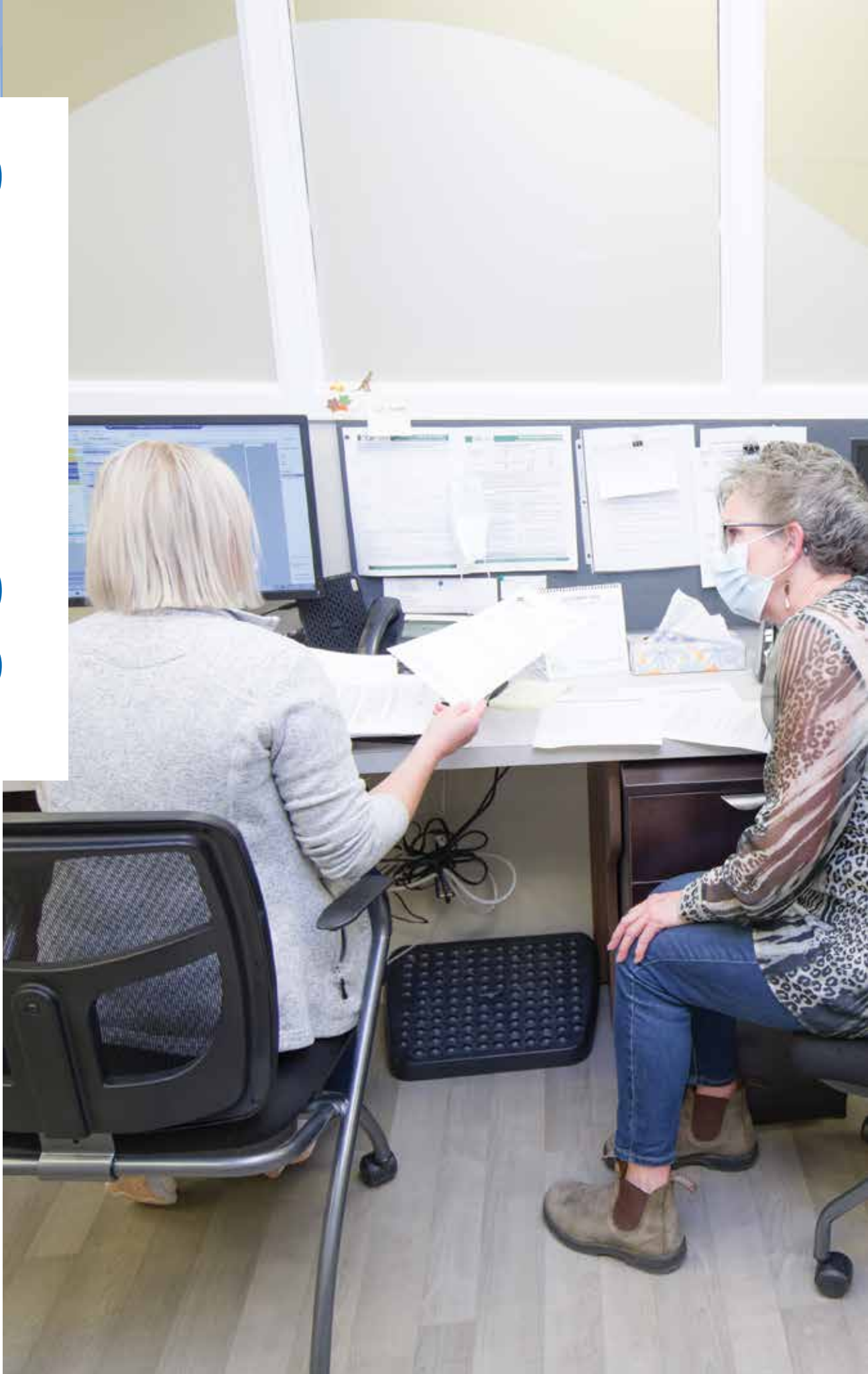




2020 REPORT TO OUR COMMUNITY

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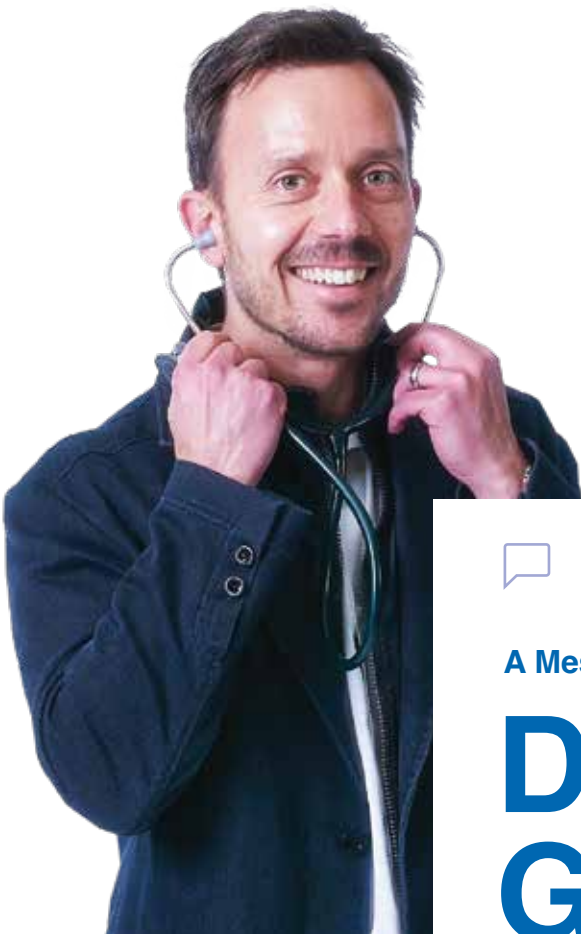
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A Message from Our Board Chair,

DR. ERNST GREYVENSTEIN

Being this is the last message in my capacity as Board Chair for the South Calgary PCN,* I would like to take the opportunity to provide my personal thoughts around resilience. I need to acknowledge the significant impact that COVID-19 has had on each and every one of us – an impact that varies from the inconvenience of wearing a mask or physical distancing to losing a job, losing a house or business, or even worse, losing a family member. We cannot understate the life-changing consequences of a virus that has turned the world – and our world – upside down in a matter of months.

On a personal level, I am affected by the prospect of not being able to visit my family in a foreign country experiencing devastating COVID-19 numbers. Both of my children are studying at universities in other provinces, and I am constantly concerned about their safety and their ability, as young adults, to continue to follow regulations that can also impact their mental health while they are away from family.

During the past few months, I have tried to focus on the things within my ability to control, recognizing that even those very things, were, in fact, not within my control. I stay encouraged by focusing on some foundational and trusted recipes for mental health, with the ingredients of gratitude, hope, and action.

Our clinic, like many other clinics, had to adjust and adapt to staff shortages because of isolation requirements following potential exposure or staying away from work due to the most minor respiratory symptom. To provide safe care to our patients, we have all adapted to physical distancing, virtual appointments, pre-screening of patients and the wearing of personal protective equipment (PPE). We are constantly balancing the need to see patients in person or virtually, each having its own associated risks. By having a longstanding, established relationship with my patients over the past 15 years, it provides me with a reassurance that I know their health care conditions, their personal circumstances and their mental health concerns well enough to make that determination and see them in the most appropriate way.

Reflecting upon the past seven years in my position as Board Chair for the South Calgary PCN, I am grateful for the support of my wife and family and the sacrifices they have made for me to dedicate the time required to furthering the health outcomes for our patients and communities.

I am also thankful for the experienced team that leads our PCN, supporting the foundational work of caring for patients in their Medical Home.

