

# Public Health Nurses' Experience of Collaboration with Primary Care Providers in Northern BC

## Introduction

Sara Pyke, BScN, RN(C), CCHN(C)  
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Supervisor: Dr. Martha MacLeod



## Research Problem

But How?

Public Health Nurses' experience of collaboration with primary care providers in Northern BC.

## Findings

### Making an Initial Connection

Public Health Nurses' experience of collaboration with primary care providers in Northern BC.

### Moving Towards Integration

Public Health Nurses' experience of collaboration with primary care providers in Northern BC.

### Working Together

Public Health Nurses' experience of collaboration with primary care providers in Northern BC.

## Background

### Study Context



### Primary Health Care Transformation



### Primary Care Homes



## Methods



### Data Collection

Public Health Nurses' experience of collaboration with primary care providers in Northern BC.

## Discussion & Conclusion

### Implications for Primary Health Care Transformation

### Research Limitations

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## Research Problem

**But How?**  
Public Health Nurses  
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**Primary Care Providers**  
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## Findings

**Making an Initial Connection**

**Moving Towards Integration**

**Working Together**

## Background

**Study Context**



**Primary Health Care Transformation**



**Primary Care Homes**



## Methods



**Data Collection**

## Discussion & Conclusion

**Implications for Primary Health Care Transformation**

**References & Figure Credits**

# Introduction

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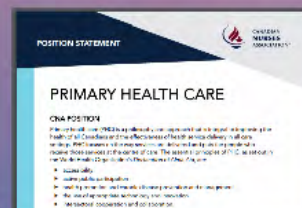


# Background

## Study Context



## Primary Health Care Transformation



## Primary Care Homes




# Study Context



# Primary Health Care Transformation

**POSITION STATEMENT**

 **CANADIAN  
NURSES  
ASSOCIATION\***

## PRIMARY HEALTH CARE

**CNA POSITION**

Primary health care (PHC) is a philosophy and approach that is integral to improving the health of all Canadians and the effectiveness of health service delivery in all care settings. PHC focuses on the way services are delivered and puts the people who receive those services at the centre of care. The essential principles of PHC, as set out in the World Health Organization's *Declaration of Alma-Ata*, are:

- ▶ accessibility
- ▶ active public participation
- ▶ health promotion and chronic disease prevention and management
- ▶ the use of appropriate technology and innovation
- ▶ intersectoral cooperation and collaboration.

# Primary Care Homes



# Research Problem



The image shows a screenshot of a job description document from Northern Health. The document is titled "NH STANDARD JOB DESCRIPTION" and is for the position of "Primary Care Nurse". It includes details such as the location (All Sites Across Northern Health), department (Primary Health), reporting line (Primary Health Team Lead), bargaining unit (RNU), and classification (CNI). The job summary states that the role is to provide primary care services in Primary Care Teams supported by interprofessional teams. The typical duties and responsibilities listed include collaboration with physicians and the interprofessional team and other services to develop, implement and

northern health SUPPORTING WELL-BEING	
NH STANDARD JOB DESCRIPTION	
<b>Job Title:</b>	Primary Care Nurse
<b>Location:</b>	All Sites Across Northern Health
<b>Department:</b>	Primary Health
<b>Reports to:</b>	Primary Health Team Lead
<b>Bargaining Unit:</b>	RNU
<b>Classification:</b>	CNI
<b>Date:</b>	Developed: March 2016 Revised:
<b>Job Summary:</b>	In accordance with Northern Health's vision of an integrated system of services where people and their families receive primary care services in Primary Care Teams supported by interprofessional teams, the Primary Care Nurse (PCN) practices in accordance with the standards of professional practice and code of ethics as outlined by the College of Registered Nurses of British Columbia (CRNBC). The Primary Care Nurse (PCN) functions as a member of the interprofessional team and applies best practices to provide consistent, safe and ethical care for people and their families in settings such as: clinical practices, homes, schools and communities. The PCN provides care that includes clinical follow up according to the patient's primary care team and the patient's personal goals of care to ensure plans of care developed collaboratively with the interprofessional team. The Primary Care Nurse will provide direct clinical care and services to individuals, groups and communities.
<b>TYPICAL DUTIES AND RESPONSIBILITIES</b>	1. <b>Collaboration with physicians and the interprofessional team</b> and other services to develop, implement and

## But How?

### Purpose:

- To develop a better understanding of how PHNs work with primary care providers in rural, northern settings

### Objectives:

- To identify and describe aspects of collaboration that currently exist in PHN practice
- To find out what facilitates and hinders collaboration
- To understand the impact of collaboration on PHN practice





#### NH STANDARD JOB DESCRIPTION

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<b>Job Title:</b>	Primary Care Nurse		
<b>Facilities / Sites:</b>	All Sites Across Northern Health		
<b>Department:</b>	Primary Health		
<b>Reports to:</b>	Primary Health Team Lead		
<b>Bargaining Unit:</b>	BCNU	<b>Job Code:</b>	20020
<b>Classification:</b>	CH1		
<b>Date:</b>	Developed:	March 2015	
	Revised:		

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#### **JOB SUMMARY:**

In accordance with Northern Health's vision of an idealized system of services where people and their families receive primary care services in Primary Care Homes supported by interprofessional teams, the Primary Care Nurse (PCN) practices in accordance with the standards of professional practice and code of ethics as outlined by the College of Registered Nurses of British Columbia (CRNBC).

