

ANNUAL REPORT

FISCAL YEAR 2020-2021
IN REVIEW



We are a network of primary care providers supported by a team of healthcare professionals.



We work together, and with our patients, to treat and manage their health conditions.

PCN PRIMARY PROVIDERS



61 DOCTORS
1 NURSE PRACTITIONER
WORKING IN 18 CLINICS AND SUPPORTED BY
18 ALLIED HEALTHCARE PROVIDERS

PCN TEAM

36 PROVIDERS AND STAFF

- *Registered Nurses *Registered Dietitians
- *Exercise Specialist *Behavioural Health Consultants
- *Mental Health Therapists *Nurse Practitioners
- *Licences Practical Nurses *Referral Coordinators
- *Clinical Administrators *Administrative Support Staff



WHO WE SERVE

68,000 CATCHMENT AREA
58,898 PANELLED PATIENTS



Leduc * Beaumont * Devon
Calmar * Thorsby * Warburg * Leduc County



Leduc Beaumont Devon Primary Care Network
Part of YOUR Medical Home

Your primary care
provider

Your healthcare team

- Nurses • Dietitians • Exercise Specialist
- Mental Health Clinicians
- Behavioural Health Consultants

Collaborative care in:

- diabetes management • tobacco cessation
- weight management • mental health
- geriatric consultation • referral coordination
- exercise prescriptions • health education classes
- after-hours clinics in Leduc & Beaumont
- specialists clinics



Our Vision

Integrated and comprehensive primary health care for a healthier Leduc County and its communities.

Our Mission

To sustain and enhance health care provision in Leduc and area through coordinated health care delivery and to improve quality of life for the community of patients and physicians.

Our Core Values

We will maintain the highest standards of INTEGRITY in our behaviour and ethics, by being transparent, honest and honourable in all our interactions.

We will be ACCOUNTABLE to the public and our members and take responsibility of our own actions and decisions.

We will strive for QUALITY in our organization by following best practices and challenging ourselves for continuous improvement in our work.

We will demonstrate RESPECT in all of our interactions with others.

PCN Provincial Objectives

Primary Care Networks across the province provide services that best meet the needs of their patient populations. With this being said, provincial objectives are set for all PCNs.

Accountable & Effective Governance

Establish clear and effective governance roles, structures and processes that support shared accountability and the evolution of primary healthcare delivery.

Strong Partnerships & Transitions of Care

Coordinate, integrate and partner with health services and other social services across the continuum of care.

Health Needs of the Community and Population

Plan service delivery on high quality assessments of the community's needs through community engagement and assessment of appropriate evidence.

Patient's Medical Home

Implement patient's medical home to ensure Albertans have access to the right services through the establishment of interdisciplinary teams that provide comprehensive primary care.

About Us

The Leduc Beaumont Devon Primary Care Network provides services for patients in the Cities of Leduc and Beaumont, Town of Devon and all communities in Leduc County. A group of 61 family physicians and 1 Nurse Practitioner working in 18 clinics, along with additional health care professionals (registered nurses and dietitians, an exercise specialist, mental health therapists and behavioural health consultants) work together to improve primary care for our patients.

Primary Care Networks (PCNs) use a collaborative team approach to provide care for patients and to coordinate primary health care services provided by family physicians, Alberta Health Services and other health care professionals.

PCNs are a way to provide team support for family doctors by bringing teams of health professionals together. PCNs also manage 24-hour patient access to appropriate primary care services.

A PCN is a network of family physicians and health care providers working together to provide primary care to patients. A PCN may be composed of one clinic with many physicians and support staff, or several physicians in several clinics across a geographic region.

Each network is unique and has the flexibility to develop programs and provide services that meet the specific needs of its patients. This grassroots approach allows – and encourages – the PCN to focus on the needs of the local patient population.

Alberta has 40 PCNs operating in communities and areas across the province with over 85 per cent (3800+) of all family doctors in the province practicing within those PCNs.

The Leduc Beaumont Devon Primary Care Network began operating on March 1, 2006.

PATIENT'S MEDICAL HOME

The Patient's Medical Home, as defined by patients, is the place they feel most comfortable to discuss their personal and family health concerns.

The patient's family physician or nurse practitioner, the most responsible provider of their medical care, works together with a team of health professionals, to coordinate comprehensive healthcare services and ensure continuity of patient care. These professionals can be located in the same physical site as the family physician or linked through different practice sites such as a PCN.