In this report, you will see highlights of the work that our team does to enhance your experience of the health care system – work that has been and continues to be guided by strong organizational leaders. I need to call attention to the incredible work of our previous two Executive Directors, Marny Conlon, a pioneer who grew our organization one relationship at a time, and Rebecca Carter, who, with exceptional skill, developed an enterprise that runs like a well-oiled machine. I must also acknowledge the extraordinary leadership of our Medical Director, Dr. Christine Luelo, who is a leader not only in our PCN but also in the Calgary Zone. Finally, I would like to publicly welcome our new Executive Director, Melina Dharma-Wardene, who joined the South Calgary PCN in March, just as the early stages of the pandemic warranted the lockdown. She did not waver under that pressure, and her leadership during this time has shown everyone within our organization and beyond that the South Calgary PCN is well positioned for the future.

Thus, through their leadership and the strategic direction of the Board of Directors, our organization has grown to 268 family doctors working out of 65 Medical Homes, supporting you not only with your everyday health care needs but also stepping up and caring for you during COVID-19. I am so thankful for the service that all our Board Members provide to this organization. You can see their photos in this report. I am also grateful for the dedication of our member physicians, member clinic office staff, and PCN employees. Because of them, I am filled with hope and optimism for 2021.

Throughout this report you will see the services currently available to you, our most important partner in health. You will read in detail the extent of our response to COVID-19 in the Calgary Zone, which focused on caring for you at home to the best of our ability, all the while freeing up valuable hospital resources for those most in need. It is through these efforts that we were able to manage 96 per cent of all patients with COVID-19 safely in the community, an unprecedented accomplishment. And even for those patients who didn't yet have a family doctor, we were able to connect them to PCN COVID access clinics and manage their care until they were well again. Our PCN was instrumental in helping with the Cargill COVID-19 outbreak and cared for 397 patients during this time. And in the past 9 months, 918 patients with a COVID-19 diagnosis have been seen (virtually or in person) and received coordination of their care through our PCN. I am hopeful that if we could accomplish all of this in such a short time and with a vaccine now rolling out, we will surely overcome this pandemic and return to a new normal.

