



CWC P.G. CO. BOARD MEETING SUMMARY JANUARY 18, 2022

OMICRON RESPONSE STRATEGY

The launch of the Calgary Zone Omicron Response Strategy Chair will aim to provide a PCN-led, multi-pillared, coordinated, and decentralized response to the ongoing COVID-19 pandemic. With the Patient Medical Home as its foundation, the strategy will ensure that COVID-19 patients are supported within primary care, with integration occurring as capacity demands increase due to increased COVID-19 cases/patients and/or staffing/capacity challenges.

Effective January 19, 2022, the CWC PCN will be offering support to all member clinics with patients who are self-managing suspected or confirmed COVID-19 symptoms at home. Physician member clinic employees will have the ability to work directly with CWC PCN Patient Care Coordinators to book virtual appointments with a Primary Care Registered Nurse (PCRN). Based on Alberta's pathways for COVID-19 care, PCRN's will be able to make recommendations, and refer patients who need to be escalated to a higher level of care. This CWC PCN service will run concurrently with the Primary Care Centre's support for unattached patients and will remain in effect until referral volumes significantly diminish.

CWC PCN MAIN OFFICE SUBLEASE

Throughout the COVID-19 pandemic, the CWC PCN expanded its existing remote working model to ensure that all eligible employees were able to conduct their work safely and efficiently in a virtual setting. As the organization transitions to a hybrid working model offering remote work wherever possible, the need for main office space has been reduced. The CWC PCN with support from the Board is examining options with regards to transferring the main office lease to a new tenant, or finding a smaller space and reallocating funding that would otherwise be spent on leasing and maintenance costs back into direct patient care to support physician members, patients, and families.

QUARTERLY PATIENT EXPERIENCE & SAFETY SUMMARY REPORT (SEPT 2021 – NOV 2021)

The Board reviewed the Quarterly Patient Experience & Safety Summary Report highlighting patient feedback and patient safety incidents related to care received at the PCC. In the past quarter, the PCC reported seven patient safety incidents, all of which were reported as close call incidents. The deployment of the Clinical Safety Observations Checklist has been deferred to the second quarter as the PCC adjusts to the ongoing community health needs during the COVID-19 pandemic. The Board expressed appreciation for the work of the clinic staff and the policies and procedures in place to manage patient care and mitigate patient safety incidents.

The next Board meeting is scheduled for February 15, 2022.

Should you have any questions or would like further information, please send your request to board@cwpcn.com or jmacpherson@cwpcn.com