing	
2. Request agenda items and volunteer for Cultural Safety & Humility sharing or any learnings/reflections from course/presentations.	Nicole	ongoing	