Looking forward, I am hopeful that time spent with family members, the opportunity to work remotely and cut down on commuting time, and the ability to stay fit and engaged with

family and friends will continue. I am hopeful that teachers will be better appreciated, knowing that parents cannot always be teachers, and it takes a certain commitment to look after our precious next generation. I am hopeful that you will have a new appreciation for the health care system that we sometimes take for granted and for the health care providers who sometimes go unnoticed. Through adversity we develop perseverance, grow in character and become filled with hope. Allow yourself the time to reflect on adversity as a means to hope.

Finally, I want to call you all to action:

1. It is only through the adherence to public health orders and direction that we are currently bending the curve again. Please continue to tolerate these measures because they are making a difference.
2. Get vaccinated. Vaccines don't save lives, vaccinations do, and this is within your sphere of control.
3. When booking a COVID-19 test, please ensure that your family physician is selected in the online booking tool, because without this, we do not receive timely results. It's critically important.
4. Do not avoid seeking health care if you need it. We have mechanisms in place to safely look after your health care needs. Don't delay, get the care you need when you need it.
5. Consider your healthy habits, exercise regularly, build healthy routines, and if mental health and addiction has become a challenge, please get help.

We value you, our patients. We are here for you and because of you. You play the most important role in your own health. We are in this together.

As our vision states: *Together leading optimal personal and community wellness.* You too can lead through gratitude, hope and action.

He said, "You become. It takes a long time. That's why it doesn't happen often to people who break easily, or have sharp edges, or have to be carefully kept. Generally, by the time you are Real, most of your hair has been loved off, and your eyes drop out and you get loose in the joints and very shabby. But these things don't matter at all, because once you are Real you can't be ugly, except to people who don't understand."

— A quote from The Velveteen Rabbit, on the wall in front of me as I wrote this message.

**In November, Dr. Greyvenstein handed over the role of Board Chair to Dr. Rakesh Patel and remains as Vice Chair.*



A Message from Our Executive and Medical Directors, **MELINA DHARMA-WARDENE & DR. CHRISTINE LUELO**

As the world continues to respond to the COVID-19 pandemic, our thoughts are with the people affected and the medical professionals working around the clock to help those most in need. At the South Calgary PCN, we're working to do our part by ensuring the safety of our health teams while they are at work caring for patients, striving to protect the health and well-being of the communities in which we serve, and providing technology and resources to our remote teams to help them do their best work from home.

COVID-19 changed so much about how we do our work at the South Calgary PCN. Our providers began caring for patients virtually, our team members stepped up to do work outside of their scope, and our PCN Wellness Centre became a COVID-19 Access Clinic for patients with COVID-19 requiring virtual or face-to-face care. By making the PCN Wellness Centre a dedicated space to meet the primary care needs of patients with COVID-19, we were able to ensure proper use of personal protective equipment (PPE) to keep our providers safe, while ensuring that your family doctor's office – your Medical Home – remained a safe place for you if you required more than virtual primary care.

COVID-19 also brought about the largest outbreak in Canada at the Cargill plant in High River. In the massive Cargill response, the South Calgary PCN was called upon to work with other Calgary Zone PCNs, Public Health, Alberta Health Services (AHS) and the town of High River to support Albertans employed at the plant and their families. Once again, our team unified to provide care for patients, connect them back to their Medical Home, connect them to a family doctor if they didn't have one, and provide valuable psycho-social resources.

Although we had to take a slight pause because of COVID-19, our focus is now back to the Medical Home and the exciting plans we have to build upon the foundation of our years of work. You can read more in this report about our plans for new resources in your Medical Home and how they will contribute to your overall health and well-being – during this unprecedented time and well into the future. Our popular, resource-filled workshops are also back – virtually – and you can once again address some of your everyday health concerns all from the safety and comfort of your own home. It's been wonderful to see you all (virtually) again.

In addition to the Medical Home – just one of our strategic goals – we continue to work on key initiatives tied to our other goals: working with our community partners; keeping family doctors informed of and engaged with our programs and services for their patients; building healthy communities in south Calgary through health promotion; strengthening our internal business management infrastructure; and building awareness of the South Calgary PCN's programs and services, as well as how to access them through your family doctor.

We hope you enjoy reading and learning more about our work on these pages – it's all to achieve our vision of

*"Together leading optimal personal
and community wellness."*



WHAT IS A PRIMARY CARE NETWORK (PCN)?





Primary Care Networks (PCNs) are a unique, made-in-Alberta approach to improve and better coordinate patient access to primary health care. Primary health care is the first point of contact most people have with the health system. PCNs are a cooperation between family doctors and Alberta Health Services to deliver quality services to patients.

