



Report to Our Community

SOUTH CALGARY PRIMARY CARE NETWORK



Board Chair

Dr. Ernst Greyvenstein

It is my privilege to be Chair of the Governance Board of the South Calgary Primary Care Network (PCN) and to share with you – the south Calgary residents we serve – the exciting developments over this past year in your PCN. Above all, our strategic direction continues to be the building of sustainable, patient-centred medical homes, which I hope you will take some time to learn about in this *Report to Our Community*.

The medical home is the future of primary care delivery in our province. Evidence is clear: patients live longer and are healthier when they are supported by their family doctor and a health care team in their medical home. The South Calgary PCN is committed to the medical home model and the optimal wellness of your family and your community.

It takes teamwork to make this happen – you, along with your family doctor and the allied health professionals made available to you through the programs and services of the South Calgary PCN. We also make it easier for you to access primary care when your family doctor is unavailable. Our Time 2 Doc mobile app helps south Calgary patients receive after-hours care from a family doctor who is a member of our PCN. This is just one of many services you can learn about in this *Report to the Our Community*.

The South Calgary PCN is also happy to work with other Calgary area PCNs to bring important services to our entire city. We were an integral part of the Find a Doctor program, which has helped thousands of Calgarians find a family doctor. The Prescription to Get Active program has patients from across the city bringing more activity into their lives at participating Calgary and area recreation facilities. And a physician-to-physician phone consultation line enables your family doctor to consult a specialist to enhance your care plan.

None of this would be possible without our partners at Alberta Health, Alberta Health Services, fellow members of the South Calgary PCN Governance Board, the directors of our physician board (the South Anderson Primary Care Association or SAPCA), our physician members, and the dedicated staff of the South Calgary PCN. I thank all of them for their significant contributions over the past year and their continued efforts for the health and wellness of our south Calgary residents.

244

*family doctors providing
excellence in primary care*

59

*member clinics in your
medical neighbourhood*

227,667

*patients with a family doctor – a
medical home – in the south Calgary area*

Our vision

Together leading optimal
personal and community
wellness.

Our mission

To build healthier
communities in south
Calgary through the evolution
and transformation of
primary care in collaboration
with our wellness partners.

Board Members

Lori Anderson

Senior Operating Officer,
South Health Campus

Ernst Greyvenstein, MD

South Calgary PCN member
physician, Chair

Melanie Hnatiuk, MD

South Calgary PCN member
physician, SAPCA Chair

Rod Iwanow

Director, Primary Care, Chronic
Disease Management & Urban
Urgent Care, Alberta Health Services
– Calgary Zone

Michael Lee, MD

South Calgary PCN member
physician, SAPCA director

Dan Silvester

Public member

Mike Spady, MD

Zone Clinical Department Head,
Department of Family Medicine,
Calgary Zone, Alberta Health Services

