



CWC P.G. CO. BOARD MEETING SUMMARY MAY 17, 2022

PRIMARY CARE CENTRE QUARTERLY PATIENT SAFETY AND EXPERIENCE REPORT

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 three (3) patient safety incidents, all of which were reported as close-call incidents. The deployment of the Clinical Safety Observation Checklist has been deferred to the third quarter as the PCC continues to adjust to ongoing community health needs during the pandemic.

JUNE 2022 BOARD GENERATIVE DISCUSSION WORKSHOP ON MEMBER ENGAGEMENT

The Board and members of the CWC PCN leadership team are preparing for a June Board workshop to discuss membership engagement opportunities for CWC PCN physician members. The Board and members of the leadership team are finalizing workshop materials ahead of the June workshop.

CII/CPAR UPDATE

The CWC PCN anticipates achieving the Zones goal of 80 per cent member engagement in CII/CPAR by March 31, 2023. The Board continues to discuss the importance of communicating the benefits of CII/CPAR to the membership as it will help them prepare to engage with the broader healthcare system in the coming years. Physicians who are interested in onboarding with CII/CPAR can contact their [Physician Liaison](#) for more information or additional support.

CWC PCN ADVISORY COUNCILS

The CWC PCN is in the process of establishing a Membership Advisory Council (MAC) and an Employee Advisory Council (EAC) to complement the existing stakeholder engagement that has occurred through the Patient Advisory Council (PAC). These advisory groups will be used to represent a wider population of stakeholders and will result in more detailed feedback from stakeholders on CWC PCN programs and services. The outcome of engagements with these committees will be regularly reported in briefing notes to the Board to for consideration during decision-making processes.

QUALITATIVE BOARD EVALUATIONS

The PCN Board Self-Assessment Review is an annual requirement by Alberta Health that provides governing bodies an opportunity to receive evidence-based insights for achieving excellence in governance standards and practices. In April 2022 the Board and Joint Venture Governance Committee completed Accreditation Canada's Governance Functioning survey. The results of the survey will be shared with the Board Development Committee, which will develop an associated improvement plan for the 2022-23 Board year. The final improvement plan will be reviewed by the Board over the summer of 2022. The Board also completed the formal Board Chair Evaluation survey and results will be shared with the Board Chair and Past-Chair in order to analyze results.

The next Board meeting is scheduled for June 21, 2022.

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