A PCN is not necessarily an actual bricks-and-mortar building, although the South Calgary PCN has the PCN Wellness Centre that your doctor may refer you to for mental health supports, workshops or group learning classes, to name a few. In a PCN, a network of doctors and other health providers, such as nurses, dietitians and social workers, work together to provide excellent, well-rounded health care.

While each network provides primary care services, priorities are set locally. Each PCN designs programs and services to best meet local needs, which may vary from area to area. This flexibility to develop local solutions to local health issues makes each PCN unique.

Today, there are **41 PCNs** operating throughout Alberta with more than **3,800 family physicians**, and more than **1,400 other health care providers**. At any given time, there are hundreds of PCN family doctors accepting new patients all over the province.

WE ARE YOUR SOUTH CALGARY PCN

Building healthier communities in south Calgary.

The South Calgary PCN has 268 member doctors at 65 clinics. Over the years, we have introduced 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. In addition to our programs, we are dedicated to ensuring that every resident of south Calgary has a family doctor – a Medical Home. Your Medical Home is there to support you and connect you to the care you need, when you need it. If you have a family doctor, then you already have a Medical Home!

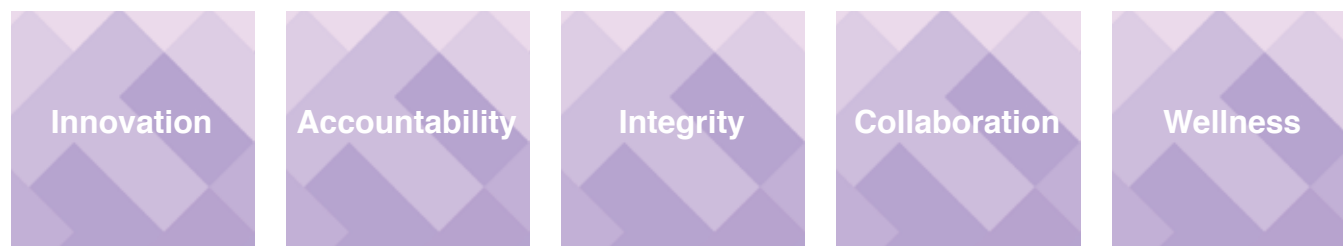
OUR VISION:

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:



We inspire new ideas and brainstorm creative solutions outside of the norm. We accept the risk of trying new things.

We acknowledge that our actions affect each other, so we follow-through with what we say we will do, knowing that this builds trust in our communities.

We are honest, ethical, transparent, trustworthy and believe in authenticity in everything we say and do.

We are a team, respecting and supporting each other, working together toward common goals.

We are dedicated to wellness – for our patients, our staff and our communities.

SCPCN BY THE NUMBERS



65

member clinics in your Medical Neighbourhood



268

family doctors providing excellence in primary care



250,228

patients with a Medical Home in south Calgary



26,419

hours of after-hours care provided to south Calgary patients



FIND US ONLINE

South Calgary Primary Care Network

Register for free virtual workshops, learn more about what we do, find out how we are engaging with your community and access patient health resources at www.spcn.ca.

Our health resources section includes access to UpToDate, where you can learn more about medical conditions and explore treatment options.

OUR MEMBER CLINICS

- Acadia & Bonavista Drive Medical Clinic
- Acadia Medical Clinic
- Anchor Health Medical Clinic
- Avenida Medical Centre
- Bonaventure Medical Clinic
- Bonavista Medical Association
- Bridlewood Oasis Medical Clinic
- Canyon Meadows Medical Center
- Chaparral Medical Clinic
- Chaparral Medicentre
- 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
- 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
- Primary Plus Medical
- Pristine Health Clinic
- Prompt Care Medical Centre
- SCPCN 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 Health Maternity and Wellness Inc.
- South Macleod Family Medical
- South Trail Medicentres
- 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



Find a Doctor

Patients who need a family doctor can register at www.albertafindadoctor.ca, call Health Link Alberta at 811, or visit www.spcn.ca to see which doctors in south Calgary are accepting new patients.

SOUTH CALGARY PCN BOARD OF DIRECTORS



**DR. ERNST
GREYVENSTEIN**

South Calgary PCN Board Chair; SAPCA Director; PCN Physician Lead–Calgary Zone; South Calgary PCN member physician



**DR. RAKESH
PATEL**

SAPCA Board Chair; South Calgary PCN member physician
Assumed the Board Chair role on November 10, 2020.



**LARRY
ALBRECHT**

Independent Director



**LORI
ANDERSON**

Chief Zone Officer, Calgary Zone, Alberta Health Services



**AMY
GOOD**

Executive Director, Seniors, Palliative & Continuing Care–Calgary Zone, Alberta Health Services
Joined September 17, 2020.



