



CWC P.G. CO. BOARD MEETING SUMMARY MARCH 19, 2024

MENTAL HEALTH PROGRAM UPDATE

The Calgary West Central Primary Care Network's (CWC PCN) Manager of the Mental Health Program presented an overview of the evolution of the Mental Health Program since it was first launched 18 months ago. The presentation included updates on program developments, improvements, feedback from key stakeholders, and data trends for the 2023-24 fiscal year. The CWC PCN's Mental Health Program currently fields an average of approximately 262 referrals per month while maintaining a low no-show rate of 12.6 per cent. Feedback obtained from key stakeholders on the program has been largely positive, highlighting the value of the program for physician members and their patients.

The CWC PCN will be expanding the hours of operation of the Mental Health Program in Spring 2024 to include evening and weekend availability in an effort to increase access to mental health services and address growing demand. An additional 4.0 FTE Primary Care Registered Psychologists (PCRP) and a 1.0 FTE Social Worker will be recruited starting in March 2024 to support the expansion of the program. The CWC PCN will monitor and evaluate the effectiveness of the expanded program through a process-oriented approach to determine the program's efficacy in achieving the desired outcomes.

MUTUAL ACCOUNTABILITY AGREEMENT

Over the last year, the Calgary Zone Patient's Medical Home (PMH) Task Group collaborated to develop a standardized template that each PCN in the Calgary Zone could use as an agreement between it and its physician members. This standardized agreement, the Mutual Accountability Agreement (MAA), is based on the CWC PCN's Physician Accountability Agreement (PAA) that was developed and implemented in 2019. This initiative aims to foster a common understanding of accountabilities and responsibilities among Calgary Zone PCNs and their members. The new MAA is set to launch to the membership in April 2024, marking a significant step forward in promoting unity and collaboration within the Calgary Zone PCN.

2024 BOARD GOVERNANCE RETREAT UPDATE

At the 2024 Board Governance Retreat, the Board conducted an in-depth exploration of organizational strategies and operational effectiveness. Key Performance Indicators (KPIs) were central to these discussions, focusing on demonstrating the CWC PCN's performance. In the coming months, the Board will collaborate to update KPIs to effectively monitor targets, strategic objectives, operational milestones, and other organizational goals.

The next Board meeting is scheduled for May 21, 2024.

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