A logo on a blue background

Description automatically generatedPort Alberni Primary Care Network

Nurse in Practice Manual

ACKNOWLEDGEMENTS

We want to acknowledge that our place of work is within the ancestral, traditional and unceded territory of the Tseshaht and Hupacasath people. We acknowledge this land out of respect for the ancestors of this place and reaffirm our relationship with one another in our work going forwards, together.

In addition, a special thanks goes to all teams that dedicated their time to this program:

* Physicians, Nurse Practitioners, RNs and MOAs
* First Nations, Métis, and Inuit Partners
* The Central Island Division of Family Practice
* Island Health
* First Nations Health Authority

Acronyms/Abbreviations

|  |  |
| --- | --- |
| **MOA** | Medical Office Assistant |
| **EMR** | Electronic medical record |
| **PCN** | Primary Care Network |
| **DoBC** | Doctors of BC |
| **CIDFP** | Central Island Division of Family Practice |
| **NIP** | Nurse in Practice |
|  |  |

This manual has been developed to assist in onboarding RNs in practice to Primary Care Networks.

First edition published in November 2023. See anything that is out of date or needs revision? Please contact PCN Administrator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CLINIC INTRODUCTION

Contact Information & Clinic Information

Address:

Office telephone:

Office fax:

Office hours:

Call-in Procedures

Who do I report to if I am sick? Your firstcall should be to your clinic to let them know you are sick. Please also alert Island Health Staffing. A relief nurse may be organized to cover your practice if needed.

Can I work from home? You may be able to arrange days when you work from home, so long as this is supported by your clinic and Island Health Manager.

Clinic Staff

Physician/Nurse Practitioner:

Phone: Email:

Clinic Staff/MOA:

Phone: Email:

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PROGRAM INTRODUCTION

In March 2023, the BC Ministry of Health approved the Port Alberni Primary Care Network (PCN) service plan. The service plan contained 5 strategies to address the problems highlighted through widespread community consultation in 2021 as the main issues with accessing healthcare. The plan was written by a team made up of Central Island Division of Family Practice employees and members, Indigenous partners, and Island health employees. All groups consulted validated the plan.

This service plan includes the following 5 strategies to increase access and quality of primary care in Port Alberni:

1. Community Health Centre, located in the city, creating low barrier, culturally safe access to team based care for Port Alberni’s most marginalized population of people. This health centre combines the social determinants of health approach of a community health centre with the traditional and culturally safe attributes of an Indigenous primary care centre.
2. MHSU Clinic, located inside the Community Health Centre. This low-barrier MHSU clinic will act as an allied health hub, with the capacity to take referrals for attached patients from other primary care providers. This will increase access to quality MHSU services and create attachment capacity.
3. Mobile Healthcare Unit, transportation barriers to accessing care for urban, rural and remote populations are widespread. There is a significant need to deliver mobile primary care services to these patients. This service strategy seeks to support our priority populations including urban Indigenous and non-Indigenous, rural and remote, as well as those who are street-entrenched.
4. At 780 members, Métis represent a growing population. The MHA will support Métis clients, advocating for health provider relationships that are trauma-informed, patient and family centred and promote culturally safe experiences, as well as strengthen engagement and facilitate meaningful attachment.

**This manual is intended to guide the onboarding process for the following PCN Strategy, Team Based Care:**

1. **Team based care in family practice creates capacity to attach more patients, makes clinics more attractive to incoming physicians, reduces physician workload, creates same day access for attached patients; and aligns with PCN Attributes: Comprehensive and coordinated care; virtual care, extended hours, same day access, attachment, and culturally safe care. RNs in Practice will support this team-based care initiative.**

WHAT IS A PCN?

A PCN is a primary care network that

* consists of physicians and other providers who collaborate and expand team-based supports for the GP’s and patients.
* Made up of FPs, NPs, RNs, allied health care providers, FN communities, health authority services and community health services.
* Clinical network of providers in a geographical area where patients receive expanded, comprehensive care and improved access to primary care.
* Everyone collaborates as a team to provide all primary care services for the community members

What are the benefits of a PCN?

A PCN benefits the physicians, patients and the system. The PCN

* reorganizes how the services collaborate by strengthening teamwork and communication links
* brings services together around the patient
* creates capacity in a community to increase access.

Who’s who within the PCN?

|  |  |  |
| --- | --- | --- |
| Name | Position | Email/Phone |
| Dr. | PCN Physician Lead |  |
|  | PCN Manager,  Division of Family Practice |  |
|  | PCN Administrative Assistant,  Division of Family Practice |  |
|  | PCN Change Management,  Division of Family Practice |  |
|  | Manager, Primary Care,  Health Authority |  |
|  | Executive Director,  Division of Family Practice |  |
|  | Clinical Operations Director,  Health Authority |  |

ORIENTATION

Orientation for the PCN Nurse accounts for RN Experience, scope, and identifies clinic needs. Island Health has developed a two-week orientation for the PCN Nurse.

