



# 2019 REPORT TO OUR COMMUNITY

SOUTH CALGARY PRIMARY CARE NETWORK



## A MESSAGE FROM

DR. ERNST  
GREYVENSTEIN

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Every day in the communities we serve, the South Calgary PCN is working with our partners to transform how primary health care is being delivered in south Calgary – now and in the future. After all, it is our mission: To build healthier communities in south Calgary through the evolution and transformation of primary care in collaboration with our wellness partners. Every day, we commit ourselves to this mission, so we may improve the quality of health care we provide and build an organization that lives its values of innovation, accountability, integrity, collaboration and wellness. It's what we do, and what we will continue to do.

We see the Medical Home as the foundation of primary care in Alberta, and that's why it's interwoven with every program or service we provide – mental wellness, community engagement, and chronic disease management, to name a few. What we want for you and your family is active support of your health and well-being in your daily life, without focusing only on your care when you're sick. We want you to see your family doctor as a trusted provider who uses their deep knowledge of you to work with health teams in your Medical Home – complex care nurses or mental health supports – to provide the best and most well-rounded care possible.

In 2019, our team has continued to collaborate with our partners in the Calgary Zone, finding ways to work more efficiently and effectively for the people of Calgary and surrounding areas. Our physician-to-physician phone consultation line has expanded in our effort to better help family doctors connect with specialists for patient care advice and coordination. The South Calgary PCN is also supporting a joint PCN response to the current opioid crisis and has played a role in the development of new resources and training for family doctors to provide increased treatment and support for patients struggling with opioid dependence. And this year saw the launch of a new provincial Find a Doctor website ([www.albertafindadoctor.ca](http://www.albertafindadoctor.ca)), which makes it easier for all Albertans to find a doctor and health team to help them build a healthier future.

I am proud to share this *Report to Our Community* and would be remiss if I didn't say that this work wouldn't 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. We will continue to focus on strengthening your health and wellness, all while improving access to primary care and community resources. We want you to be our partner in primary health care to achieve better health outcomes for yourself, your family and your community for years to come.

# WE ARE YOUR SOUTH CALGARY PCN

And we are here to help build healthier communities in south Calgary.

Located in one of the fastest growing areas in Calgary, the South Calgary PCN now has 259 member doctors at 64 clinics. Over the years, we have introduced so many new programs for the residents of south Calgary, and we will continue to evaluate our services, so we can provide the types of care that are needed most in our area – all while improving access to that care.

Our programming is developed and delivered in partnership with your family doctor and our wellness partners in the community, and it is designed to meet your everyday health needs. Research shows that people who are connected to a family doctor and visit them regularly have better health outcomes. In addition, they receive better chronic disease care, make fewer visits to the emergency room and are hospitalized less often.



## 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.



## OUR [VALUES]

Innovation  
Accountability  
Integrity  
Collaboration  
Wellness

## OUR MEMBER CLINICS

- Acadia & Bonavista Drive Medical Clinic
- Anchor Health Medical Clinic
- Bonaventure Medical Clinic
- Bonavista Medical Association
- Bridlewood Oasis Medical Clinic
- Canyon Meadows Medical Center
- Carewell Medical Clinic
- Chaparral Medical Clinic
- Chaparral Medcentre
- Circle Medical @ Copperfield
- Cranston Family and Walk-in Clinic
- Cranston Ridge Medical Clinic
- Crystals Medical Clinic
- 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 Professional Corp.
- Eaglesmed Medical Clinic
- Evergreen Family Medical Centre
- Family Practice Associates
- Fish Creek Medical Clinic
- Fivecees Medical Centre
- Get Well Medical Clinic
- Health Watch Medical Clinic
- Heritage Pointe Medical Clinic
- Imagine Health Centres – Downtown Calgary
- Macleod Trail
- Imagine Health Centres – Macleod Trail South
- Kiwi Pediatrics
- Mahogany Medical Clinic
- McKenzie Family Practice
- McKenzie Towne Medical
- Medical Express McKenzie Towne
- Millrise Medical Clinic
- Mountain View Medical Centre – Cranston
- 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 – Douglasglenn
- Pristine Health Clinic
- Prompt Care Medical Centre
- SCPN 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 Medcentres
- Southport Healthyway Clinic
- Southport Pediatrics
- The Sundance Clinic
- The Village Medical – Westman Village
- Vineyard Medical Clinic – Seton
- Walden Medical Clinic
- Willow Park Medical Clinic
- Woodbine Medical Centre

