

Fiscal year 2022

ANNUAL REPORT

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LEDUC, AB T9E

WWW.LBDPCN.COM

PRESIDENT'S ADDRESS

My friends and colleagues, through 2021/2022, we have managed to weather yet another unprecedented year. Another year that has required resilience and adaptability, one that has shown the strength of our people and our organization. Despite the continued challenges that COVID presented, the extreme strain on our resources, and disturbing world events that have affected each and every one of us, we have again managed to provide quality care to the patients we serve.

Providing our patients with the care they need has become more and more difficult, with this past year likely being one of the most challenging in all of our careers. From the loss of available providers to limited resources, we have all had to dig deep and pivot to ensure we can do right for those we care for. In my opinion, we should all be especially proud of the job we have done. Our patients remain confident in our ability to provide the care they need, and we have maintained essentially all services that our patients rely on. In addition, our physicians have also managed long-term care, inpatient care, anesthesia for endoscopy, and all emergency care for an extremely busy ER. Few, if any, can boast this level of service to the community. Collectively we remain proud of our dedication, skill, and commitment to the community.

Over and above the challenges mentioned, our PCN has also managed to thrive despite changes in senior leadership. While the Board formulated a plan and searched for a new Executive Director, our dedicated PCN leaders rose to the occasion. They took on additional roles and responsibilities in order to maintain PCN operations. This endeavour proved to be a resounding success, as we were able to maintain full operations through this time. This again highlights our level of skill and commitment within our PCN team.

As we move beyond the uncertainty that COVID presented, there is a resurgence of optimism. As noted, we have achieved success in maintaining PCN operations and providing the best patient care we can. Our patients remain comforted and confident in our ability to do so. With the skills and knowledge of our new Executive Director, Mr. Jason Sheehy, our organization is establishing an even stronger foundation for growth and success.

Despite what challenges have come our way, we have proven an ability to persevere. The Primary Care Network we have created and that we are all a part of is the root of our resilience and success. Our patients can continue to look forward to a future of the best possible care because of the PCN we have built. Our community is safe and healthy because of all of you, the dedicated professionals behind the Leduc Beaumont Devon Primary Care Network.

Dr. Justin Balko, MSc MD CCFP
President
Leduc Beaumont Devon Primary Care Network

MESSAGE FROM THE EXECUTIVE DIRECTOR

The 2021/22 fiscal year continued to be one of change and challenges as COVID remained prominent in our communities. Our pivot to hybrid work models proved to be highly successful due to incredibly committed and adaptable teams. We have continued to deliver exceptional service to our patients, primary care providers and community members with a high degree of communication and coordination. As the year progressed, we welcomed more staff back to the central office and continued to adjust practices accordingly.

The PCN also experienced a leadership change just before the fiscal year. Shelley MacEachern, Manager, Finance & Administration, assumed the interim Executive Director position and provided outstanding leadership in her multifaceted roles. Key achievements from this fiscal year include culture/skill building through staff workshops and leadership training, implementing a new performance management system, and the early stages of transition to a new EMR, enabling more efficient and effective tracking, reporting, and a reduction in software duplication.

At the Edmonton zone level, LBD PCN continued to work collaboratively with Alberta Health Services and zone PCNs to develop and deliver priority services. For example, through an Alberta Health grant, the Addictions and Mental Health committee supported CanREACH training for primary care providers to increase the literacy and assessment capacity for pediatric mental health. The project's next phase will focus on enhancing transition networks to improve continuity of care.

In addition, the Edmonton zone PCNs worked together to open registration to many of our respective health education classes. Thanks to this coordination, 42 classes were accessible to patients at various times throughout the year, significantly increasing access. Edmonton zone health education classes are promoted on the LBDPCN website and the AlbertaFindADoctor.ca website.

Throughout the COVID-19 pandemic, the LBD PCN supported primary care providers, clinic managers, PCN allied healthcare providers, and PCN staff to obtain PPE, developed a Fit-For-Work screening tool, and provided patient screening forms. To ensure consistent and timely information, thirteen COVID-19 bulletins were circulated to our member primary care providers, clinic staff and PCN staff through July 2021.

