



COLD LAKE PCN

Missing from the photo: Tricia Metz, NP (enrolled in ASaP); Marcella Dybaylo, RN/Clinical Coordinator/Improvement Facilitator/Panel Manager; Niovy Herhenteris, MOA

Back row: Crystal Purves, NP (enrolled in ASaP); Melanie Memnook, Social Worker/Improvement Team Member; Sari Faith, Mental Health Therapist/Improvement Team Member; Carla Sandercock, MOA/Improvement Facilitator/Panel Management Assistant; Sandra (Sandy) Auclair, MOA, Elaine Wall, NP (enrolled in ASaP); Janice Abe, RN Front row: Nicole Sharma, MOA; Sheryl McCormick, Executive Director/Improvement Facilitator; Michelle Law, MOA (holding award); Jessica Fillmore, MOA; Jenna MacSween, RN/Clinical Coordinator/Improvement Facilitator/Panel Manager; Paula Whynot, Executive Assistant/Office Coordinator/Improvement Facilitator Kneeling in front: Alexandria (Allie) Fraley, MOA/LPN/Improvement Facilitator/Panel Management Assistant and Amanda Winterhalt, LPN/Improvement Facilitator

ABOUT

With limited resources, the PCN team has accomplished amazing results around panel identification and management and overall improvement in patient care. When they first began, they found the work overwhelming and daunting but say there is tremendous value knowing who your patients are. They saw this as an opportunity to streamline their workload. The Improvement Team and other PCN Team members are all very motivated toward making positive changes and ensuring the PCN patient panel is well identified as well as ensuring they provide consistent quality patient-centered care to improve clinical outcomes.

Sheryl McCormick, PCN Executive Director, is very proud of this team for their passion to improve primary care, for all they have achieved and for continuously striving for further improvement. Many of the team members expressed that they were honoured to be nominated.

BEING NOMINATED

ENGAGING OTHERS

Marcella, Panel Manager/Lead, has been instrumental in leading change, developing and motivating the team and ensuring all tasks are consistently completed accurately and in a timely manner. The team has McCormick's support to ensure these goals are met.

STAYING MOTIVATED

By keeping everyone in the team informed of progress and reminding them of the end goal. It is also very motivating to the team to see improvements in patient

outcomes and efficiency in the workload. "One of our biggest challenges has been understanding how to utilize EMR. TOP reps have assisted immensely with this process."

TOP TIPS

Stay Positive: Keep a positive attitude and take one step at a time so you don't get overwhelmed.

Invest: They invested in quality improvement by hosting Improvement Facilitator and Panel in Action training at the PCN.

Communicate: The Improvement Team meets weekly to discuss initiatives, identifying areas that are going well and areas for improvement.

WHAT'S NEXT?

A few of the next steps for the Cold Lake PCN team are: Medical Home Assessment, engaging more providers to enroll in ASaP and ongoing panel maintenance and management.

Stay Tuned for more Panel Award Winner Highlights in the coming months!