64

member clinics in your  
medical neighbourhood

259

family doctors  
providing excellence in  
primary care

247,142

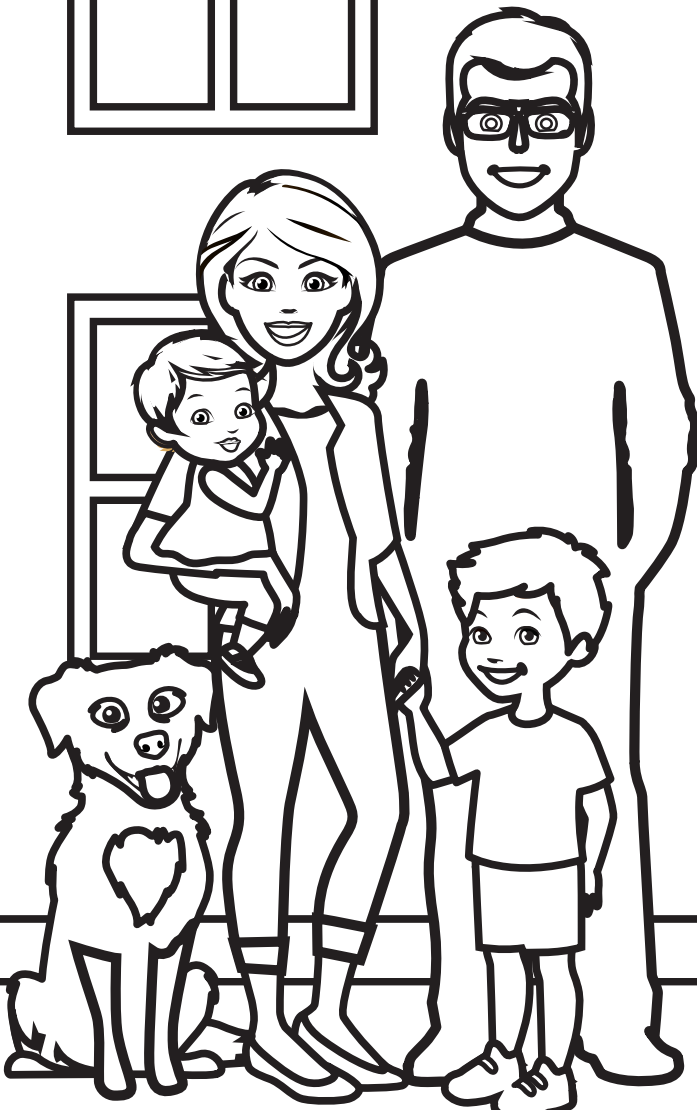
patients with a Medical  
Home in south Calgary