The Primary Care Nurse (PCN) functions as a member of the interprofessional team and applies best practices to provide competent, safe and ethical care for people and their families in settings such as physician practices, homes, schools and communities. The PCN provides care that includes clinical follow up according to the person's primary Care Plan and the person's personal goals of care to inform plans of care developed collaboratively with the Interprofessional Team. The Primary Care Nurse will provide direct clinical care and services to individuals, groups and communities.

#### **TYPICAL DUTIES AND RESPONSIBILITIES:**

1. Collaborates with physicians and the interprofessional team and other services to develop, implement and

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# Methods

Interpretive Description  
(Thorne, 2008)



## Data Collection

- Interviews with 15 PHNs
- About half from Prince George
- About half from small and midsize communities across Northern Health
- Years experience: A few months to 30+ years
- Generalist and specialist PHN practice

# Interpretive Description (Thorne, 2008)



## Data Collection

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# Findings

## Making an Initial Connection

**Susan:**

- "Just incredible to work with."
- "There was a service and I was able to get the young lady booked-in for the service."
- "Well, I don't work with her really directly. But she has set up the whole thing so that any of us nurses can go through and refer to her. And it's all set up and ready to go."
- "All of [her] requisitions, they're all signed with her name and her physician number. So we can just hand the requisition to the client—go get your bloodwork, go get your ultrasound."

## Moving Towards Integration

**Joan:**

- "I've had discussions around harm reduction... where physicians will have the attitude that this doesn't do any good.... And just being about to bring them some resources... show them how it reduces transmission of... diseases that go along with harmful practices like IV drug use and high risk sexual activity."
- "Touch basis to see how things are going—and then we can contact each other throughout the week if we need to talk about specific details. But we're always working together ... it's kind of primary care nursing before it's actually there."

## Working Together

**Jennifer:**

- "We always had a chance to sort of meet... afterwards... so we could have a little bit of a debrief. And I know I learned a lot just from the questions that were answered and what the physician was teaching.... So that was really nice to have that opportunity"

**Alice:**

- "Even just having conversations about different questions in your practice in general, maybe not about a specific client... you kind of start on into a bigger conversation and you can learn things from each other."

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## Making an Initial Connection

### Susan:

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## Moving Towards Integration

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# Discussion & Conclusion

## Implications for Primary Health Care Transformation

- Making an initial connection should be simple, straightforward, and clearly laid out
- Involve medical office assistants in teambuilding activities
- Opportunities for PHNs and primary care providers to work together in-person
- Interprofessional team meetings

## References & Figure Credits

Canadian Nurses Association. (2012). Position statement: Primary health care. Ottawa, ON. Author. Available from: [http://www.cna.ca/~/media/cna/~/media/pdf/external/health/primary\\_statement.pdf](http://www.cna.ca/~/media/cna/~/media/pdf/external/health/primary_statement.pdf)

Northern Health. (2015). NH Standard (a) description: Primary care nurse. Northern Health. (2016). Medford Northern Health system of services seeking framework for small rural community situated system.

Thomas, S. (2000). Interpretive descriptions. Walnut Creek, CA: Left Coast Press. Photo of UMBC in Prince George: <http://www.herzegovina.edu/campus/pictures/academic-buildings-1/umbc.jpg>

Interpretive Description Cover: [https://books.google.ca/books/about/Interpretive\\_Descriptions/\\_?hl=it&redir\\_esc=y#q=interpretive\\_descriptions](https://books.google.ca/books/about/Interpretive_Descriptions/_?hl=it&redir_esc=y#q=interpretive_descriptions)

Map of British Columbia: <http://www.bccorp.ca/geomatics/volcanoesandmountains.htm>

Map of Canada: <http://www.cmc.ca/pubs/information.htm>

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Northern Health. (2016). Idealized Northern Health system of services working framework for small rural community idealized system.

Thorne, S. (2008). Interpretive description. Walnut Creek, CA: Left Coast Press.

Photo of UNBC in Prince George: <http://physicaltherapy.med.ubc.ca/site-profiles/accelerated-sport-spine-physiotherapy/>

Interpretive Description Cover: [https://books.google.ca/books/about/Interpretive\\_Description.html?id=GSMmAQAAIAAJ&source=kp\\_cover&redir\\_esc=y&hl=en](https://books.google.ca/books/about/Interpretive_Description.html?id=GSMmAQAAIAAJ&source=kp_cover&redir_esc=y&hl=en)

Map of British Columbia: <http://www.bccrns.ca/generated/crnhealthauthoritymap.php>

Map of Canada: <http://www.map-of-canada.org/about.htm>

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## Methods

### Integrated Description (Phonix, 2008)



### Data Collection

Interviews with 12 Public Health Nurses and 12 Primary Care Providers in Northern BC

## Discussion & Conclusion

### Implications for Primary Health Care Transformation

Public Health Nurses' experience of collaboration with Primary Care Providers in Northern BC

### References & Equitable Credit

Public Health Nurses' experience of collaboration with Primary Care Providers in Northern BC