The Patient's Medical Home enables the best possible outcomes for each person, the practice population and the community being served.



TEAM-BASED CARE

CENTRALIZED ENCOUNTERS - 4599
DECENTRALIZED ENCOUNTERS - 1767

Our team of Registered Nurses, Registered Dietitians, an Exercise Specialist, Behavioural Health Consultants and Mental Health Therapists also offered 7 health-related classes and workshops to 82 participants.

LEDUC ELDERCARE CONSULTATION TEAM

143 NEW REFERRALS
1423 TOTAL ENCOUNTERS

Our geriatric team saw 319 unique patients in 43 clinic days. This clinic has historically operated out of the Leduc Community Hospital and has been temporarily moved to the PCN office.



SPECIALITY CLINICS

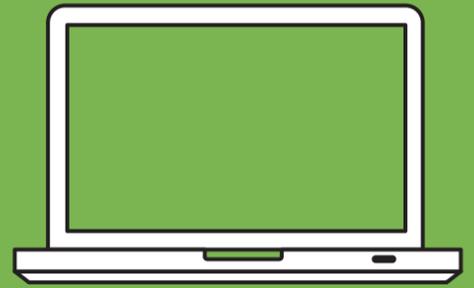
VISITING PSYCHIATRIST
MSK CLINIC

The PCN provides local access to specialists to improve continuity of care between primary and secondary care. Our visiting psychiatrist saw a total of 200 discrete patients in 48 clinics. The MSK clinic the specialist saw 218 unique patient in 20 clinics.

REFERRAL COORDINATION

REFERRALS PROCESSED - 18,447

Our Referral Coordination team of six coordinators coordinates referrals, appointments and closes the loop between primary care providers and specialists.



LEDUC AFTER-HOURS CLINIC

DUE TO COVID-19, THE LEDUC AFTER-HOURS CLINIC WAS CLOSED FOR THE FISCAL YEAR

Providing after-hours care to the community
Monday - Friday, 6:00 p.m. - 9:30 p.m.
Book an appointment online.

BEAUMONT AFTER-HOURS CLINIC

DUE TO COVID-19, THE BEAUMONT AFTER-HOURS CLINIC WAS CLOSED FOR THE FISCAL YEAR

Providing after-hours care to the community
Monday - Thursday, 5:00 p.m. - 8:00 p.m.
Book an appointment online.





EXTENDED HOURS SUPPORT

DEVON AND CALMAR CLINICS

All 4 clinics in these towns offered extended hours to patients, providing 627.5 hours after normal office hours for patient care.

NURSE PRACTITIONER-LED CLINICS

THORSBY NURSE PRACTITIONER-LED CLINIC
WARBURG NURSE PRACTITIONER-LED CLINIC



Two nurse practitioner-led clinics offer care to 282 paneled patients in the previously underserved communities of Thorsby and Warburg.

PANEL MANAGEMENT AND QUALITY IMPROVEMENT



83.7% OF PRIMARY CARE PROVIDERS REPORTING PANEL NUMBERS; 94.8% REPORTING THIRD NEXT AVAILABLE APPOINTMENT

This program supports member physicians to validate patient panels and to pursue optimal screening for the purpose of the Patient's Medical Home and continuity of care.

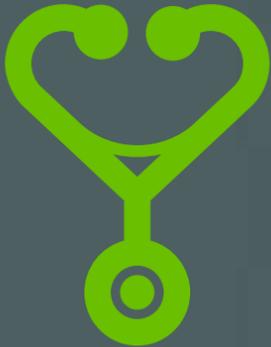
PRESCRIPTION TO GET ACTIVE

WWW.PRESCRIPTIONTOGETACTIVE.COM



A primary prevention program to promote physical activity for at-risk patients. Created at our PCN, this program now has 27 PCNs, 817 health care members, and 147 recreation activity members participating in Alberta.

ALBERTAFINDADOCTOR.CA



CONNECTING ALBERTANS TO A PCN FAMILY DOCTOR WHO IS ACCEPTING NEW PATIENTS

Expanding on the success of the EdmontoAreaDocs.ca and CalgaryAreaDocs.ca websites, PCNs in all 5 zones created the award-winning AlbertaFindADoctor.ca website to a list of physicians accepting new patients.

