



## **Camrose Primary Care Network**

### **Community Engagement 2013 Town Halls Summary Report to the Community**

# PCN 2013 Town Hall Summary

## Report to the Community

### 1. Purpose

Upon initial discussions for the 2014-17 Business Planning Process for the Camrose Primary Care Network (PCN), it was determined by the PCN Executive Director, Clinical Manager and Communications Lead to implement a community engagement initiative into the planning via: the means of hosting PCN Town Hall Meetings.

The purpose of the Town Hall Meetings was twofold:

- Utilize an opportunity to educate and raise awareness of Primary Care, The PCN and the programs and services individuals and their families have access to
- Engage the public in an opportunity for them to provide information/feedback/experiences to us, ensuring in the future our planning is patient centered and paying close attention to what we heard.

### 2. Responsibilities

The implementation of the Town Hall Sessions was a collaboration of a great team working together, including:

- PCN Executive Director, Clinical Manager, Communications Lead, Administration Coordinator, PCN Healthcare Providers, Community Representation from Bashaw and Daysland

### 3. Schedule

The PCN implemented three Town Hall Sessions:

Bashaw	April 10 <sup>th</sup> , 2013	6:30pm – 8:30pm	Approximately 40 people were in attendance
Camrose	April 15 <sup>th</sup> , 2013	6:30pm – 8:30pm	Approximately 35 people were in attendance
Daysland	April 16 <sup>th</sup> , 2013	6:30pm – 8:30pm	Approximately 40 people were in attendance

Please refer to “Appendix A” for Promotional Poster(s)

### 4. Agenda/Framework Please see “Appendix B”

**5. Results** - Please see “Appendix C & D” for complete tabulation of participant comments.

- Participants were very engaged to provide feedback, ideas and suggestions.
- Below is a combined summary of top results for Access, Experience and Outcomes

<b>Patient Access</b>	<b>Patient Experience</b>	<b>Patient Outcomes</b>
<p>Improved Communication:</p> <ul style="list-style-type: none"> <li>• With my doctor/healthcare provider re: follow-up, referrals, my records</li> <li>• With service providers/organizations/PCN on what’s available</li> </ul>	<p>Frustrated with Mental Health Support – want individual care, support, referrals and follow-up</p>	<p>Patient is empowered, educated and responsible for own health with the support of Family Doctor, Health-care providers and community</p>
<p>Additional access to Women’s Health</p>	<p>When I go to my doctor, I would like my results already there – proactive approach</p>	<p>Partners within community are engaged to collaboratively provide better access to more local programming, services and Supportive Care</p>
<p>Desire local access to the same doctor with a continuity of care</p>	<p>I want a positive experience with two way communication &amp; respect, and leaving with a complete understanding what has been discussed</p>	<p>Having a healthcare provider team that communicates with each other, supporting the direction of my care plan - accessing centralized health care providers</p>
<p>Partnerships within community to provide better access to more programming, classes and supportive care</p>	<p>Value of time – managing wait times and quality time spent with doctor (not feeling rushed), with a planned process for follow-up</p>	<p>Rural Physician and Healthcare provider recruitment /retention/mentorship is a high priority – For continuity of care it’s important for rural towns to have strong &amp; consistent physician base</p>
<p>I want timely appointments and shorter wait times to access family doctor and care plan programming</p>	<p>Continuity of care, placing patient in the centre and not having to re-tell my story</p>	<p>People are engaged in support group settings and feeling empowered to advocate throughout their healthcare journey</p>
<p>Would like a centralized point of navigation to determine what is available to me</p>		
<p>Access care through other avenues than just my doctor – ie: other Health Care providers, Holistic Approach, Nurse Practitioner, Medi-Centre</p>		

## 6. Next Steps

The next step in our Business Plan process is to extend an invitation to organizations/community partners to participate in one of our upcoming community stakeholder consultation sessions. Sessions will take place the week of September 16th with a half day scheduled for each initiative from 9am – noon at the PCN Edgeworth Centre clinic location. The calendar is as follows:

- September 16th 9am – noon Prevention and Chronic Disease Management
- September 17th 9am – noon Obstetrics
- September 18th 9am – noon Geriatrics
- September 19th 9am – noon Palliative Care

The first hour will be used to review the PCN's current Business Plan and menu of programs and services. The second hour will be focused on a SWOT (Strengths, Weaknesses, Opportunities, and Threats) exercise. Lastly we will put together a summary of what we heard during the morning and highlight any suggested recommendations regarding partnership opportunities for existing programming as well as new opportunities.