Clinics will prepare the following training for the PCN Nurse to be completed within the first 1-2 weeks in the clinic:

A screenshot of a medical form

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Onboarding Responsibility Timeline

|  |  |  |
| --- | --- | --- |
| **Task** | **Responsibility** | **Time** |
| Set up EMR Log-in credentials | Clinic | 1 hour |
| Port Alberni PCN Clinic Meeting | PCN Staff/Island Health | 1 hour |
| Island Health Orientation Checklist Meeting | Island Health | 1 hour |
| Train PCN nurse to use EMR | Clinic and EMR Super user | Ongoing |
| Encounter code reporting (trianing) | Clinic with support from CIDFP | 2 hours |
| Set up job shadow shifts with Physician lead, MOA, office manager, etc | Clinic | First 2 weeks |

TRAINING SCHEDULE

|  |  |  |
| --- | --- | --- |
| Week 1: Island Health & CIDFP Virtual Classroom Orientation | | |
| Week 2: Mentorship and Coaching with Island Health | | |
| Week 3: Clinic Shadowing | | |
| **Day1** | **AM: Review EMR**  **PM: Buddy with Site Nurse or office mgr** |  |
| **Day 2** | **AM: Shadow MOA’s Reception**  **PM: Buddy with site nurse or PCN nurse** | **Goal of the shadow shift is to learn the roles and responsibilities of each team member** |
| **Day 3** | **AM: Shadow Physician**  **PM: Shadow Physician** |  |
| **Day 4** | **AM: Buddy with site nurse or PCN nurse**  **PM: Shadow Physician** |  |
| **Day 5** | **AM: Shadow Office Manager**  **PM: Review competencies, check in with RN team leads** | **Review EMR and encounter code billing** |
|  |  |  |
| Week 4: Clinic Shadowing, Pathways | | |
| **Day 1** | **AM: Shadow Physician**  **PM: Shadow Physician** |  |
| **Day 2** | ***All day E-learning modules; support from RN team leads*** | |
| **Day 3** | **AM: Buddy with site nurse or PCN nurse**  **PM: Shadow Physician** |  |
| **Day 4** | **AM: Buddy with site nurse or PCN nurse**  **PM: Practice in EMR** |  |
| **Day 5** | **AM: Shadow Physician**  **PM: e-learning modules** | **Review RN/LPN scope of practice document** |

NIP SCOPE CHECKLIST

Please ask your physician or nurse practitioner to go through this list with you to ascertain their top 10 priorities in utilizing a nurse in practice to enhance their team-based care.

A medical report with text and images

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A document with text on it

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NIP COMPETENCY TRIANGLE

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(Source: [BCCNM website](https://www.bccnm.ca/Pages/Default.aspx))

**What Legislation and regulations impact my practice?**

* Be aware of provincial and federal legal rules and regulations that impact your practice. For example, Ministry of Health, BC Law, Canadian Health Care Acct, Health Professionals Act, etc.

**What does my nursing college tell me I can do?**

* Review [British Columbia College of Nurses and Midwives Registered Nurses](https://www.bccnm.ca/Pages/redirect.aspx?requestedURL=www.bccnp.ca/bccnp/bccnm/Pages/Default.aspx) practice and standards - scope of practice, practice standards, certified practice, and professional standards. Know what standards, limits, and conditions affect your practice. Certified practice decision support tools and competencies can be found on the [Nurse and Nurse Practitioners of British Columbia](https://portal.nnpbc.com/education/decision-support-tools/) website.

**Does my organization have policies, procedures, and guidelines in place to support my practice and am I following them?**

* Know Island Health’s policy, procedures, and guidelines.
* What training, supports and practices do I required to perform m care services? What do I require coaching, mentoring and education in to ensure that I am confident and competent in my practice?

ISLAND HEALTH COURSES

All Allied Health Team Members in the Port Alberni Primary Care Network will need to log into <https://learninghub.phsa.ca/Courses> to complete Mandatory courses.

All courses marked ‘M’ are mandatory; those marked ‘O’ are optional. This list does not include orientation and training that may be specific to the Primary Care clinic/setting that the staff member is assigned to; that will be developed in collaboration with the clinic/setting and provided separately.