WALK WITH A DOC

LEDOC
WORLDWIDE



Walk With A Doc is an initiative whose mission is to encourage healthy physical activity in people of all ages and reverse the consequences of a sedentary lifestyle in order to improve the health and well-being of the community. ON HOLD due to COVID-19.

**Find out more about our programs
and services:**

www.lbdpcn.com

Click each icon to follow us:



Message from the Executive Director

The beginning of our 2020-21 Fiscal year coincided with the start of the unprecedented challenges of a global pandemic. With several staff testing positive for COVID-19 in late March of 2020, the PCN needed to quickly move our operations to a work from home model. Although we have completed disaster planning on paper, moving our staff and operations to be completely remote as quickly as possible to continue to support our member physicians and patients was a challenge, but one I am proud to say we handled exceptionally well thanks to our dedicated staff. The infrastructure, service delivery, and practice changes that were required were done quickly and efficiently with minimal disruption to the service we provide to our stakeholders.

Throughout the year, our Executive Director, Cliff Richard, was working with the province and the zone to keep abreast of changes and how PCNs could provide support during the pandemic. The difficulty of sourcing and sudden increase of the cost of PPE in the market led to a partnership with AHS that leveraged their buying power and the PCN's ability to coordinate and distribute to our member clinics.

History has taught us the greatest challenges often have a silver lining. The silver lining that we realized at our PCN is our ability to offer more ways to provide care for our patients through telephone and video visits and the ability to have our staff be functional working from home. Although the groundwork had been done for PCNs to work more collaboratively and to leverage our partnership with AHS, the pandemic has shown us the benefit of this work. One example of how collaboration of our PCNs will improve the delivery of patient care would be through the Edmonton Zone PCNs opening many of their PCN classes to anyone in the zone. Thanks to this partnership, we offered our PCN patients 45 classes during 107 different dates/times to our patients and the public.

Although the headline of the year was COVID-19, with the exception of our Leduc and Beaumont After Hours Clinics, we have been able to continue to offer all of our programs and services safely to our patients and member physicians. I am extremely proud of the innovative work and dedicated commitment our team members exhibit daily while caring for the communities we serve.

The departure of our previous Executive Director at the end of the fiscal year will again require our Leadership team to demonstrate their ability to work together cohesively to ensure that we can continue to be a highly recognized and respected PCN in the province. This goal is aided with the continued support and guidance of our dedicated Board of Directors and Governance Committee.
Shelley MacEachern CPHR, Interim Executive Director

Shelley MacEachern
Interim Executive Director
Manager, Finance and Human Resources
Leduc Beaumont Devon Primary Care Network

Board of Directors

Dr. Justin Balko - President
Dr. Gurpreet Dinsa - Vice President
Dr. Gerard Amanna - Secretary
Dr. Lily Chen - Treasurer
Dr. Rebecca Saunders
Dr. Charlene Dinakaran
Dr. Caroline Spiers
Dr. David Tran
Len Frank - Public Director



Committees

Joint Governance Committee

Dr. Justin Balko - PCN President
Dr. Gurpreet Dinsa - PCN Vice President
Aleem Rajani - AHS Program Manager, Primary Care and SCOPE
Heather Durstling - Executive Director, Suburban Hospitals, EZ
Korynna Wolfe - Director, Leduc Community Hospital, Devon General Hospital
Pearl Lavigne - PCN Executive Assistant, recorder

Evaluations Committee

Dorothy Pinto - Chair, Evaluator, PCN
Dr. Justin Balko - Evaluations Physician Lead
Aleem Rajani - Program Manager, Alberta Health Services
Cliff Richard - PCN Executive Director
Carla Moore, PCN Registered Nurse, Geriatrics
Lori Briggs, PCN Manager, Clinical Operations
Sandee Foss, PCN Manager, Quality Improvement
Shelley MacEachern - PCN Manager, Finance & Administration
Pearl Lavigne - PCN Executive Assistant, recorder

Finance Committee

Dr. Lily Chen - Finance and Audit, Physician Lead
Cliff Richard - Chair, PCN Executive Director
Shelley MacEachern - Manager, Administration & Finance
Len Frank - Treasurer, Public Director (NPC Board)
Pearl Lavigne - PCN Executive Assistant, recorder