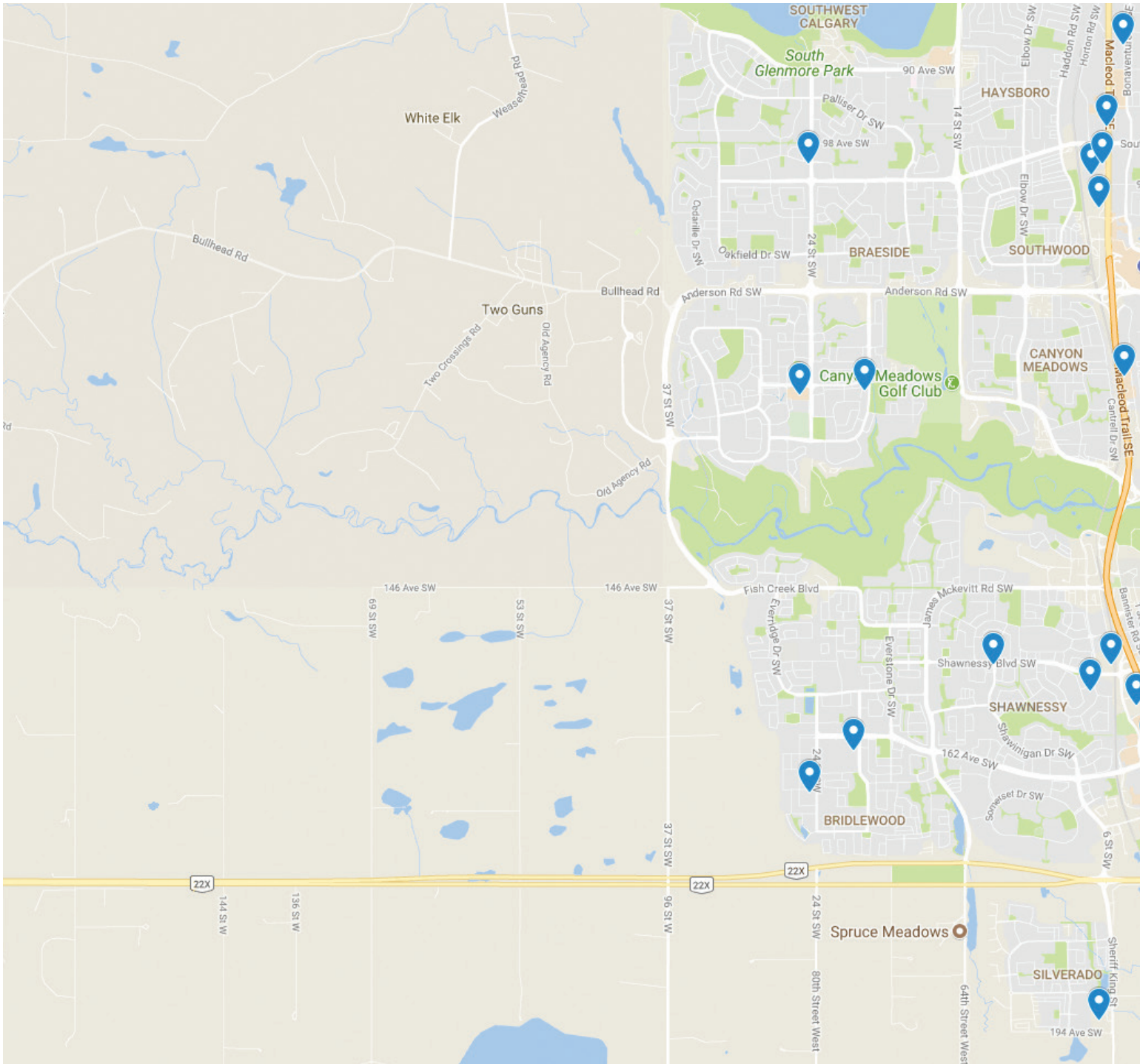
Calvin Tong

Public member

Salima Walji-Shivji

Public member

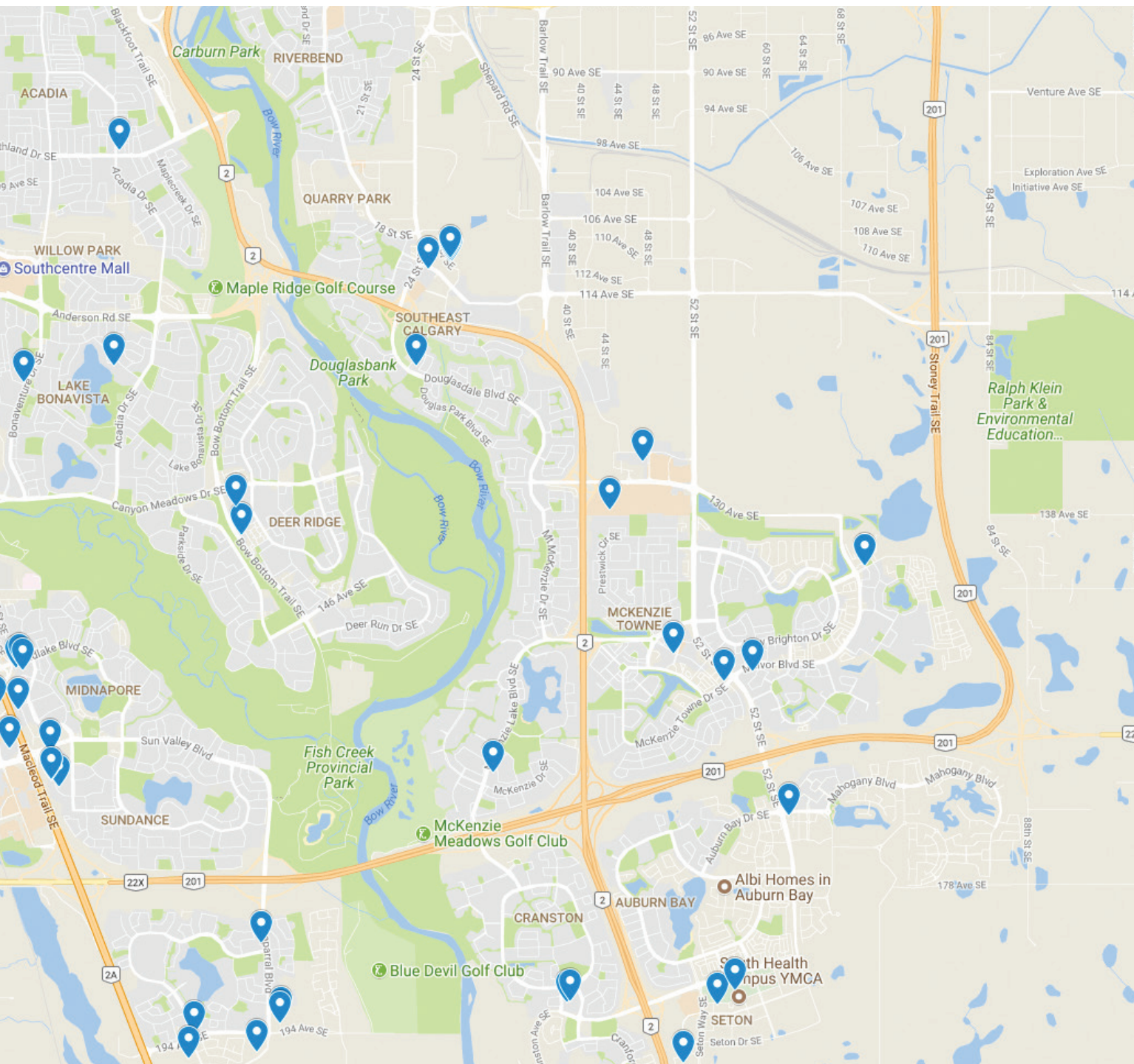
Find Your Medical Home In Your Neighbourhood



- Acadia & Bonavista Drive Medical Clinic
- Bonaventure Medical Clinic
- Bonavista Medical Association
- Bridlewood Medical Clinic
- Bridlewood Oasis Medical Clinic
- Carewell Medical Clinic
- Chaparral Medical Clinic
- Circle Medical @ Copperfield
- Daleridge Family Practice
- Deer Valley Family Medicine Clinic
- Deer Valley Medical Clinic

- Deerfoot Meadows Medical Clinic
- Douglas Square Medical
- Douglaswood Family Medicine and Walk-In Clinic
- Dr. Abolarins Office @ CBI
- Dr. Barry E. Hardin
- Eaglesmed Medical Clinic
- Family Practice Associates
- Fish Creek Medical Clinic
- Fivecees Medical Centre
- Get Well Medical Clinic

- Health Watch Medical Clinic
- Heritage Pointe Medical Clinic
- Imagine Health - Downtown Macleod Trail
- Imagine Health Centres Sundance
- Innovations Health Clinic
- Kiwi Pediatrics
- Mahogany Medical Clinic
- McKenzie Family Practice
- McKenzie Towne Medical
- Medical Express McKenzie Towne
- Midpark Family Medical Centre