## 7. Further Feedback

This report, along with feedback from community providers and stakeholders will be distributed to Camrose PCN Physician Group for review and consultation in November 2013.

Additional information and feedback from general public and community stakeholders will continue to be welcome any time during this process at: [info@camrosepcn.com](mailto:info@camrosepcn.com)

## 8. Final Step

Camrose PCN 2014-17 Business Plan will be developed during the months of November 2013 to February 2014. The Camrose PCN will be seeking final approval and sign-off from the Government of Alberta - Alberta Health March 2014. Implementation of approved business plan expected to take place April 1, 2014.

If you have any further comments or feedback, please do not hesitate to contact:

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# Let's have a conversation

Camrose Primary Care Network (PCN)  
2013 Town Hall

## Why should you attend?

### Questions about the Camrose Primary Care Network?

- Let's talk about it!
- An opportunity for you to provide input

## Please join us...

### If you or someone you know is....

- Living with diabetes or high blood pressure
- Expecting a child or recently started a family
- Caring for an elderly person
- In need of grief & bereavement or palliative care support
- Faced with a cancer journey
- Struggling with managing a healthy weight
- In need of mental health support

### BASHAW

Thursday, April 11th, 2013

6:30 pm – 8:30 pm

Bashaw Majestic Theatre

*\*\* Refreshments provided*

### CAMROSE

Monday, April 15th, 2013

6:30 pm – 8:30 pm

Norsemen Inn - Salon C

*\*\* Refreshments provided*

### DAYSLAND

Tuesday, April 16th, 2013

6:30 pm – 8:30 pm

Daysland Senior Center

*\*\* Refreshments provided*



To receive more information, please contact the Camrose PCN at 780.608.4927, email [info@camrosepcn.com](mailto:info@camrosepcn.com) or visit [www.camrosepcn.com](http://www.camrosepcn.com)

# **CAMROSE PRIMARY CARE NETWORK TOWN HALL SESSIONS**

## **AGENDA**

### **30 MINUTES**

- A. INTRODUCTIONS
- B. WHAT’S GOING TO HAPPEN THIS EVENING
- C. CAMROSE PCN PROGRAMS AND SERVICES

### **45 MINUTES**

VIDEO

BREAKOUT SESSIONS WITH A FOCUS ON:

- A. PATIENT ACCESS
- B. PATIENT EXPERIENCE
- C. PATIENT OUTCOME

### **15 MINUTES**

- A. BREAK

### **30 MINUTES**

- A. WHAT WE HEARD
- B. NEXT STEPS
- C. HARD COPY/ONLINE SURVEY
- D. REPORTING BACK TO PARTICIPANTS EMAIL AND FACEBOOK PAGE

## **Camrose Primary Care Network – Town Hall Sessions Working Group Definitions and Questions**

*Primary Care refers to the services you receive for your basic, everyday health needs. It is your first point of contact within the healthcare system and is provided to you by your family doctor and other health providers*

### **A. Patient Access**

“Individuals and their families find primary care readily accessible”

1. Who do you want access to?
2. What do you want access to?
3. Where do you want to access it?
4. When do you want to access it?
5. How do you want to access it?

**Why is this important to you?**

### **B. Patient Experience/Satisfaction**

“Individuals and their families are informed and engaged in their care”

1. Who needs to be involved in your patient experience?
2. What does a positive patient experience look like? A negative one?
3. Where do you want the patient experience to take place?
4. When do you feel like you have been heard?
5. How do you want to be communicated with as part of your patient experience?

**Why is this important to you?**

### **C. Patient Outcomes**

“Patients outcomes define a healthy you - a healthy family”

1. Who do you want to have listen and support you in your health journey?
2. What can be done in the primary care setting/current PCN programming model to improve you and your family’s quality of life?
3. Where do you want this to happen?
4. When should this happen?
5. How do we know if we are making a difference? How do you want to be engaged?