**ROD
IWANOW**

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



**DR. LORI
MONTGOMERY**

Community Integration Medical Lead, Primary Care Division, Community Health, Alberta Health Services–Calgary Zone



**CALVIN
TONG**

Treasurer, SCPCN Board of Directors; Independent Director



**DR. PAUL
TUNG**

SAPCA Board Director; South Calgary PCN member physician



**SALIMAH
WALJI-SHIVJI**

Independent Director

Leaving the Board this year is Lori Anderson, Chief Zone Officer, Calgary Zone, Alberta Health Services; Dr. Paul Tung, SAPCA Board Director, South Calgary PCN member physician; and Salimah Walji-Shivji, Independent Director. The South Calgary PCN and the Board would like to recognize these members for their service.

Thank you!



SOUTH CALGARY PCN SENIOR LEADERSHIP TEAM



**MELINA
DHARMA-WARDENE**
Executive Director



**DR. CHRISTINE
LUELO**
Medical Director



**ROGER
COUVILLON**
Director,
Analytics



**TAIYA
DAVIDSEN**
Governance
Support Specialist



**SHELLY
STOROZUK**
Director,
Primary Care Services



**RANDY
SVEINSON**
Director,
Finance & Human Resources

LONG-SERVING TEAM MEMBERS

5 YEARS

Haley Boyce
Practice Facilitator

Taiya Davidsen
Governance Support
Specialist

Amanda Keller
Manager, Information
Management

Lindsay McLachlan
Therapist

Candis Ollenberg
Practice Facilitator

Bekki Tagg
EMR Analyst

Jennifer Vowels
Practice Facilitator Lead

10 YEARS

Beverley Lounsbury
Registered Nurse

Tracy McKay
Physician Services
Manager

Ashley Nickles
Registered Nurse

YOUR MEDICAL HOME



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 and a team of health care providers 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 doctor 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 to provide the best and most well-rounded care possible.

We have been working hard over the past year, even amid the COVID-19 pandemic, to build upon the Medical Home foundation in your doctor's office. Our next step is to bring Primary Care Behavioural Health (PCBH) providers into your Medical Home.

The PCBH model can help you when your habits, behaviours, stress levels, worrying, or emotional concerns are interfering with your daily life or your overall health. PCBH providers work with your family doctor to evaluate the mind-body-behaviour connection and provide brief, solution-focused interventions.

PCBH providers are registered nurses and social workers, who have specialty training in the behavioural management of health problems. Together, the PCBH provider and your family doctor can consider the physical, behavioural and emotional aspects of your health concern and help you find a course of action that works best for you.

We will continue to roll out this important service over the next year so that you can access PCBH services right within your Medical Home – your family doctor's office!

WHY YOU NEED A FAMILY DOCTOR... AND A MEDICAL HOME

Research shows that when people visit a family doctor regularly, they are healthier and live longer. The many benefits of having a family doctor include:

Help with chronic conditions



People with chronic diseases who consistently visit a family doctor receive more care, make fewer emergency department visits and are hospitalized less often.



When your doctor sees you regularly, they quite literally have their finger on the pulse of your health. This increases the likelihood of spotting and addressing potentially serious health concerns right away.

Health and well-being



Connection

Seeing a family doctor – ideally the same one – builds communication and fosters a strong relationship. With this trust, you're more likely to visit your doctor regularly, and, in turn, your doctor will be able to follow your health developments more closely.



Because your family doctor is your Medical Home, they can connect you with the care you need, including referrals to health teams and workshops provided by the South Calgary PCN. Your doctor is also your gateway for referrals to specialists and diagnostic services, including lab tests and X-rays.

Resources



Care for all

Research shows that no matter who you are or where you come from, you are healthier when you have access to a family doctor and all of the resources available in your Medical Home. The more varied those services are, the better your health can be.



Did you know that your health outcomes are better when most of your health services are coordinated at the same place by the same team? You can rest easy knowing that your medical information is coordinated in your Medical Home, and that appointments, referrals and consultations are being handled by a health care team that knows your health and appointment history.

Peace of mind

OUR PROGRAMS, SERVICES & INITIATIVES

COMMUNITY WELLNESS: ENGAGING WITH YOU

We at the South Calgary PCN know that it takes innovative approaches, collaboration among communities and citizen engagement to truly improve health outcomes. When you needed us to “walk the walk,” we listened, and a true grassroots initiative evolved into one of our most popular offerings – The Walk and Talk Group.*

“We kept hearing the same thing. Individuals wanted a safe, affordable and social way to exercise in their community – they wanted a walking group,” says Katie Krenz, a kinesiologist and the Community Development Lead for the South Calgary PCN. So she helped start an adult walking program. Since it began nearly seven years ago, the group has evolved to meet the mobility and social needs of its members. Walkers meet twice a week to walk laps together, socialize and cheer each other on.