- Millrise Medical Clinic
- Mountain View Medical Centre - Glenmore Trail
- Mountain View Medical Centre - Macleod Trail
- New Brighton Medical
- Oakridge Medical Clinic
- Pinnacle Medical Centre
- Pinnacle Medical Centres - Walden
- PrimeCARE Health - Douglasglen
- Pristine Health Clinic
- Prompt Care Medical Centre
- South Calgary PCN Wellness Centre
- Seton Family Healthcare
- Seton Medical Clinic
- Shawnessy Medical Clinic
- Silverado Medical Clinic
- South Calgary Medical Clinic
- South Health Campus Department of Family Medicine Teaching Clinic
- South Macleod Family Medical
- South Trail Medicentres
- Southport Healthyway Clinic
- Southport Pediatrics
- The Sundance Clinic
- Vineyard Medical Clinic-Seton
- Walden Medical Clinic
- WellPoint
- Willow Park Medical Clinic
- Woodbine Medical Centre





Providing Your Medical Home – And Neighbourhood

Being part of a PCN means you have a medical home – your family doctor's office. It's the place where you should feel most comfortable talking about your health and medical concerns. It's also the place where you will receive streamlined and coordinated primary health care from a team of health professionals.

And isn't it nice to see a familiar face at every appointment? In your medical home, you are at the centre of your care. Your doctor leads a health care team that is focused on caring *about* you while they are caring *for* you, a team who will come to know you well, creating a relationship of care that can develop over a lifetime.

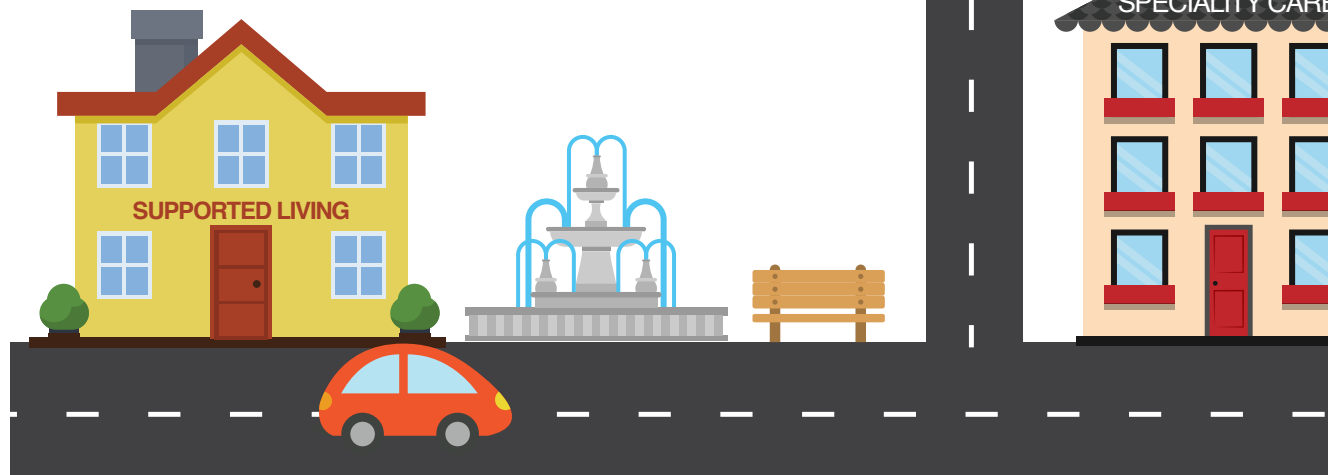
But your health care journey doesn't begin and end in your medical home. At the South Calgary PCN, we believe that you will make stops at different places in your medical neighbourhood. From community supports and social services to specialists to hospital stays to mental wellness supports – wherever your journey takes you – we will guide you and coordinate your care.

Welcome home.