The PCN also launched a patient experience survey in member clinics; 94.5% of respondents rated the quality of care they received at their appointment as "very good" or "excellent." Moreover, under the supervision of the Mental Health Services Practice Lead, two fourth-year social work students joined us for 400-hour clinical practicums. It was a tremendous initiative. The LBD PCN is excited for the 2022/23 year as we welcome a new Executive Director. With the engaged leadership and strategic planning of our Board and Governance members, we will continue to focus on increased patient and provider satisfaction, quality of care, system efficiencies and enhanced primary care.

Jason Sheehy, BScOT
Executive Director
Leduc Beaumont Devon Primary Care Network



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 57 family physicians and 1 Nurse Practitioner working in 15 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.



WHAT IS A PCN?

A PCN is not necessarily a bricks-and-mortar building – it 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.

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The Primary Care Initiative oversees and supports the development of PCNs.

Alberta has 40 PCNs operating in communities and areas across the province with more in development.

Over 85 percent (3800+) of all family doctors in the province practice within PCNs along with 1400 allied health care providers.

LEDUC BEAUMONT DEVON PRIMARY CARE NETWORK

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 concerns.



OUR VISION

The Leduc Beaumont Devon Primary Care Network provides services for patients in the Cities 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.

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.



PCN PRIMARY PROVIDERS

- 57 Doctors
- 1 Nurse Practitioner
- Working in 15 Clinics and supported by
- 18 allied healthcare providers

OUR PCN TEAM

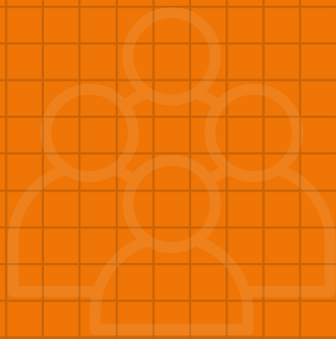
37 Providers and Staff

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

WHO WE SERVE

76,000 catchment area
58,043 paneled patients

- Leduc
- Beaumont
- Devon
- Calmar
- Thorsby
- Warburg
- Leduc County

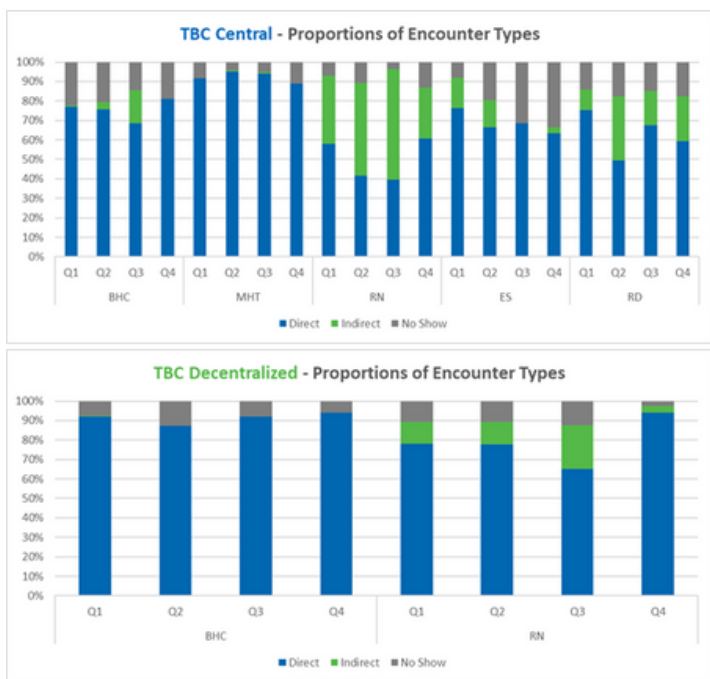


TEAM-BASED CARE PROGRAM

The Team-Based Care Program works with our member physicians to provide support to patients with a variety of concerns. We have healthcare team members working both in our central Leduc office (centralized) and within some of our clinics (decentralized). Registered nurses, registered dietitians, an exercise specialist, behavioural health consultants, and mental health therapists support patients through their health journey.