Many of south Calgary’s recreation centres focus on youth programs so “the 50-plus demographic has very few options to get active safely,” Krenz says. “The walking group addresses that need as well as provides a platform for socialization. Lasting friendships have been made and most importantly, a community in itself has been created.”

“I enjoy chatting and laughing with the walkers. I also feel better about myself—I am more confident. We can’t live life totally on our own. Sometimes we need a little help. This understanding has helped me make a big decision. After living alone since my husband died in 2000, I am moving into a local retirement community where there are so many activities to get involved with. Maybe I can even help someone else.”

—Bev Neuls, Walk and Talk Group member.

We can’t do community engagement without YOU. 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.

**The South Calgary PCN’s Walk and Talk Group has been paused due to the COVID-19 pandemic.*

FALL 2018 ISSUE 11

HealthMatters

mypcn.ca

COMMUNITY CONNECTIONS

RESPONDING TO
COMMUNITY NEEDS







BREASTFEEDING CLINIC

New parents are faced with a lot of changes when they welcome a child into their family – and a big one may be choosing to breastfeed. While breastfeeding is completely natural, there can be a learning curve, and new mothers often find they need some extra support to know what works best for their situation. That's why the South Calgary PCN, in collaboration with Circle Medical @ Copperfield, offers a Breastfeeding Clinic.

Breastfeeding support is provided by a team of family doctors with specialized training in breastfeeding medicine, who are available to manage complicated cases, and registered nurses who are also certified lactation consultants.

If you live in Calgary or the surrounding area and require breastfeeding support, you can self-refer by contacting the Breastfeeding Clinic directly (403.726.0524), or your family doctor can refer you.

COMMUNITY WELLNESS TEAM

Our Community Wellness Team offers one-on-one appointments with a registered dietitian, as well as an impressive variety of group-based workshops for patients with non-complicated medical conditions and healthy patients looking for wellness supports and preventative services. Registered nurses, dietitians and mental health providers facilitate our workshop offerings. And the best part is you can self-refer!

MENTAL WELLNESS

Your mental wellness is just as important as your physical wellness. It includes your emotional, psychological, social and spiritual well-being. It touches every aspect of your life, from how you handle stress, how you relate to your loved ones and those around you, and even how you make choices and major life decisions. Add the stress and anxiety related to COVID-19, and we all need resources and support now more than ever.

The South Calgary PCN is committed to providing the best resources within your Medical Home – the resources are available in various forms and can serve all ages and stages. 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 a world of resources available to you through the PCN and in your community.

Sometimes you just need help getting started. An appointment with your family doctor is your first step to getting the help you need. If you are experiencing mental health concerns in your life or are supporting someone who is, the SCPCN has a variety of resources to help you.





VIRTUAL WORKSHOPS

With the COVID-19 pandemic, we were forced to halt all of our workshop offerings. Immediately after cancelling our workshops and shutting down our online registration system, we began the work to continue providing this valuable resource – in a new way.

In late September, the South Calgary PCN launched virtual workshops, and we were once again able to bring you some of our most popular workshop offerings:

Community Wellness Workshops

- Craving Change
- Health Basics
- Healthy Eating
- Label Reading & Menu Planning
- Understanding Diabetes (Parts 1 & 2)

Mental Wellness Workshops

- Happiness Basics
- Mindful Journey
- Anxiety to Calm
- Anxiety
- Depression
- Acceptance and Commitment Therapy (ACT)

Attending virtual workshops and learning new things – especially in this stressful and uncertain time – helps you grow and thrive as a person.

Read about all of the virtual workshops we offer and register online at www.spcn.ca/workshops.

Rest assured that as soon as we can resume in-person workshops and the Walk and Talk Group, we will. In the meantime, let's maintain our social and community connections, even if we can't be physically together.



PATIENT AND FAMILY ADVISORY TEAM

Enhancing patient experiences is a key priority for us at the South Calgary PCN. We value patient and family perspectives, and we strive to ensure that patient experiences inform all aspects of the organization. In creating the Patient and Family Advisory Team, we wanted patients to have a seat at the table to represent other patients and families, while working alongside us to encourage partnerships between those receiving health services and South Calgary PCN leaders, staff and health care providers. The Team's purpose is to enhance the principles of Patient and Family-Centred Care, while strengthening the quality and safety of primary care for south Calgary residents.

Our Patient/Family Advisors represent a variety of backgrounds, cultures, and age groups that enables them not only to bring their own lived experiences but also to listen to diverse points of view in terms of geographic location, age, gender, culture, ethnicity, education, employment or abilities – all of which reflect the population of south Calgary. The volunteer role is advisory in nature, which means it informs our processes.

