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**CORTES COMMUNITY
HEALTH ASSOCIATION****At the Health Centre News**

The CCHA would like to welcome Dr. McKoewn, Dr. Foggin, and Dr. Bauer to our team at the clinic.

These three doctors are now ready to sign a contract with Island Health. This will be happening very soon.

Along with our locums these doctors will provide reliable access to medical care for the foreseeable future.

Community Paramedic Program

The CCHA is sorry to learn that the Community Paramedic Program is not currently available on Cortes, as of April 1, due to lack of applicants for a full-time position. We reached out to local and regional EHS staff involved in Community Paramedicine, to emphasize the importance of this position to our community and to encourage creative approach's to solving rural staffing issues. We received this response from EHS:

My sincerest apologies for the delayed response. Thank you very much for reaching out and expressing your concerns regarding the changes to the Community Paramedic position for Cortes Island. Your insights into the importance of this role in our community's healthcare delivery are greatly appreciated.

We understand and share your concerns about potential disruptions to the CP program during the transition period. The well-being of our community members is of utmost importance, and we are committed to ensuring continuity and quality of care throughout any changes.

Your suggestions for flexible scheduling, including job sharing, are valuable considerations that we will certainly take into account. We are also continuing to explore coverage models for communities impacted by the introduction of new shift patterns.

We recognize the unique needs of rural communities like yours and are committed to exploring solutions that best serve everyone involved.

Regards,

Valerie Voikin
Project Coordinator | Community Paramedicine Program
BC Emergency Health Services

This position has become an important part of community health communication and outreach for the Health Centre staff and we hope that the position will be filled again soon.

Confidentiality is a Priority

A few concerns about confidentiality were brought up in the recent community survey. As a Health Centre we do take protection of personal information very seriously. Some of the concerns are related to the physical layout of the waiting room and office. We realize it is an open space and the potential for overhearing information is always present. Staff are aware of this and try not to mention names where possible when they are on the phone. If you need to schedule something in person at the window, staff may ask you what the appointment is about so that they can schedule it appropriately. If you would prefer not to say this when there are others in the waiting room you could:

- Let the staff at the desk know you will call back to book the appointment
- Ask for a piece of paper to write it on
- If it's complicated and you can't call back, you could ask to speak with someone in a more private place to have the conversation

If you have any ideas on improving this space, please let us know. If you have other specific and firsthand concerns about confidentiality related to our Health Centre or how your information is used and shared, please put these in writing to admin@corteshealth.com.

Building a Community Health Centre

In previous community updates we have mentioned funding that we have received to work in collaboration with the BC Association of Community Health Centres (CHC), the Campbell River Primary Care Network and First Nation partners, to develop a CHC model for the Discovery Islands. We will be working with the similarities of culture and needs in our island communities and how we can collaborate to better serve us all. We were able to get funding to start this project because the communities are already operating, on some levels as, community health centres and already have some developed infrastructure. The goal will never be to move primary care away from our community but to share administrative and personnel resources between various locations in the Discovery Islands group.

We are just beginning this journey by hiring a Project Manager, Hayley Porteous, to consult with the communities involved, develop a service plan and budget over the next year, to present to the Ministry of Health. We hope it will be approved for funding for the next steps.

Kirstie Stewart, Project Manager with the CR Primary Care Network has kindly agreed to attend our AGM on May 5 to explain the project further and answer questions. Kirstie is a Quadra Islander from childhood and has a keen community understanding and interest in guiding us through this project.

For more information on what a the CHC will look like, please visit the website at <https://corteshealth.com/> or attend the AGM.

CCHA Annual Membership Dues 2024

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Annual Membership is \$5.00 for **each person**. Please make cheque payable to CCHA.
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