Centralized Encounters - 4284
 Decentralized Encounters - 1354

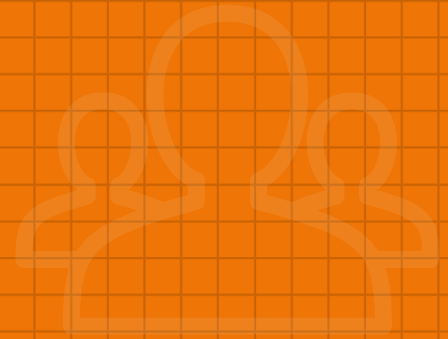
Our team of Registered Nurses (1.55 FTE), Licensed Practical Nurses (2.4 FTE), a Nurse Practitioner (0.2 FTE), Registered Dietitians (1.40 FTE), an Exercise Specialist (0.6 FTE), Behavioural Health Consultants (2.8 FTE) and Mental Health Therapists (2.0 FTE) also offered four health-related classes and workshops to 38 participants.



Total Encounters – Includes direct, indirect, and no shows

Direct - Includes in person, phone, or video visit with patients

Indirect -Includes other calls, chart review, case conferences, etc.



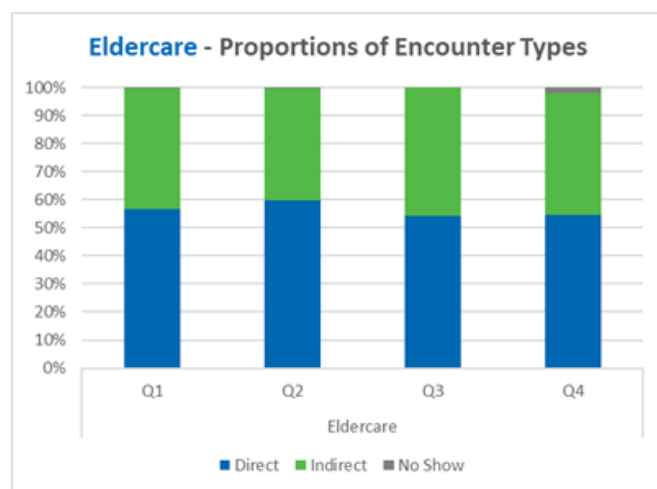
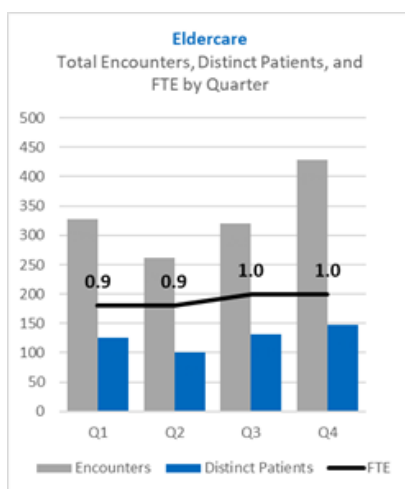
LEDUC ELDERCARE CONSULTATION TEAM

The Leduc Beaumont Devon Primary Care Network provides a specialized geriatric assessment service for seniors who have chronic, complex health issues. Our goal is to ensure seniors living in Leduc, Beaumont and Devon enjoy optimal health and quality of life while remaining in the community for as long as possible.

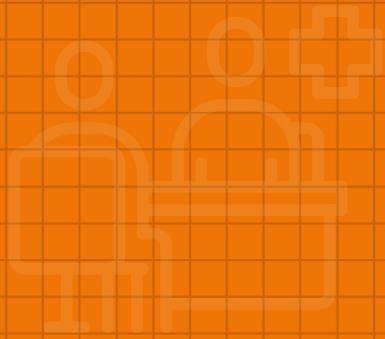
New Referrals - 174

Total Encounters - 1337

Our geriatric team saw 330 unique patients and conducted 46 clinic days in this fiscal year. This clinic has been permanently moved from the Leduc Community Hospital to the main floor of the Leduc Beaumont Devon Primary Care Network main office in Leduc.



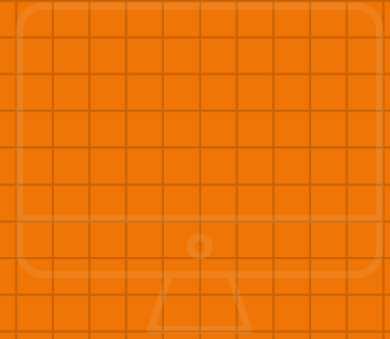
Total Encounters – Includes direct, indirect, and no shows
Direct - Includes in person, phone, or video visit with patients
Indirect -Includes other calls, chart review, case conferences, etc.



