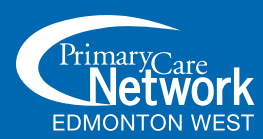




# 2019

## REPORT TO THE COMMUNITY

COLLABORATIVE PARTNERSHIPS  
IN TEAM-BASED CARE



Providing the best primary care  
to our community.



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# WELCOME

On behalf of the Board of Directors of the Edmonton West Primary Care Network welcome to the 2019 Report to the Community.

At the Edmonton West Primary Care Network, we know that the best primary care is provided to patients through team-based care, which is a fundamental pillar of the patient’s medical home.

By building relationships within the interdisciplinary team of health professionals and with key partners (in the health care system), we continuously enhance the health and wellbeing of our patients.

This year we are pleased to highlight some of the successes achieved through collaborative partnerships including the:

- **Low-Risk Maternity Clinic**
- **Alberta Health Services Opioid Dependency Program**
- **Interdisciplinary Team-Based Care**

Patients are at the centre of our care as we strive to keep them healthy through every stage of life. Our family physicians work together with a team of professionals to offer a variety of primary health services, education, and supports to enhance their overall wellbeing.

I would like to thank Alberta Health Services, our joint venture partner, for their continued partnership, collaboration and support. Acknowledgment should be given to our community partners: the University of Alberta, the Northern Alberta YMCA and the City of Edmonton. Their work toward supporting a shared vision of maintaining healthy people in our communities is highlighted throughout this year’s report.

In addition to the dedicated physicians and staff at the Edmonton West Primary Care Network, I am grateful to my fellow Board Members for their commitment to our mission of supporting family physicians by improving primary care through relationships, collaboration and innovation.

Only by collaborating together and building stronger partnerships can we truly provide the best primary care to our community.

**Dr. Dianne Brox**  
Board President

# OUR BOARD



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EXECUTIVE DIRECTOR



# OUR MISSION

IS TO SUPPORT FAMILY PHYSICIANS  
IN IMPROVING PRIMARY CARE  
THROUGH RELATIONSHIPS,  
COLLABORATION AND INNOVATION



# OUR VISION

IS TO PROVIDE THE  
BEST PRIMARY CARE  
TO OUR COMMUNITY

## WE VALUE

INTEGRITY

COMPASSION

RESPECT

BEING PATIENT-CENTRED

# SOLID STEWARDSHIP

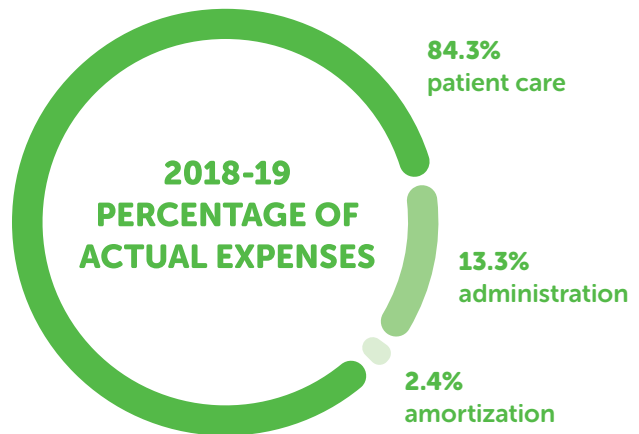
In 2018-19 Edmonton West Primary Care Network delivered programs and services as set out in the business plan agreement with Alberta Health.

Our collaborative partnerships in team-based care improve the lives of our patients every day through one-on-one consultations, workshops, and clinic visits.



IN 2018-19 THE OVERALL BUDGET WAS

# \$11.4 MILLION



## THIS YEAR OUR:

- Primary care nurses **PROVIDED CARE TO 46,010 PATIENTS IN 54 CLINICS**. Our primary care nurse team is comprised of nurse practitioners, registered nurses and licensed practical nurses.
- Family physicians and the Frail Elderly Outreach interdisciplinary team **VISITED 1460 ELDERLY PATIENTS** in their own home this year.
- Pharmacy Discharge program **SUPPORTED 1481 PATIENTS** this year, where pharmacists and primary care physicians work together to ensure a safe transition for patients from hospital to home.
- Interdisciplinary team **EDUCATED 1323 PEOPLE** covering 17 different workshop and health education topics like active living, anxiety, weight management, mindful eating, preparing a personal directive, and improving sleep patterns.
- After-Hours Clinic **CARED FOR 3060 PATIENTS** who needed non-urgent medical care on evenings and weekends.
- **2768 PATIENTS RECEIVED NUTRITION COUNSELLING AND EDUCATION** from our dietitians.