**Why is this important to you?**

## Results 2013 PCN Town Hall Sessions

### BASHAW

#### **PATIENT ACCESS:**

- I want to access a female doctor who will take new patients
- Timely appointment (one week) – if sick sooner
- See a Nurse Practitioner
- See a Nurse Practitioner
- I want to see someone who has access to my records
- 24 access to ask questions
- Knowing who/what number to – don’t like having to struggle looking through a phone book
- Ambulance
- I want a follow up call on my results – good or bad
- Better communication with my results
- Communication
- Let people know what’s available
- More Doctors Referrals
- I want to talk to a real person and get an answer in 24 hours
- I want to be able to self-refer
- Promote PCN programs in Bashaw
- Use Community Connections
- Internet
- I didn’t know the PCN existed
- Access to Women’s Health
- Same Procedure – Let’s try something new
- Access to Alternative ways of practice
- Eastern vs Western
- Focus on Prevention and Wellness not Illness

#### **PATIENT EXPERIENCE:**

- Had a great experience with my forward thinking and proactive doctor
- I want my tests ordered ahead of time
- Edmonton doctors have communicated listened
- Active Listening
- Frustrated with Mental Health – pushing pills and group settings
- I want individual care for mental health and continued support – follow-up

- Like that my doctor has all my information on a laptop – all is there for him to review when I arrive
- Mental Health
- Frustrated Care between Family Doctor and Mental Health Support
- Proper Referrals
- It's important my doctor looks me in the eye, talks to me and that I feel respected
- You can't expect the doctor to know everything
- A lot of patients are not totally upfront with their family doctor
- Two-way communication
- Frustrated I have to go back to my doctor for re-fills

## **PATIENT OUTCOMES:**

- People should be responsible for their own Health – Doctors and Health Care Team need to support this
- Patient needs to be empowered
- Use Healthcare providers more
- Support Groups should be looked at
- Community work together on Barriers (ie: Transportation)
- Community should not have to be financially supporting programs they need
- Bring PCN Team to Bashaw
- Group Support in Bashaw
- It's important people look into what's available
- Self-Educate
- PCN should partner with Bashaw and District Support Services

## **CAMROSE**

### **PATIENT ACCESS:**

- More weekend and evening access to a family doctor (ie: Medi-Centre)
- Holistic Approach – someone who sees all of you
- Can I access any PCN Physician? Not just mine? Would like to see other regional PCN Doctors and Health Care Providers with special interested – I CHOOSE
- What is the privacy issue around that want?
- We don't need as much access to a Family Doctor but more availability to a nurse
- Doctors are the most expensive and we don't need them to work 24 hours a day for some health concerns
- How do we get ahold of the services in our community? Not enough knowledge
- Chronic Disease is going to balloon
- Health Link – is it working and helpful for access?
- I want to know how to get a family doctor
- I want to decrease wait times
- How long does it take for a PCN program to start
- I want to wait three weeks to a month – not three months

- I want to wait \_\_\_\_ to see my family doctor – but it depends on what’s wrong with me.
- The PCN helps you do your own thinking with approaching your health
- We need doctors recruited to our community
- I have heard here I can access health care through other avenues than just my doctor
- There needs to be someone I can go to to Navigate and or advocate the system
- I want access to who can help me. More education required at different levels
- Social media is growing but not everyone accesses.
- \$65 a year access for texting with your doctor...yes or no
- Transportation (funding program)
- Would like to know physician / Health Care Providers “specialties”)
- Short wait time
- Access to specialty HealthCare Provider
- Likes that they can access their own files or charts
- Need to free up doctor’s time
- I want to know what’s available
- Chronic Diseases are going to increase and patients aren’t going to know how to take care of it or access help for it
- How to access local physician if you don’t already have one... then how much time for a referral .... How much time before access to PCN?
- Doctor will lead in right direction
- Upcoming shortage of physicians
- Stroke awareness
- Option to use Nurse Navigator
- I want access to whoever can help me!