SPECIALITY CLINICS

Access to specialists for patients living in suburban and rural communities has always been a challenge. Our PCN aims to partner with various specialty groups to provide patients with local access to specialist consultation services. Through the Leduc Beaumont Devon PCN office, we currently run specialty clinics in geriatrics (see Leduc Eldercare Consultation Team section above for details), psychiatry and musculoskeletal concerns.

The PCN provides local access to specialists to improve continuity of care between primary and secondary care. Our visiting psychiatrist saw a total of 215 discrete patients during 50 clinics throughout the fiscal year. Our visiting MSK clinic the specialist saw a total of 236 unique patients during 24 clinics during this fiscal year.

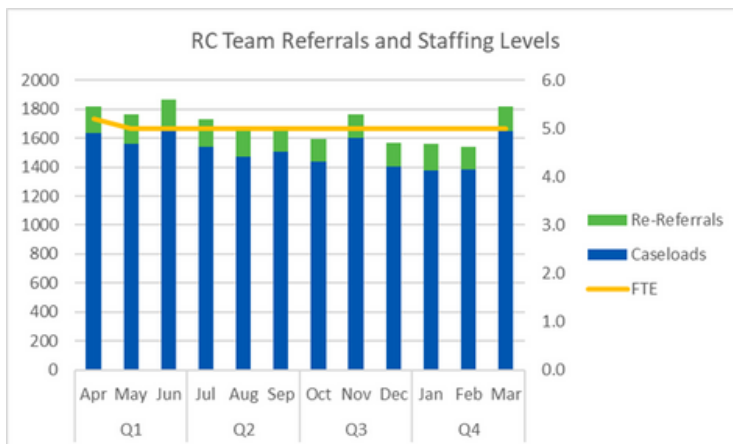


REFERRAL COORDINATION

The LBD PCN Referral Coordinators advocate for the patient and assist the physicians in making sure patients move through the system as seamlessly as possible, with good quality care, from both within and outside the PCN. They develop linkages with various community health resources to deal with patients requiring treatment and referral. The Referral Coordinators develop and manage patient referral programs, confirm appointment details with referring offices as well as initiate, maintain and update the referral database and confidential medical files and records, as indicated.

Referrals Processed - 20,190

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



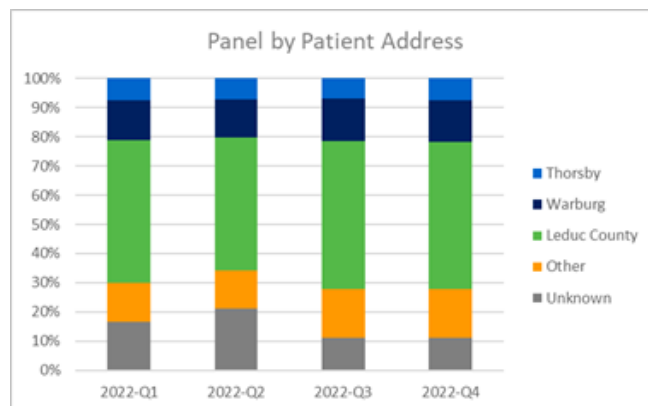


NURSE PRACTITIONER-LED CLINICS

Nurse practitioners (NPs) are registered nurses with graduate education and training in advanced clinical practice. After receiving a degree as a Registered Nurse, Nurse Practitioners continue their education and obtain a Graduate degree and receive additional advanced clinical training.

They conduct comprehensive health assessments, diagnose health conditions, and treat and manage acute and chronic illnesses within a holistic model of care. NPs order and interpret screening and diagnostic tests, perform procedures, and prescribe medications (no restrictions) and therapeutic interventions and can refer to specialists.

Nurse practitioners act as primary care providers within their stream of practice. They work independently across the spectrum of health services, such as acute care, primary care, community health, long-term care, specialty areas of health and emergency care. They work collaboratively with physicians and other health care professionals to provide high-quality, patient-centred care.