In the medical home, patients don't overuse other parts of the health care system, such as emergency departments and urgent care, which means reduced health care costs

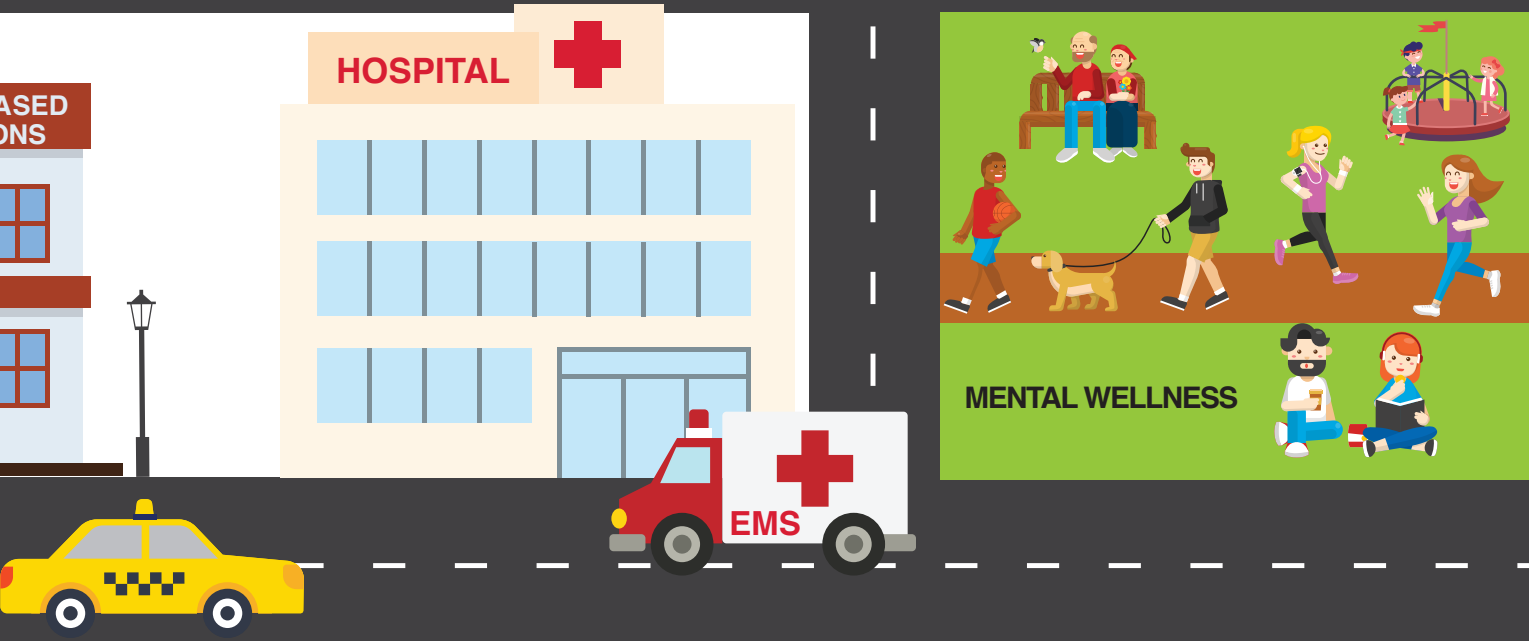
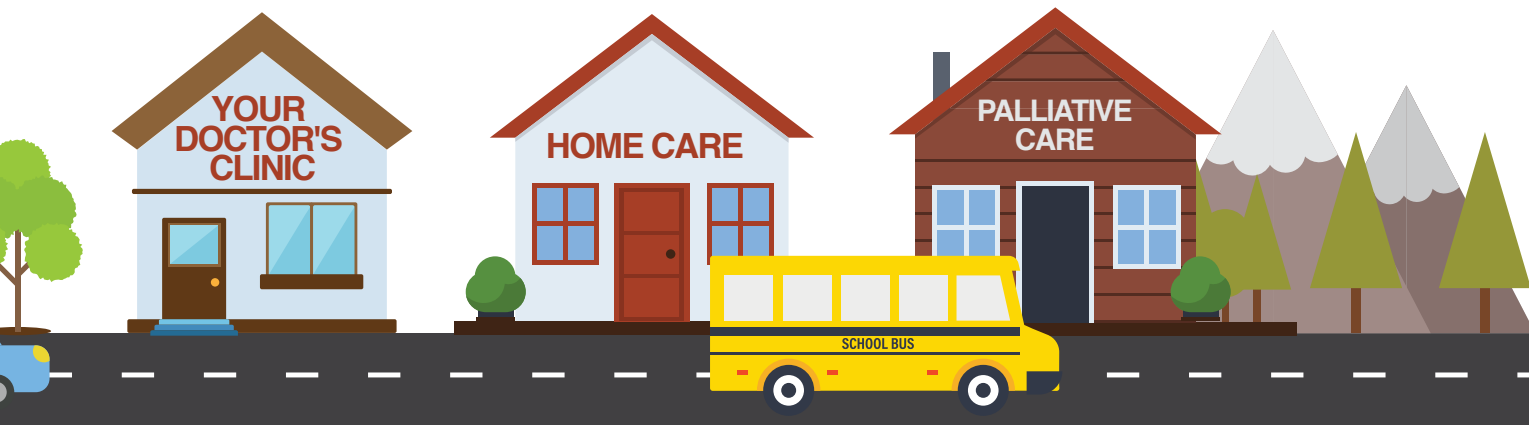
A Tour of Your Medical Neighbourhood