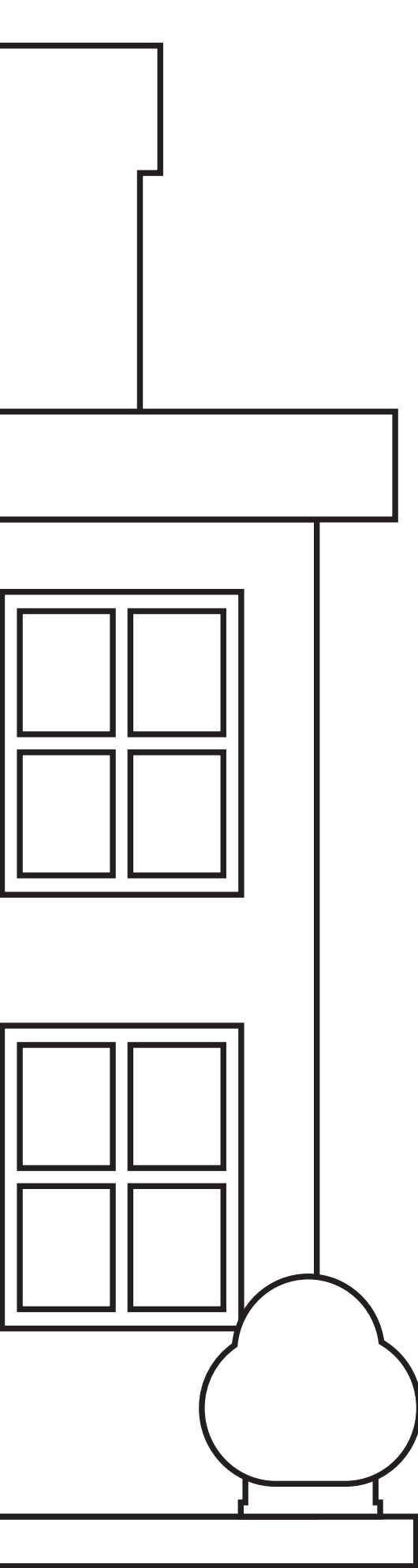
24,757

hours of after-hours  
care provided to south  
Calgary patients



By 2022, every person in Canada  
should have a personal family  
physician whose practice  
serves as a Patient's  
Medical Home."





# YOUR MEDICAL HOME – YES, YOU HAVE ONE!

The South Calgary PCN is committed to ensuring that all residents living in south Calgary have access to a family doctor AND a team of health care providers, who will ensure they receive timely care and coordination of comprehensive health care services. It's our hope that in your Medical Home, you, your family doctor, a team of health care providers, medical staff and your family members are all partners in your care – you all work together to engage in shared decision-making to achieve your wellness goals.

It's a fact that patients live healthier, fuller lives when they receive care from a responsible provider who shares their health journey with them and knows how their health changes over time. Studies show that when the same physician cares for you over time, for both minor and more serious health problems, your patient-doctor relationship is strengthened and a mutual understanding grows – and this is one of the most important elements of effective primary health care.

What the South Calgary PCN wants for you and your family is active support of your health and well-being in your daily life, without focusing only on your care when you're sick. This means you can maintain good health and prevent illness and injury, all while your doctor uses their deep knowledge of you to work with health teams in your Medical Home – complex care nurses or mental health supports – to provide the best and most well-rounded care possible.

So, how do we do this? It all starts with the Medical Home. We have been working hard over the past year to implement the Medical Home in our member clinics, and an important first step in this work is helping physicians panel their patients. In the Medical Home, panelling is a tool that helps your family doctor track your care journey. Examples include screening, such as mammograms and FITs (fecal immunochemical tests for colon cancer) and following-up with missed imaging or specialist referrals. Essentially, panelling enables family doctors to take care of their patients as a group, based on factors like age, gender and disease. Patients don't even have to be in the office for their doctors to be caring for them. If one patient has a medical issue, it can spur the doctor to look at their panel and see if any other patients could benefit from testing for that issue, as well.

Did you know all of this is available to you right now? It's all here in your Medical Home.

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"If your family doctor is always your go-to person for health concerns, then they are aware of all of your health issues and can help you make more informed health decisions."