**Staff are required to complete all mandatory training by the end of the first month of employment or at the discretion of their health authority manager.**

**All New Island Health Staff**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Code** | **Course Description** | **Mandatory (M)**  **Optional (O)** | **Completed**  **(Y=Yes)** |
| 15898 | [New Employee Orientation (NEO)](https://learninghub.phsa.ca/Courses/15898) | O |  |

**All New Primary Care Network Staff**

| **Course Code** | **Course Description** | **Mandatory (M)**  **Optional (O)** | **Completed**  **(Y=Yes)** |
| --- | --- | --- | --- |
|  | **Island Health Primary and Community Care Orientation** |  |  |
| 23411 | [Primary and Community Care Orientation](https://learninghub.phsa.ca/Courses/23411/primary-and-community-care-orientation) (23411)  Staff will need to submit evidence of completion for the following courses that are included in the Island Health Primary and Community Care orientation course:   * [TBC on the Run (course)](https://tbc.health.ubc.ca/tbcontherun) – 3 hrs * [Social Determinants of Health](https://cna-aiic.ca/en/nursing-practice/evidence-based-practice/social-determinants-of-health/social-determinants-of-health-e-learning-course) (course) – 1.5 hrs * [Equipping for Equity](https://equiphealthcare.ca/equipping-for-equity-online-modules/) (course) - 2 hrs * [Trauma Informed Care (TIC)](https://www.albertahealthservices.ca/info/page15526.aspx) (course) – 5 hrs | M |  |
|  | **Primary Care Network – Purpose, Vision, Attributes** |  |  |
| N/A | <https://gpscbc.ca/what-we-do/system-change/primary-care-networks> | M |  |
|  | **Team Based Care Fundamentals** |  |  |
| N/A | <https://bcpsqc.ca/resources/team-based-care/> | M |  |
|  | **Annual Recertification** |  |  |
| 14697 | [Confidential Information Management (CIM) Code of Practice](http://learninghub.phsa.ca/courses/14697) (module) | M |  |
| 11484 | [Code Red](https://learninghub.phsa.ca/Courses/11484) (module) | M |  |
| 15336 | [Code Yellow - Missing Persons](http://learninghub.phsa.ca/courses/15336) (module) | M |  |
| 15335 | [Code Black - Bomb Threat](http://learninghub.phsa.ca/courses/15335) (module) | M |  |
|  | **Safety** |  |  |
| 11925 | [Infection Control and Hand Hygiene for Island Health](https://learninghub.phsa.ca/Courses/11925) (module) | M |  |
| 15338 | [Code Grey - System Failure](http://learninghub.phsa.ca/courses/15338) (module) | M |  |
| 12047 | [Code Green - Evacuation](http://learninghub.phsa.ca/courses/12047) (module) | M |  |
| 15337 | [Code Brown - Hazardous Spill](http://learninghub.phsa.ca/courses/15337) (module) | M |  |
| 14992 | [Restricted Access and Lockdown](http://learninghub.phsa.ca/courses/14992) (module) | M |  |
| 6109 | [British Columbia Patient Safety & Learning System (BC PSLS): Patient Safety](https://learninghub.phsa.ca/Courses/6109/british-columbia-patient-safety-learning-system-bc-psls-patient-safety) (module) | M |  |
| 15340 | [Highlights of Island Health’s Violence Prevention Policies](https://learninghub.phsa.ca/Courses/15340/highlights-of-island-healths-violence-prevention-policies) (module) | M |  |
| 7558 | [Provincial Violence Prevention for Medium and High Risk Departments - 8 Modules](https://learninghub.phsa.ca/Courses/7558/provincial-violence-prevention-for-medium-and-high-risk-departments-8-modules) (course) | M |  |
| 14956 | [Violence Prevention - PVPC Classroom](https://learninghub.phsa.ca/Courses/14956/) (in person) | M |  |
|  | **Clinical Care & Skills** |  |  |
| 11053 | [Fall Prevention and You (online)](http://learninghub.phsa.ca/courses/11053) (module) | M |  |
| 16397 | [Code Blue - Cardiac Arrest](http://learninghub.phsa.ca/courses/15339) (module) | M |  |
| 11044 | [Chronic Disease Self-Management](https://learninghub.phsa.ca/Courses/11044/chronic-disease-self-management-online) (module) | M |  |
| 11716 | [Mental Health Act – Island Health](https://learninghub.phsa.ca/Courses/11716/mental-health-act-island-health-online) (module) | M |  |
| 16554 | [Orientation to Suicide Risk](https://learninghub.phsa.ca/Courses/16554/orientation-to-suicide-risk) (module) | M |  |
| 23000 | [Infants Act: Determining Consent for Treatment and Information Sharing](https://learninghub.phsa.ca/Courses/23000/infants-act-determining-consent-for-treatment-and-information-sharing) (module) | M |  |
| 14812 | [Abuse, Neglect or Self-Neglect of Vulnerable or Incapable Adults – Part 1](https://learninghub.phsa.ca/courses/14812) (module) | M |  |
| 12395 | [ReACT: Act on Adult Abuse and Neglect – It’s Your Duty](https://learninghub.phsa.ca/courses/12395) (module) | M |  |
| 11955 | [Advance Care Planning and Health Care Consent](https://learninghub.phsa.ca/courses/11955) (module) | M |  |
| 7572 | [Consent to Care Facility Admissions in BC: A Course for Managers and Assessors](https://learninghub.phsa.ca/Courses/7572/consent-to-care-facility-admission-in-british-columbia-a-course-for-managers-and-assessors) (module) | M |  |
| 12069 | [Medical Orders for Scope of Treatment (MOST)](https://learninghub.phsa.ca/Courses/12069/medical-orders-for-scope-of-treatment-most) (course) | M |  |
|  | **Person-Centred Care/ Cultural Safety** |  |  |
| 7859 | [Aboriginal Health: For the Next Seven Generations for the Children](https://learninghub.phsa.ca/Courses/7859/aboriginal-health-for-the-next-seven-generations-for-the-children) (module) | M |  |
| 8141 | [Exploring Gender Diversity: for health authority employees](https://learninghub.phsa.ca/Courses/8141/exploring-gender-diversity) (module) | M |  |
| N/A | [San’yas Indigenous Cultural Safety Training](http://www.sanyas.ca/) (course) – 8 hrs  (Limited seats for this course. If unavailable, try again at a later date) | M |  |
|  | **Safety** |  |  |
| 8300 | [IPAC Practices for Direct/Professional Clinical Care Providers](https://learninghub.phsa.ca/Courses/8300) (module) | M |  |
|  | **Technology** |  |  |
| 13562 | [IHealth: Controls Documentation](https://learninghub.phsa.ca/Courses/13562/ihealth-controls-documentation) (module) | M |  |