Mental Health Committee

Rasheal Charles - Chair, PCN Mental Health Clinician, Practice Lead
Dr. Alida van Heerden - MH Physician Lead
Dr. Caroline Spiers - MH Member Physician
Arlene Rose - AHS Manager for MH Leduc, Sherwood Park, Fort Saskatchewan
Karin Solberg Wells - AHS Manager
Josie Rinella - AHS Clinical Supervisor Addictions and Mental Health, Edmonton Zone
Bryan Meetsma - AHS Clinical Supervisor for East Clinics Adults
Lori Thompson - AHS Care Manager, Additions & Mental Health, Edmonton Zone
Lori Briggs - PCN Manager, Clinical Operations
Cliff Richard - PCN Executive Director
Monika Delannoy - Clinical Administrator, recorder

Panel Management and Quality Improvement Committee

Sandee Foss - Chair, PCN Manager, Quality Improvement
Dr. Rebecca Saunders - PMQI Physician Lead
Christine Ridden - LA Medical Office Manager
Candace Chamzuk - Beaumont Medical Office Manager
Kim Babiy - Devon Medical Clinic Office Manager
Cliff Richard - PCN Executive Director
Pearl Lavigne - PCN Executive Assistant, recorder

Transitions in Care Committee

Carla Moore - Chair, PCN Geriatrics Nurse, Leduc Eldercare Team Manager
Dr. Gurpreet Dinsa - TIC Physician Lead
Dr. Anna Detorakis - TIC Member Physician
Dr. Grant Davies - TIC Member Physician
Cliff Richard - PCN Executive Director
Lauren Stone - PCN Manager, Referral Coordination
Sandee Foss - PCN, Manager, Quality Improvement
Pearl Lavigne - PCN Executive Assistant, recorder

Team-Based Care Committee

Lori Briggs - Chair, TBC Manager
Dr. Gurpreet Dinsa - TBC Physician Lead
Dr. Jana Holden - TBC Member Physician
Dr. Rebecca Saunders - TBC Member Physician
Dr. Tannis Spencer - NP Member Physician
Dawn Estey - AHS, Manager, Primary Care/Chronic Disease Management
Shauna Frig - PCN Registered Nurse, Practice Lead
Rasheal Charles - PCN Mental Health Clinician, Practice Lead
Michelle Williams - PCN Nurse Practitioner
Cliff Richard, PCN Executive Director
Penny Garton - PCN Team Lead, Clinical Administrator, recorder

COVID-19 continued response

Countless months later, the world remains gripped in a global pandemic. Still, our PCN office stays committed and flexible to the ever-changing and necessary guidelines to ensure the safety of our patients, staff, and member clinics.

After the pandemic was announced and recommendations to work from home were released by the Government of Alberta, the PCN Leadership team immediately began work on a back-to-office, phased strategy. As public health measures allowed and with strict protocols established, the PCN rolled out the first phase in June 2020 and continued with a phased in-office/work from home strategy throughout all waves of the pandemic. Protocols include the screening of patients, enhanced infection control, continuous masking for patients and providers during appointments, masking for all staff when moving around the office or in shared spaces and a mandatory fit for work online questionnaire for staff,

The Leduc and Beaumont After-Hours Clinics remain temporarily closed; our specialty clinics, including the Leduc Eldercare Consultation Team, MSK clinic, and visiting psychologist clinic, see patients in-person while supporting virtual options.

Our Team-Based Care Program continues to offer both in-person and virtual appointment options; patients and providers report that multidisciplinary patient care continues uninterrupted. Virtual classes and workshops were developed at a zone level and launch in late 2020, allowing people from across the zone to access classes at a date and time that best accommodates their schedules.

The PCN supports our clinics through our Quality Improvement team and patient outreach. An ongoing PCN Edmonton Zone campaign and COVID-19 specific information continues to be shared with our membership in the monthly physician, clinic and PCN staff newsletters. Support to member clinics to obtain PPE through the Government of Alberta remains in place. Board of Directors meetings, sub-committee meetings, staff meetings and Pan-PCN committee meetings continue via virtual platforms.

Regardless of how long the pandemic and restrictions continue, be assured that the Leduc Beaumont Devon Primary Care Network will work diligently to ensure our patients receive the same high-quality care they expect from us. We remain yours in service.