# MENTAL WELLNESS: WE'RE HERE WHEN YOU NEED US

1 in 5

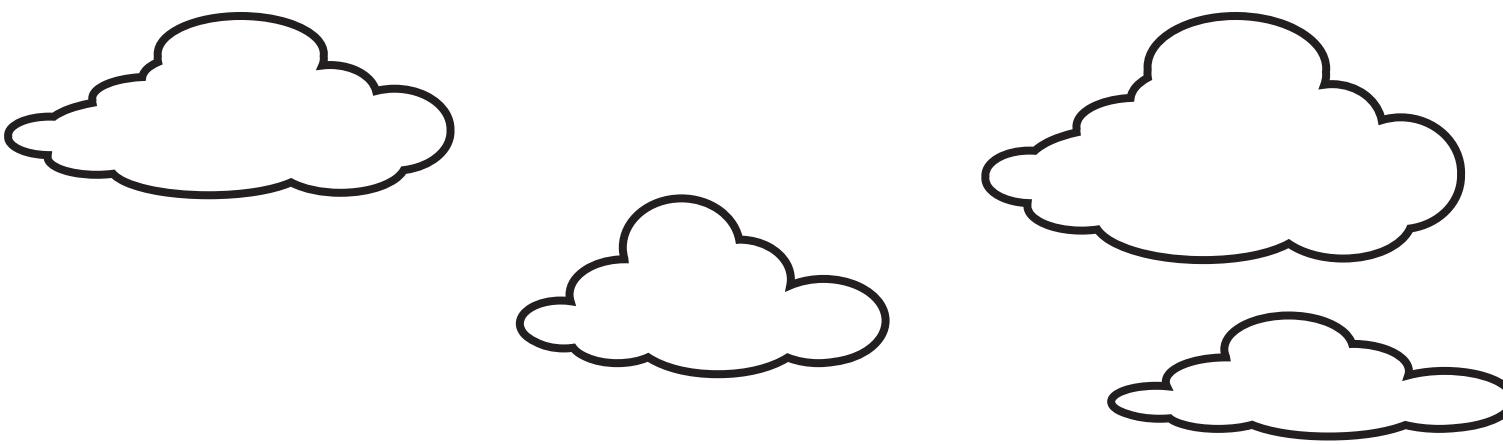
people in Canada  
will personally  
experience a  
mental health  
problem or illness.

Accessing mental health services and supports can be scary, frustrating and confusing. It's not always clear where to go next or what your options are. We know it takes courage to ask for help, so we are here when you need us most.

The South Calgary PCN's team of mental health professionals with our Time to Talk (T2T) program are committed to supporting you, your family and your community in navigating the sometimes complex world of mental health services and to helping you and your loved ones connect to the services that best meet your needs.

Our team of social workers and mental health therapists, located in your community, family doctors' offices (your Medical Home) and at our Wellness Centre, are here to assist you in navigating services around addictions, income supports, housing, mental health resources and counselling services, domestic violence resources, senior's supports and more. Our close ties with community programs and with our wellness partners enable us to provide you the choices and options to make an informed decision about the best service for your needs. Talk to your family doctor or give us a call to learn how we can help.





"Talk to your family doctor about opioids. And if you need help with opioid dependency, resources are available in your Medical Home."

"Continuous use of opioids, including for medical purposes, may lead to opioid use disorder, or OUD."

## OPIOID DEPENDENCE

This past year, we've dedicated a team of professionals to assist in tackling the opioid crisis. Albertans from every walk of life, including residents of south Calgary, struggle with opioid dependency. They're not just those who have struggled with chronic mental health issues or homelessness – they're your neighbours, your friends and your co-workers. It doesn't matter if opioids are prescription medicines or street drugs, opioid use disorder (OUD) can affect people taking either. Opioid dependency can have devastating effects on individuals, their families and their communities. It's a health issue that affects us all.

Through a three-year, \$9.5-million provincial grant and the response of family doctors, their teams and PCNs in the Calgary Zone, there are new resources and training for family doctors to provide increased treatment and support for patients. PCNs, the Alberta College of Family Physicians (ACFP), the Alberta Medical Association (AMA), Alberta Health Services (AHS) and Alberta Health (AH) are all aligned to put structures in place so the Medical Home can meet the needs of individuals affected by OUD – from training family doctors how to safely prescribe to building the teams needed to provide a lifetime of support.





# COMMUNITY WELLNESS



# Let's do this together

When we think about our health, we often think about it in terms of health care or “going to the doctor.” In fact, accessing health care services is sometimes used as a way to measure health, such as how often you see your family doctor or how often you are hospitalized. It's true that appropriate access to health programs and services do play an important role in your overall health, but we also know that it's not the only factor. Income, education, gender and race are just a few of the other factors that can determine health. Essentially, any factor that determines your position in society – or your potential exclusion from society – has a direct link to your health and is called a social determinant of health. The resulting differences in peoples' health in society is known as health inequity.

Population health inequity is a global problem, but it's also a local reality in Calgary. Even suburban areas, such as the communities of south Calgary, can feel the effects of health inequity because of social exclusion and social isolation. Social exclusion and social isolation mean slightly different things, in that anyone can feel socially isolated no matter what their social status. One theory suggests that the priorities and planning of communities have made social isolation and health inequity simply less visible in suburban areas, but certainly not less prevalent.