# STRATEGIC GOALS

We support our family physicians in providing primary care services to patients by augmenting patient care services they could not provide alone. The EWPCN facilitates relationships, collaboration and innovation that will result in more efficient and effective care for our patients. Through our medical home enhancements, we support our family physicians in building a medical home for patients.

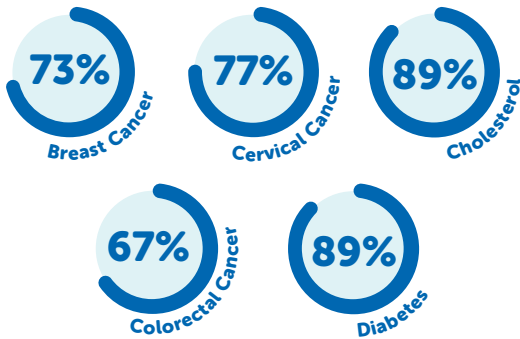
“We believe the best primary care is a robust medical home for all patients in our community.”

# ACCOMPLISHMENTS

## PREVENTION AND DETECTION

The Edmonton West Primary Care Network worked hard to ensure 81% of our eligible patients were screened according to the Towards Optimized Practice Guidelines. We are proud that we have some of the highest screening rates in Edmonton, so we can ensure our patients focus on prevention and early detection to manage their health and wellness.

### EWPCN SCREENING RATES



## PATIENT ATTACHMENT

We support Alberta Health’s goal of helping patients find a family physician for their primary care needs. This year we began an initiative to help patients in our After-Hours Clinic and Low-Risk Maternity Clinic improve access and support comprehensive primary care by helping them find a family physician within our community. To date we actively have supported 66 patients and 51 additional family members in successfully attaching to a medical home within the EWPCN. This is in addition to our involvement in the Find-A-Doctor website.

### PATIENT ATTACHMENT INITIATIVES

**13/16**  
STUDIES

**SHOWED POSITIVE RESULTS IN IMPROVED HEALTH.<sup>1</sup>**

**11/11**  
STUDIES

**SHOWED REDUCED MORTALITY.<sup>1</sup>**



**182 PHYSICIANS**  
PROVIDE CARE AND SUPPORT TO MORE THAN  
**182,000 PATIENTS**

<sup>1</sup> 2017 Update Evidence Summary: The Benefits of Relational Continuity In Primary Care Towards Optimized Practice

# LOW-RISK MATERNITY CLINIC

The partnerships are endless at the Edmonton West Primary Care Network’s Low-Risk Maternity Clinic as it is an opportunity to provide a primary care solution for prenatal care, whether it is through a referral from a family physician or a self-referral. In addition, the clinic supports patients throughout their pregnancy through delivery, and ensures the continuity of patient care after the arrival of the baby in their medical home. Finally, the affiliation between the EWPCN and the University of Alberta helps train and develop physicians.

Our family physicians recognize there are many advantages to our patients when they receive high-quality pre and postnatal care in a wholistic way.

“All of the doctors (at the Low-Risk Maternity Clinic) are family physicians,” said Dr. Soneff, which is a natural extension of the medical home.

IN 2018-19, THE LOW-RISK MATERNITY CLINIC CARED FOR **334** WOMEN THROUGHOUT THEIR PREGNANCY AND DELIVERY



KNOWLEDGEABLE TEAMS

“It’s great to know there’s an incredibly knowledgeable team here at the Edmonton West Primary Care Network, who are willing to work with me throughout my pregnancy and after,” - Megan, patient

Patients may originally come to the Low-Risk Maternity Clinic for prenatal care, but then after the baby arrives if they need to find a family doctor or “if they need counselling or another primary care provider, we can make those arrangements very quickly,” adds Dr. Soneff.