It includes involvement in the following ways:

- Being a member of a Steering Committee, an Advisory Council or a Working Group
- Speaking about their own health care experiences to groups of leaders, staff and health care providers as a Patient Experience Storyteller
- Participating in or leading patient and community engagement research
- Attending focus groups aimed at understanding the patient experience
- Giving feedback on patient education materials, policies and documents, or discussion topics

If this sounds like something you want to be a part of, reach out to us at community@scpcn.ca to see if the Team has current openings.



**Photo taken before COVID-19*

DIVERSITY, INCLUSION & HEALTH EQUITY

At the South Calgary PCN, we are committed to fostering a culture of inclusion across all areas of our organization and do not discriminate on the basis of age, gender, disability, race, colour, ancestry, citizenship, religion, sexual orientation, gender identity or expression, national origin, or medical condition. We work every day to be an organization where diversity is encouraged, and everyone feels respected, heard and valued.

In terms of your health care, 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. One theory suggests that the priorities and planning of communities have made social isolation and health inequity simply less visible in suburban areas, but they still exist.

In addition to the social determinants of health, your communication needs, cultural perspective of health and health care, and previous experiences with the health care system all influence how you seek out and respond to care. We want you to know that your family doctor's office is a place where you should feel safe and most comfortable talking about your health, emotional and medical concerns.

Providing patients with true care – care that considers all of their needs – takes a willingness to learn about other cultures and to understand someone else's lived experience. We have learned that by embracing diversity of thought, experience and background, it can help us make better decisions as an organization and provide true care for south Calgary patients. Let's continue to work together to make the communities of south Calgary healthier and stronger and our little part of the world a better place for everyone.

RESPONDING TO A GLOBAL PANDEMIC

COVID-19 and PCNs in the Calgary Zone

The Calgary Zone's pandemic response plan is built on a partnership between acute and primary care, AHS and PCNs, as well as community groups.

COVID-19 has turned the world upside down. Every aspect of our lives has been affected – how we live and interact with each other, how we work and communicate, how we move around and travel, and how we receive primary care from our family doctor. At the start of the pandemic, PCNs in the Calgary Zone knew that decisions made then and in the following months would affect primary care in our communities long into the future.

Everyone's experience with COVID-19 is different – some have contracted the virus, while others have not. Some have lost loved ones, and any loss is one loss too many. Some are still struggling with the long-term effects of having had the virus. Some have had to leave work to care for family members, and many have lost their livelihoods altogether.

With one of the largest outbreaks in North America occurring at the Cargill Plant in High River, family doctors, their clinic teams, and PCN teams worked in partnership with public health, AHS and community groups to tackle the fast influx of cases. We were able to create a rapid response model that has since attracted interest and admiration provincially, across Canada and even internationally. Most importantly it was excellent local care for the families affected.

As part of the community response, a COVID-19 Pathway was designed that linked Public Health, PCNs, a PCN-designed doctor-to-doctor specialty care phone line and AHS to provide wraparound care for patients with COVID-19. The Pathway helped family doctors, using virtual care, identify high-risk patients with COVID-19 who needed face-to-face care, while reducing the impact on our hospitals by keeping patients with mild to moderate cases safely at home. Use of the Pathway showed that many patients could be managed in their homes, and for patients who required more care, family doctors would have easy access to a specialist, enabling transfers to hospital or urgent care, if needed. This increases our health system's capacity and eases the burden on our hospitals.



HOME IS WHERE THE CARE IS ♥

Family doctors and PCN teams, in partnership with public health and community groups, are the first line of defence against COVID-19. The majority of COVID-19 presumed or confirmed patients do not require hospital or urgent care.



EASING THE BURDEN ON HOSPITALS

When patients with COVID-19 receive care in the community, it frees up vital space for hospitals to care for critically ill COVID-19 cases, as well as to continue with routine care such as hip and knee replacements. This benefits the system and ultimately saves lives.



THE POWER OF PRIMARY CARE

Harnessing the power of PCNs and family doctors means adding more than 1,700 doctors and 400 health professionals and a robust support structure to the pandemic response plan. Doctors can see patients virtually or in person.



PUTTING PATIENTS FIRST

Family doctors know their patients best. For most COVID-19 patients, their family doctor is their “most responsible provider.” Research shows patients who have a continuous relationship with a doctor and team are healthier as they age, live longer and are hospitalized less.

In 2020, the South Calgary PCN distributed 710,367 units of personal protective equipment (PPE), such as gloves, masks, face shields, gowns and hand sanitizer, to family doctors and their staff in our member clinics.



SOUTH CALGARY PCN TOTAL STATS

Statistics relate to the periods April to June 2020 and November to December 2020, as applicable.