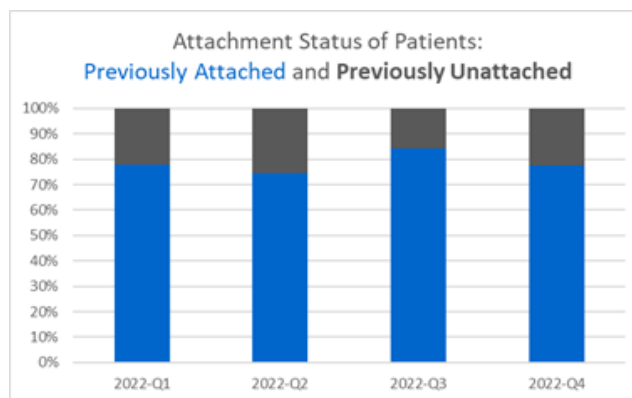
NURSE PRACTITIONER-LED CLINICS

Nurse practitioners use a holistic approach to health care, focusing not only on medical issues or problems but also on patient/family-centred care including the psychosocial and functional aspects of life. Nurse practitioners provide patient education, and health promotion, and involve patients in care. They have been shown to consistently have high rates of patient satisfaction with similar health outcomes when compared to the care provided by a family physician.

Additionally, nurse practitioners provide timely access to care, especially in rural areas, relieving wait times and healthcare costs.

The LBD PCN Nurse Practitioner is working in the previously underserved communities of Thorsby and Warburg.

During this fiscal year, the Nurse Practitioner-Led Clinics had a patient panel of 374; 26% of these patients were previously unattached to a primary care provider.





PANEL MANAGEMENT AND QUALITY IMPROVEMENT

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.

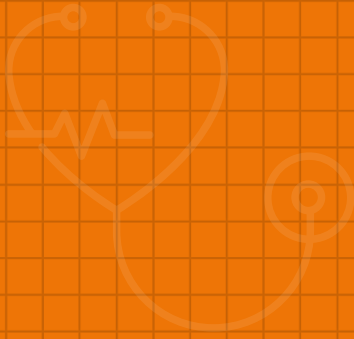
The Quality Improvement Team annually assists our paneled primary care providers in ordering HQCA (Health Quality Council of Alberta) reports to understand their panels and identify areas for improvement.

To support the development of validated patient panels, the QI Team collects panel lists from each paneled primary care provider in the LBD PCN twice a year. The lists are analyzed to identify patients appearing on more than one panel. Each paneled primary care provider is provided with a list of their duplicated patients to support confirmation of primary care provider. The team offers assistance to primary care providers to improve their panel clean-up processes, with panel management processes and with ideal panel size calculations.

The Quality Improvement Team works with PCN multidisciplinary team members to enhance their knowledge of EMRs and improve the efficiency of their EMR processes.

The Quality Improvement Team regularly engages primary care providers who have not yet expressed interest in CII/CPAR to understand their needs and address barriers. Primary care providers who express interest in CII/CPAR are assisted in completing paperwork, reviewing processes, and configuring their EMRs, if required.

As of March 2022, 20/58 (34.5%) eligible primary care providers in the LBD PCN are routinely submitting verified panel information to CII CPAR.



AFTER-HOURS CLINICS

The LBD PCN has previously supported the communities of Leduc and Beaumont with after-hours access to primary care through the Leduc After-Hours Clinic (out of the Leduc Beaumont Devon Primary Care Network office) and the Beaumont After-Hours Clinic (out of Beaumont Medical). When the COVID-19 pandemic was declared, the decision was made to close these clinics so that the physicians who worked in them could preserve capacity for patients in their clinics and in hospital. Due to physician capacity limitations, these clinics remain closed.

ALBERTAFINDADOCTOR.CA

Connecting Albertans to a PCN primary care provider who is accepting new patients. This website is maintained by all 40 PCNs and lists family physicians and nurse practitioners who are accepting patients into their practice.