Some mothers self-refer to the Low-Risk Maternity Clinic for their pregnancy and then the EWPCN can connect them to a family physician for ongoing primary care for the family. Many of the patients who self-refer to the clinic are newcomers to Edmonton who have not yet attached to a medical home. Attaching to a family physician means that they can continue to access comprehensive care.







**COLLABORATIVE LEARNING OPPORTUNITIES**  
Dr. Soneff (left) and Dr. Jin (right) a true partnership in patient care.

**“I really enjoy the team here because they allowed me to connect with other experts as I was going through an emotional time.”** - Sierra, patient

It is this wholistic approach to caring for all the healthcare needs of our patients and their family, that makes the EWPCN so remarkable.

Another important relationship within the Maternity Clinic is the cooperative learning and professional development that goes on through the EWPCN's and the University of Alberta's Faculty of Medicine and Dentistry's partnership to provide the maternity experience for family medicine residents.

“Working at the Low-Risk Maternity Clinic has been a great enhancement to my residency,” explains Dr. Lisa Jin, “particularly with maternity care,” as this is the only rotation for maternity within the family medicine residency. Dr. Jin also appreciates learning more about team-based care within the primary care setting as she has been able to connect patients with other services like behavioural health consultations, smoking-cessation programs, and referrals to social workers.





HELP AVAILABLE RIGHT IN THE COMMUNITY

# ALBERTA HEALTH SERVICES' OPIOID DEPENDENCY PROGRAM

One of the newest innovative partnerships within the Edmonton West Primary Care Network is with the delivery of the Alberta Health Services Opioid Dependency Program in our main office at the Meadowlark Health and Shopping Centre.

The EWPCN was pleased to be selected as the first Primary Care Network in the province to partner with Alberta Health Services (AHS) to provide opioid agonist therapy. The AHS Opioid Dependency Clinic satellite location at the EWPCN opened in August 2018. By extending access to care in the community, we are pleased to be part of the solution to the opioid crisis in Alberta.

Once a week, Alberta Health Services physicians and staff provide care to opioid dependent patients in our clinic. Self-referred and motivated patients are initially assessed through the main AHS Opioid Dependency Program downtown. The comprehensive treatment involves weekly visits to the program for opioid agonist therapy. The treatment includes accessing medication, ongoing monitoring and connecting patients to appropriate community supports. And it is making a real impact on the lives of our patients.

The EWPCN pharmacists are a key part of the team-based approach to care to support safe and appropriate opioid prescribing and to reduce the risk of opioid dependence. Our pharmacists can provide pain management consultation and follow up, education, tapering schedules and ongoing monitoring in line with opioid prescribing guidelines. As well, they can recommend options for non-opioid and non-pharmacological therapies to provide patients with a holistic approach to pain management.

“Knowing that medication and treatment is available in the community is such a relief.”

- Jordan, patient

OUR PHARMACISTS REVIEWED MEDICATION AND CARED FOR



2,787 PATIENTS



Jordan, who is an individual with lived experience and opioid dependent, illustrates how the partnership better serves patients in the community.

“My primary care team has played quite a few roles in my recovery, especially by offering options for different medications, extra support and helping me through really difficult experiences,” shares Jordan.

Yet for Jordan the greatest benefit the opioid agonist therapy has made is that “I now have a chance to be with my family, in a place where I can feel secure and I know that I am safe,” concludes Jordan.

**“The AHS ODP clinic at the Edmonton West Primary Care Network is a step forward in building relationships with primary care physicians so they feel comfortable when patient transitions back into their medical home.”** - Dr. Kimberly Kelly

By working together with the EWPCN and the Alberta Health Service Opioid Dependency Program, we can make a positive difference for the patients by “reducing the stigma associated with opioid dependency because it normalizes the fact that for some people, addiction is a chronic illness and can be treated similarly to other chronic diseases in our community,” explains Dr. Kimberly Kelly.

“It has also been fantastic for my patients to have access to other services like Alberta Supports, the pharmacy and the lab all in one convenient location,” adds Dr. Kelly, “and building relationships with primary care physicians makes patients and their physician more comfortable when they transition back to their medical home.”