The medical neighbourhood is designed to provide the right care at the right time by the right professional. Your family doctor is your medical home and is the key to opening all of the services available to you in the neighbourhood. You'll notice that the neighbourhood has much more than just your doctor's office. That's because it's designed to meet all of your needs, not just your physical health care needs.



When patients have a long-term relationship with one family doctor, they receive better care and live longer

Key Your medical home and key to the neighbourhood.





1205

*In 2017, there
were 1205 babies
delivered in
south Calgary*

Delivering Excellence in Maternity Care

The birth of your baby is one of the most significant events in your life. And since 2007, the maternity care program at the South Calgary PCN has been a part of it. In fact, maternity care was one of our first programs, created to address the needs of residents in south Calgary. Whether it's a first baby or another in a growing family, one thing is clear – we like having babies in south Calgary!

Our family doctors specialize in obstetrical care and deliver at South Health Campus or Rockyview General Hospital. As a team, we offer quality, low-risk maternity care and education throughout your pregnancy, until you and your baby return to your family doctor in your medical home. We provide family doctors, registered nurses, and other allied health care professionals, who collaborate on all aspects of your care, from pre- and postnatal care to breastfeeding and nutritional support to mental wellness services.

As long as south Calgary families keep growing, we'll be here for you.

Most popular baby names in south Calgary for 2017

- *Girls are tied between Emma and Charlotte, followed by Sophia*
- *Boys are tied between Jacob and Lucas, followed by Henry*



*The first baby born at South
Health Campus was delivered
by a South Calgary PCN
doctor in November 2013*



1782
patients

Over the past year, we have helped 1,782 patients learn to self-manage their chronic conditions

526
patients

patients have learned how to manage their type 2 diabetes

3
years

Participants in our free Walking Group have been walking Lake Bonavista Promenade for 3 years now. They have accumulated enough steps to walk across the country of Costa Rica!

Making It Easier to Manage Your Health

Finding out you have a chronic health condition can be scary. Maybe you've been given a diagnosis of diabetes. What now? Or your family doctor has talked to you about losing weight or lowering your cholesterol or blood pressure. Where do you start?

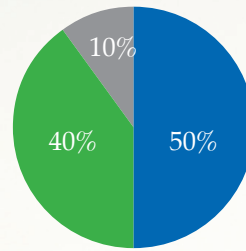
You don't have to go it alone.

The South Calgary PCN's Health Management program puts an entire health care team in your corner. We have registered dietitians, registered nurses, licensed practical nurses and kinesiologists, whose primary focus is to support self-management of your condition and provide guidance and resources for nutrition, activity, disease management and your overall happiness. Our services specifically enhance self-management of type 2 diabetes, high blood pressure, high cholesterol and weight concerns. We also provide insight into how you can become more active in your daily life.