The website is well-used, with 716,163 website visits this fiscal year, an increase of 108% over the last reporting period. Clinic contact information has been accessed 49,468 times this year, approximately the same usage as last year. Views of clinic contact information are used as a proxy for unattached patients. In 2021-22, Edmonton Zone had 141.136 users accessing the site, an 82% increase in traffic from last year. Our PCN ended the fiscal year with zero (0) doctors and zero (0) nurse practitioners accepting new patients – this is the first time in the history of our PCN that we have not had any primary care providers accepting new patients into their practice.

www.AlbertaFindADoctor.ca

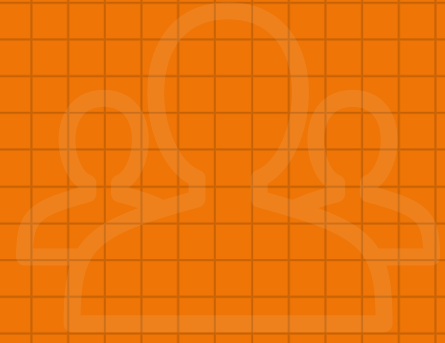


PRESCRIPTION TO GET ACTIVE

A primary prevention program to support physical activity for at-risk patients. Created at our PCN in 2011, Prescription to Get Active (RxTGA) has fared well through the pandemic as more healthcare professionals than ever are utilizing the specialized physical activity prescription to help prevent and treat many chronic conditions. As of this fiscal reporting period, there were 877 medical sites that provide the RxTGA, an increase of 60 site from last year, and 151 recreation and on-line partners, an increase of 4 from 147 last year. There are 1,433 healthcare prescribers of the RxTGA, an increase of 72 from the last reporting period.

RxTGA continues to add value to our health care members by making it easier than ever for prescribers to refer to our program. The RxTGA form is now on most EMRs, and there is the ability to provide a 'virtual' RxTGA through telephone or video consultations. A major focus for RxTGA has been to offer more value to your patients by providing access to physical activity opportunities that are meaningful to them: On-line video on demand movement and exercise sessions, trail rout access, and free coaching support to help sustained physical activity.

www.PrescriptionToGetActive.com



BOARD OF DIRECTORS

Dr. Justin Balko - President
Dr. Gurpreet Dinsa - Vice President
Dr. Gerard Amanna - Secretary
Dr. Lily Chen - Treasurer
Dr. Rebecca Saunders
Dr. David Tran
Vacant - Public Director
Jason Sheehy - LBD PCN Executive Director

COMMITTEES

Joint Governance Committee

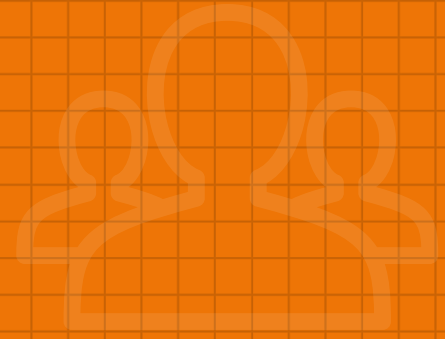
Dr. Justin Balko - PCN President
Dr. Gurpreet Dinsa - PCN Vice President
Nora Johnston - AHS Senior Consultant
Heather Durstling - Executive Director, Suburban Hospitals, EZ
Korynna Wolfe - Director, Leduc Community Hospital, Devon General Hospital
Shelley Deprez - PCN Executive Assistant, recorder

Evaluations Committee

Vacant - Chair, Evaluator, PCN
Dr. Justin Balko - Evaluations Physician Lead
Nora Johnston - Program Manager, Alberta Health Services
Jason Sheehy - PCN Executive Director
Lori Briggs, PCN Manager, Clinical Operations
Lauren Stone, Interim PCN Manager, Quality Improvement
Shelley Deprez - PCN Executive Assistant, recorder

Finance Committee

Dr. Lily Chen - Finance and Audit, Physician Lead
Jason Sheehy - Chair, PCN Executive Director
Shelley MacEachern - Manager, Administration & Finance
Vacant - Treasurer, Public Director (NPC Board)
Shelley Deprez - PCN Executive Assistant, recorder



COMMITTEES CON'T

Mental Health Committee

Vacant - Chair, PCN Mental Health Clinician, Practice Lead
Dr. Alida van Heerden - MH Physician Lead
Vacant - MH Member Physician
Vacant - 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
Jason Sheehy - PCN Executive Director
Monika Delannoy - Clinical Administrator, recorder

Panel Management and Quality Improvement Committee

Lauren Stone- Chair, Interim 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
Jason Sheehy - PCN Executive Director
Shelley Deprez - 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
Vacant - PCN Mental Health Clinician, Practice Lead
Michelle Williams - PCN Nurse Practitioner
Jason Sheehy, PCN Executive Director
Penny Garton - PCN Team Lead, Clinical Administrator, recorder