Let's break it down like this: commuter neighbourhoods, like those in south Calgary, have the benefit of providing citizens with extra space like outdoor living spaces and garages. And, communities with homeowners' dues have enhanced assets, such as access to lakes. But the very same qualities that attract us to a home and neighbourhood can also contribute to social exclusion and social isolation. Living in a community that is car-centric can have the effect of having fewer services, decreased walkability, and less social contact among residents. But don't fear! We at the South Calgary PCN know that it takes innovative approaches, collaboration among communities and citizen engagement to truly improve health outcomes. And you and your community can make a difference – and contribute to a healthier future.

*“As simple as it sounds, interacting with your neighbours and participating in your community have a substantial effect on your health and the health of your neighbours.”*

Working alongside community residents to solve these complicated health challenges is a priority for the South Calgary PCN – so much so that we created a job around it. The Community Development Lead works directly in the communities we serve, identifying community assets and creating local health solutions. Our goal is to engage with organizations working within your community to develop local strategies alongside the people who live and work there.

We can't do it alone, though. If you are passionate about your community and bringing people together to improve health and wellness as part of a local initiative, we want to hear from you. Contact us at [community@scpcn.ca](mailto:community@scpcn.ca) – and let's do this together!


# SOUTH CALGARY PCN WORKSHOPS: BUILDING A HEALTHIER YOU

We've all seen workshops advertised and thought to ourselves, "I'd like to do that!" But then our busy lives take over again or we think it might be too scary to attend something on our own. But why shouldn't you learn to be happier? Why not understand why you eat the way you do and what to do about it? Why not confront that anxiety, choose healthy eating and living, or learn how to make small steps that lead to big changes.

The South Calgary PCN offers a variety of workshops on any number of topics, from mental wellness to living an active lifestyle to eating healthfully to getting a good night's sleep. And aside from all that you'll learn under the guidance of an experienced instructor, you'll also get the chance to meet new, like-minded people who want to learn about the same things you do!

Over the past year, we've continued to offer our workshop "fan favourites," such as Happiness Basics, Mindful Journey, and our very own Walk and Talk group, but we've also made it easier for you to find workshops offered by the Canadian Mental Health Association/Recovery College and the Canadian Diabetes Association.

Attending workshops and learning new things helps you grow and thrive as a person. You can read about all of the workshops we offer and register online at [www.scpn.ca/workshops](http://www.scpn.ca/workshops). So go on, have new experiences, meet new people, feel inspired, and tap into skills you didn't even know you had. And instead of saying, "I'd like to do that," you'll be saying, "I'm so glad I did that – for me!"



We value YOU and the colour you bring to the communities of south Calgary. Colour any of the illustrated pages in our Report to Our Community and share your creations.



**Instagram**

Using the hashtag [#SCPCNCommunityColours](#) and tagging [@southcalgary\\_pcn](#)



**Facebook**

On our South Calgary PCN Facebook page. Give us a like while you are there!



# WORKSHOP OFFERINGS

## EMOTIONAL WELL-BEING

- A Good Night's Sleep\*
- Anxiety to Calm
- Art of Friendship (Relationships)\*
- Building Better Boundaries\*
- Craving Change
- Craving Change Drop-In
- Finding Your Balance (Bite-Sized)\*
- Happiness Basics
- Mindful Journey
- Mindful Journey Drop-In
- Rethinking Our Thoughts\*
- Road to Recovery\*
- Self-Care Starter Pack\*
- The Nature of Intimate Relationships

## HEALTH & WELL-BEING

- Back 2 Health
- Back 2 Practice
- Diabetes Webinars (online series from the Canadian Diabetes Association)
- Health Basics
- Healthy Eating
- Label Reading & Menu Planning
- Understanding Type 2 Diabetes: Part 1
- Understanding Type 2 Diabetes: Part 2
- Walk & Talk Group

*\*In partnership with The Canadian Mental Health Association/ Recovery College.*

Register, learn about upcoming sessions and join waitlists – all at [www.spcn.ca/workshops](http://www.spcn.ca/workshops).



**South Calgary Primary Care Network**

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