**Primary Care Networks (Big Picture)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Code** | **Resource Description** | **Mandatory (M)**  **Optional (O)** | **Completed**  **(Y=Yes)** |
| N/A | [Primary Care Networks | GPSC (gpscbc.ca)](https://gpscbc.ca/what-we-do/system-change/primary-care-networks) | M |  |

**Port Alberni Primary Care Network**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Code** | **Resource Description** | **Mandatory (M)**  **Optional (O)** | **Completed**  **(Y=Yes)** |
| NA | [Logging in and Navigating Med Access](https://www.screencast.com/users/Telus_Health_PSSuite/folders/Med%20Access%20Getting%20Started%20Tutorials/media/6b2f1b55-3c87-4507-960c-2426f9619708) | M |  |
| N/A | [EMR Orientation Videos - YouTube](https://www.youtube.com/playlist?list=PLaPYICeebBdkkvR6FXP7UvCVVY_7hDObb) (Med Access)  Complete Med Access modules as they are relevant to your clinic assignment | M |  |

PATHWAYS

Pathways is a provincial database that provides up-to-date information about specialist wait times, referral processes, and contact methods. Ask your physician/NP for access through their license. For new licenses, please contact Amanda Salvage, PA PCN Administrative Assistant to set up an access key.

Email:

A close-up of a website

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Pathways Training

A diagram of a diagram with Ice hockey rink in the background

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OTHER RESOURCES

|  |  |
| --- | --- |
| Health Gateway | <https://www.healthgateway.gov.bc.ca/> |
| BCCNM | <https://www.bccnm.ca/RN/ScopePractice/Pages/Default.aspx> |
| RN Scope of Practice | <https://www.bccnm.ca/Documents/standards_practice/rn/RN_ScopeofPractice.pdf> |
| Lippincott | <https://www.nursingcenter.com/login> |
| Pathways Public Directory | https://pathwaysmedicalcare.ca/ |
| PharmaNet: | <https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/pharmanet-bc-s-drug-information-network/prime> |
| Health Connect Registry (patient registry for the province) | <https://www.healthlinkbc.ca/health-connect-registry> |
| Central Island Division of Family Practice website | <https://divisionsbc.ca/central-island> |
| BC Family Doctors Website (billing resources etc.) | <https://bcfamilydocs.ca/> |

QUICK REFERENCE

**Hospital**

**BC Ambulance**

911 or

**RCMP**

911 or

**Medaccess EMR Help Desk**

1-888-781-5553

**Port Alberni Primary Care Network (PA PCN)**

PCN Manager:

Change Management:

Administrator:

**Island Health Primary Care Manager**

**Practice Improvement Coach, Doctors of BC**

Record of Amendments

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APPENDIX A: ENCOUNTER COdes

APPENDIX B: ENCOUNTER RECORD AUTHORIZATION

APPENDIX C: APPLICATION FOR BILLING NUMBER

APPENDIX D: MEDACCESS INTRODUCTION