

**WETASKIWIN FAMILY
MEDICAL PRACTICE
WETASKIWIN PCN**



The Nominees (L to R) : Bottom Row :Dr. Christoff de Wet, Dr. Hannes Brand, Brenda McKinney – POET, Louise Forth – Referral Coordinator, Dr. Leanda Stassen, Dr. Bill Lee, Dr. Daniel Van Den Berg, Dr. Gunther Schlenther, Dr. Stiaan Van Der Walt, Dr. Bill Hendriks - Back Row : Nicole Lemky – Receptionist, Wendy Loov – MOA, Alisha Hamel – MOA, Shauna Lindahl – MOA, Pam Park – Receptionist, Renata Bezenus – MOA, Cheryl Dechaine – RN (PCN), Corry Coyne – Manager - Missing: Christina Tomson – MOA, Holly Hetzner – Billing Clerk, LeAnn Elder – LPN (PCN), Lauren Stashko – Student, Katie Cowan – Student

ABOUT

The value of panel work – identification, maintenance, and management – resonated strongly with us; knowing who we are responsible to and who is responsible to us. Panel is only a part of how we are trying to make an impact but it is the first building block.

It made the staff feel like what they are doing is valued. The Panel Award is a good way to share the word and engage others.

**BEING
NOMINATED**

The A-HA came after had been working on Panel for about a week and realized that it was not nearly as current as it should have been. In order to do any program within our clinic, we needed to know who are patients are.

**A-HA
MOMENTS**

We have dedicated time at staff meetings to discuss the importance of panel work and how important it is to keep it up. We discuss how panel works as a building block for every other program we do. Staff is encouraged to share ideas about what they see as making panel and each other program we run easier for the patients, staff or doctors.

**OVERCOMING
CHALLENGES**

“We collaborate and everyone at the table has an equal say and we are open minded to all suggestions. We use a lot of “we” instead of “I” - We are a team.”

**TOP
TIPS**

Just start. Work at it little by little and the results will come. In the beginning it seems overwhelming but it does get easier the more you work on it. Once your panel is accurate – it is maintenance which is considerably less work. Panelling is a never ending job but one of the most important things we can do as we work our way to becoming a Patient's Medical Home.

Leadership at Wetaskiwin Family Medical Practice has always encouraged teamwork, staff ownership and accolade. They show commitment to our staff by encouraging and recognizing the staff's extremely important role in the patients' healthcare.

We collaborate and everyone at the table has an equal say and we are open minded to all suggestions. The leadership would never ask anyone to do anything that they themselves would not be prepared to do; we use a lot of “we” instead of “I” - We are a team.

Continue to work on Panel on a continual basis as we work our way to becoming a Patient's Medical Home.

**WHAT'S
NEXT?**