## **PATIENT EXPERIENCE:**

- A team needs to be involved a point of entry
- Depends if you can access the community
- Starting with your doctor, don’t know where to go next after first referral (if that referral doesn’t work)
- A Positive experience includes:
  - continuity of care
  - A relationship with your doctor
  - Less wait time in waiting room
  - I don’t want to be rushed
  - I don’t want to re-tell my story
  - I want records shared
  - I want to wait 15 minutes at my appointment
- I like having time with my PCN team / Healthcare provider
- I like having time with my PCN team / Healthcare provider
- If no solution is found, it is difficult to find a second opinion in Camrose
- I want face-to-face
- Consistence of care regardless of physician and have a system to assist with that

- More group education
- More visible in schools
- Navigation from the start
- Timely access
- Communication
- I want a personal health portal
- Depends on the disease as to where point of entry should be
- Waiting room time more an issue than wait times for appointment – no longer than 15 minutes
- I don't want to re-tell my story to each Health Care Provider
- Very difficult to get a second opinion if you don't agree with the first one
- Adequate time with the care giver
- Consistency of Care
- System will help you with finding other care if needed elsewhere
- Better navigation system right from the beginning
- Navigation
- Navigation

## **PATIENT OUTCOMES:**

- Having team guidance through your personal health journey
- Environment with pharmacist in the PCN because it feels more intimate and confidential
- Don't always need a HealthCare Provider – maybe more support groups from peers and community
- More advocacy for navigating
- Ease of access to Health Care Providers
- More of a say to health care programs
- Starting healthy lifestyles with our children
- Want to be part of the “dream” solution who will make programs
- How positive to have fresh eyes on you through a team
- Having guidance through your journey
- I want to see a nurse first in the clinic. Would like nurse to refer.
- Access to PCN Pharmacist with no doctor referral – PCN environment is more secure
- Dr. Oz's myths
- Opportunity to explore alternative treatment Risk vs Benefit
- Use Peers for Support (more support groups and education)
- RN Navigator
- Advocacy and support groups
- Navigation
- Centralized Programs (Health Care Mall)
- If I want to be part of the dream I want to be part of the partnership
- I have to keep re-telling my story
- A source for feedback is required
- Awareness

# DAYSLAND

## **PATIENT ACCESS:**

- Want LOCAL access (I don't want to have to drive to Edmonton for specialists)
- Better information sharing to access programs and services
- Camrose Morning News is a good way to get information out in Daysland
- I want same day appointments
- I want the same doctor
- I want continuity of care
- I do not want access to my health information (charts and files)
- I want access to partnerships and programs (ie: Flagstaff District Support Services)
- Local Grief and Bereavement Support with continued local follow-up
- Diabetic Education Classes
- Lack of Access to local Physicians
- Access to Massage Therapist
- Bringing Health Care Providers out to Daysland

## **PATIENT EXPERIENCE:**

- I want to be with a team of health care providers
- I want more explanation and have someone answer my questions
- A negative experience is when I leave my doctor's office with more questions than when I started
- Be prepared when you go to your doctors
- "Too many cooks is not good"
- Two way communication
- I want to hear my doctors saying he/she wants to follow up with me in 2-4 weeks
- Dialogue not monologue
- I want to UNDERSTAND
- Value of time – I don't want to feel rushed
- Time spent in waiting room – Let's figure out a way to manage (ie: phone calls etc.)
- Respect goes both ways
- Even if a Lab Result is normal I want follow up (phone – call)
- Process and Protocol for Lab results is required

## **PATIENT OUTCOMES:**

- Medical individual who has the ability to know and support your direction
- Must be hard to "Keep Up" with Medications – clearer names – less confusing
- More communication between health care providers
- Centralized portal for info for HC Providers

- Local Group support would be easier to access
- Local PCN Team helps me understand
- I want to drive less to what I need to access
- Where are local Alberta Trained Doctors going
- Need to recruit and look at rural strategies to make that happen
- Involve with medical students showcasing rural Alberta
- Recognize retention is important
- Rural Mentorship in formal training
- Focus on Family Practice
- Midwives and Nurse Practitioners can take the load off of the doctors

#### AFTER TOWN HALL MEETINGS INPUT

1. Why is the PCN not doing anything with Parkinson's Disease?