For Jordan, he agrees that having opioid treatment services in the community reduces the stigma and helps with recovery because the person can move away from a place where they may be struggling with an addiction and be reintroduced to a caring community where they can start to address some of their issues in a different way.

**OUR SOCIAL WORKERS ENHANCED**

**1,513**

**PATIENT’S WELLBEING**  
**BY HELPING TO SECURE ADDITIONAL COMMUNITY RESOURCES**





**COMMUNITY PARTNERSHIPS**  
Wendy McCormick, Program Director at the Jamie Platz YMCA

## TEAM-BASED CARE IN A PATIENT'S MEDICAL HOME

Every day our interdisciplinary team works together to meet the needs of our patients.

Here is just one of thousands of examples of how our productive interdisciplinary partnerships work in team-based care within a patient's medical home.

"Darlene's been incredible," says Kevin Thomson, Exercise Specialist.

When Darlene first went to see her family doctor about the pain and discoloration in her feet she was walking with a cane. Her physician began treating her for peripheral artery disease and referred her to the EWPCN Lower Leg Assessment Clinic where she received assessments and screenings with our registered nurse.

Once treated and stabilized, our registered nurse knew that "a supervised exercise program is considered part of the best practice treatment of peripheral arterial disease as it helps to develop collateral vessels, decrease pain, and increase walking distance," explains Bridget. "Darlene's success with the program shows how effective exercise is when treating peripheral arterial disease."

Kevin Thomson, EWPCN Exercise Specialist agrees, "with peripheral artery disease we just need to get regular movement and circulation to the legs. I've just given Darlene the advice and helped her get going. She does all the work by showing up regularly and putting in the effort. I can't believe how much progress Darlene made in getting healthier and enjoying a better quality of life."

Darlene's success and continued motivation to keep active is sustained with the EWPCN affiliation with the Jamie Platz YMCA for its supervised exercise program.

**818**  
**PATIENTS**

**WERE TREATED IN OUR  
LOWER LEG ASSESSMENT CLINIC**



# 1,399 PATIENTS

PARTICIPATED IN AN EXERCISE CONSULTATION OR GROUP FITNESS CLASS



“Community partnerships like the one we share with the Edmonton West Primary Care Network are so important because people get to see other people in action rather than be confined to their home or limited by their daily activities,” explains Wendy McCormick, Program Director at the Jamie Platz YMCA. “It’s an opportunity for people to be integrated in the community, foster relationships and see all the wonderful things the YMCA has to offer.”

And it is working. Darlene is so pleased with her improved mobility and quality of life that she’s “not going to quit, I don’t want to go backwards,” she adds “I want to go forward,” and live a healthy active lifestyle.



LENDING A HAND BUT SHE PUTS IN THE EFFORT  
Kevin lends a hand by developing an exercise plan to get Darlene moving.



**EWPCN HAS MORE SENIORS AND PATIENTS WITH COMPLEX HEALTH CONDITIONS THAN THE PROVINCIAL AVERAGE.**

## 15.3% vs. 12.6%

EWPCN patients over the age of 65 compared to the provincial average.

## 30% vs. 25%

EWPCN patients with a chronic condition compared to the provincial average (ie- hypertension, diabetes, COPD, asthma, coronary artery disease).

“When I first came here, I was using a cane. With my improved strength and mobility I don’t have to use it anymore. I’m so grateful to Kevin for his motivation and expertise.”

- Darlene, patient





## CONCLUSION

At the EWPCN we have endless opportunities to work in partnership and provide team-based care which makes a real difference in the lives of our patients.

Whether it is welcoming new life into the world, providing support for the successful recovery from an addiction or helping a patient walk without a cane, we are with our patients every step of the way.

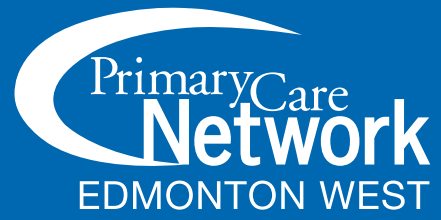
By working in collaborative partnerships, we can continue to provide the best primary care to the community.



**“It’s the conversations we have, within team based care, that brings everyone together to support our patients in their medical home.”**

- Dr. Trevor Day





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