397

CARGILL RELATED
REFERRALS



4555

ACCESS CLINIC
REFERRALS



206

ACCESS CLINIC
IN-PERSON VISITS

SOUTH CALGARY PCN – CARING FOR OUR COMMUNITIES DURING COVID-19

When a global pandemic was declared, we tuned in each day for updates calmly delivered by Dr. Deena Hinshaw and for direction from other health and government officials. Their message was clear: COVID-19 would place a significant burden on the health care system. We also heard about prognoses, global spread, and the potential shortage of health care providers and medical supplies.

As COVID-19 reached Calgary, the South Calgary PCN team worked tirelessly to adapt and reorganize our entire operation to create new ways of supporting the primary care needs of our communities. Within days, thanks to the commitment and innovation of our team, we created solutions, enacted plans and implemented remote work protocols that deployed many of our team members to remote working for the foreseeable future. It was as responsive and nimble as we've ever been.

Additionally, all seven PCNs in the Calgary Zone worked in partnership to set up COVID-19 Access Clinics, paths to care, manage personal protective equipment (PPE) ordering and ensure patients received timely care. Family doctors also tuned-in to biweekly, "just in time" information webinars to ensure they were up-to-date on the local context and their role in fighting the pandemic.

But while most of the province was being told to stay home and practice physical distancing, a team of South Calgary PCN physicians, managers, nurses and MOAs were front and centre, sacrificing their time and energy to ensure that we could respond to the Zone's request to set up Access Clinics to care for patients affected by COVID-19. The South Calgary PCN's Access Clinic, located in our PCN Wellness Centre, through the coordinated efforts of the team, provided patients in south Calgary with the best possible care – safely and effectively.

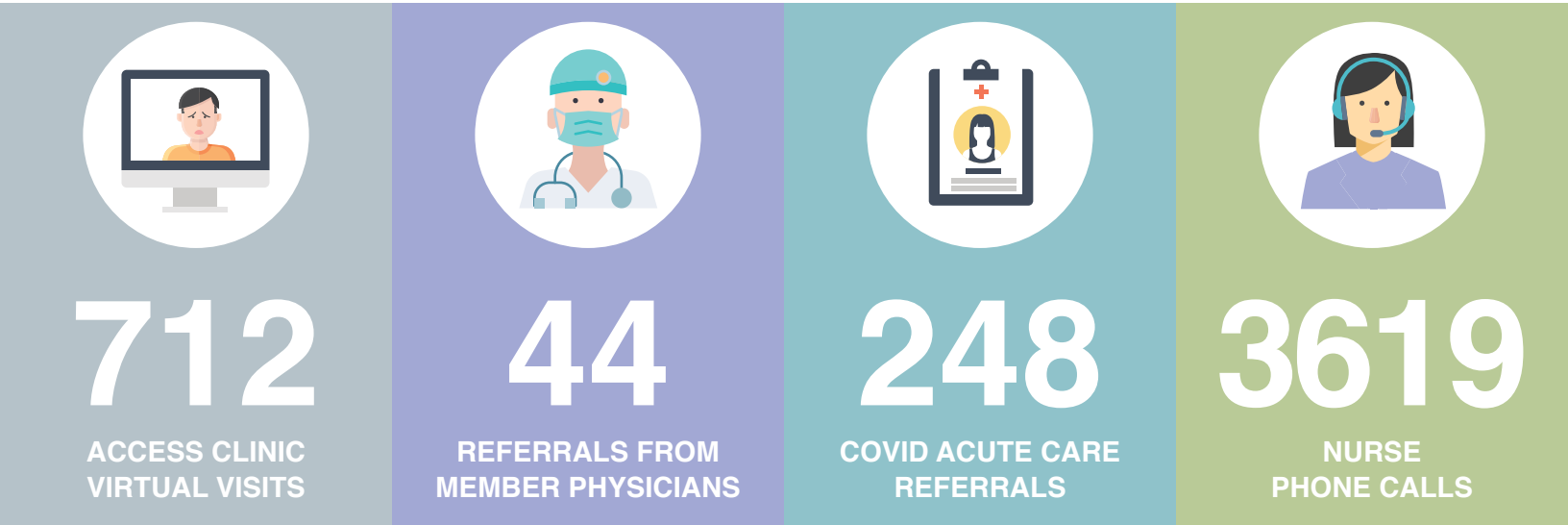
Through the Access Clinic, patients can receive virtual/telehealth or in-person appointments, depending on their needs. This initiative helped to decrease the pressures and

demands on acute care centers and increased capacity in the Medical Home for patients without COVID-19 to receive safe face-to-face primary care from their family doctor, when virtual care alone was not appropriate.

The dedication and commitment of this team is deserving of our gratitude and appreciation. We thank them all for the compassion and the genuine caring they gave to those who needed it most. Every idea shared and every opportunity seized helped us provide better care for south Calgary residents.



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Our COVID Access Clinic nurses and physician for the time period April to June. The Access Clinic was mobilized at the PCN Wellness Centre based on need, from April to June and November to the present.





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