Because your doctor is part of the South Calgary PCN, you can meet with your health team one-on-one. Or, feel free to sign up for any of our group classes, where you'll meet others who share similar health goals. Just imagine all that support!



of Happiness Basics participants reported that they were extremely likely or likely to recommend Happiness Basics to their friends and family



Happiness is 50% genetics, 10% personal circumstances and 40% intentional activity. Yes, being happier is partly under your control!

Opening Doors to Mental Wellness

Let's talk openly about mental wellness. Let's remove the stigma around talking about mental wellness concerns. Because mental wellness affects all of us. It includes our emotional, psychological, social and spiritual well-being. It touches every aspect of our lives, from how we handle stress, how we relate to our loved ones and those around us, and even how we make choices and major life decisions.

Sometimes you just need help getting started. An appointment with your family doctor is your first step to getting the help you need. And whether you are experiencing mental wellness concerns in your life or are supporting someone who is, the South Calgary PCN has a variety of resources to help you.

Our Time to Talk (T2T) program provides counselling and resources at the South Calgary PCN Wellness Centre. T2T is for all ages and stages, and we offer evening and weekend appointments. Our licensed mental health professionals can help you with anxiety, stress, family violence, depression, loss and grief, life transitions, relationships, addiction, and adjustment to illness. And our social workers can open up a world of resources available to you through the South Calgary PCN and in your community. We also offer a variety of free workshops, including Happiness Basics, Mental Wellness Recovery Groups, and the Mindful Journey.

Ask for help. It's okay.



"T2T taught me that opening up isn't a bad thing and that you don't have to solve problems on your own."

"With gentle guidance, you allowed me to get to the root of many of my emotions and fears and then aided me with some solutions."

"I'm actually living my life now, instead of watching others live theirs. I've had a major decrease in anxiety, depression and obsessive, ruminating thoughts."

– Mindful Journey participant



Helping you find care – when you need it

Time 2 Doc mobile app

We know that finding after-hours care can be challenging, so that's why we developed one more option for you in your medical neighbourhood. And although we want you to see your family doctor first, sometimes feeling better can't wait. Maybe your doctor's clinic closes at 5 p.m., you can't get an appointment right away, it's the weekend, or the care you need just doesn't warrant a trip to the hospital.

Launched in 2016, the Time 2 Doc mobile app has helped many patients find a South Calgary PCN member clinic that is accepting walk-in patients during office hours or seeing patients after hours. And the best part? The app enables you to see real-time wait times for all open clinics, as well as those for all Calgary emergency and urgent care centres.

Our goal with Time 2 Doc is to enable patients to access care quicker – from a family doctor – without having to visit an emergency department. Let's face it, avoiding the emergency department not only puts less stress on our health care system but also on you and your family.



"Assurance in a scary situation: This app was a godsend when my partner was having severe pain in his abdomen. Having one place to look for our options for location and service times made a stressful situation much more manageable!"



3971

*people have
downloaded
Time 2 Doc since
its launch*

110

*new downloads
each month*

24

*people a day use
Time 2 Doc –
potentially avoiding a
trip to the hospital*

11,575

*people in south
Calgary were
connected to a
family doctor's
office in 2017.*





Finding a family doctor has never been easier

Find a Doctor website (calgaryareadocs.com)

Research shows that people who regularly visit their family doctor stay healthier throughout their life. It is important to seek care from your family doctor for all your health concerns. Why? Because your family doctor will follow your life cycle, and that relationship of care over a lifetime means your doctor knows your personal and family history. When doctors treat you for years, they get to know your medical history inside and out. And because your doctor is a member of the South Calgary PCN, he or she has access to an entire health team to help you manage a variety of health conditions and concerns.

Are you still looking for a family doctor? The South Calgary PCN, in collaboration with the six other Calgary and area PCNs, developed a website to help residents in Calgary and its surrounding areas find a family doctor accepting new patients.

But we haven't stopped there. The South Calgary PCN continues to find ways to streamline the process, making it easier for our south Calgary residents to find a family doctor in their medical neighbourhood.

**0.5
days**

The average time between registering on the website and being contacted by a doctor's office in the South Calgary PCN.



PrimaryCare
Network
SOUTH CALGARY

www.scpn.ca