

Victoria MOA Network

Bi-Annual Newsletter

June 2024

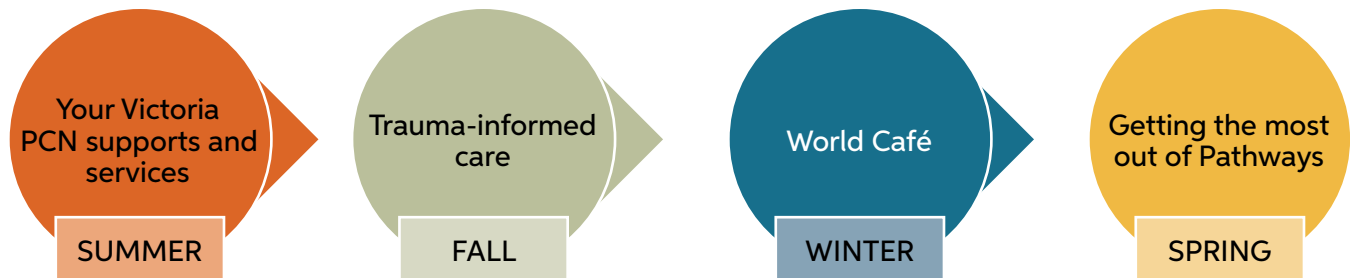


We are growing!

Our Network has continued to grow since we launched last August, and we now have **52** Victoria PCN clinic MOAs and Office Manager members engaged.

- Family Physician-owned clinics: **35**
- Urgent and Primary Care Centres: **11**
- Community Health Centres: **6**

Events to look forward to in 2024/25



Past event highlights & resources

Thank you to everyone who participated in our first two events! Survey results showed that attendees started to build connections with other community MOAs/Office Managers and learned valuable skills they intend to apply in their clinics and daily lives. Below are some of the key learnings and some reminder resources.

Navigating conversations with difficult people

- **Managing your self-talk dialogue**
- **Nonverbal communication**
- **Setting boundaries**, and avoiding justifications or over-explaining.
- **Cooling skills**: Agree, normalize, reframe, share.

Mindfulness for MOAs

- **Impacts of stress** on the brain and body
- **5-4-3-2-1 grounding exercise**
- **Stop, Observe, Breathe, Expand, Respond (SOBER) exercise**

Temp MOA support

We have a few local MOAs who are available for temp work, particularly during the summer. If your clinic is looking for vacation or extended coverage, please email Alyssa Beurling at abeurling@victoriadivision.ca for more information.

Other supports/opportunities

- Practice support program (PSP) **Panel Management Training Course for MOAs** (bottom of page, applications open this summer)
- PSP **MOA peer mentors**: get involved as, or connect with, a peer mentor
- Ministry of Health webinar: Supporting the completion of the **Provincial Attachment System (PAS)** (see attached PDF invite)

Get in touch

If you have any questions, or suggestions for the Network, please email Alyssa Beurling at abeurling@victoriadivision.ca