

British Columbia Priorities Panel on Primary Care

The OurCare British Columbia Priorities Panel brought together 31 BC residents, randomly selected to roughly match the province's demographics with emphasis on underserved communities. They spent approximately 30 hours learning from experts and deliberating together before making recommendations on what a better primary care system should look like. OurCare is also conducting Priorities Panels in Ontario, Quebec, Nova Scotia, and Manitoba. Reports are written by members of the public. For more information, visit OurCare.ca/PrioritiesPanels.

British Columbia Priorities Panel At-a-Glance

31 members
19 speakers
29 program hours
25 recommendations

Members' Values

- Accessible
- Equitable
- Prevention-focused
- Accountable
- Sustainable
- Person-centred
- Universal

Recommendation Highlights:

Accessible primary care for all British Columbians

- Foster, set-up, and fund Community Health Centres (CHCs) in every community to support timely access to primary care, including physicians and team-based care
- Ensure more CHCs in rural, remote, Indigenous and low-income communities
- Legislate zero out-of-pocket costs on expenses such as transport and meals when accessing primary care
- Fund and implement infrastructure in rural communities to support access to virtual care

Primary care system infrastructure

- Assign each resident to a catchment area from where they can select their primary care practitioner or care team similar to how the public school system works
- Refocus the health system to prioritize relational continuity through all stages of life
- Expand primary care coverage, subsidization, and teams to include holistic care, including but not limited to pharmaceuticals, dentistry, physical therapy and mental health services

Technology and information system infrastructure

- Establish a central medical data platform for clinicians and patients to access electronic medical records
- Train and support patients in the technological aspects of accessing primary care, including virtual care
- Offer flexible modes of care including, at minimum, in-clinic, video, phone, and secure messaging. Virtual care should complement, not replace, in-person care

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The problems we want solved

Human resource strain • Archaic and fragmented information systems • Lack of equitable access • Continuity of care deprioritized • Absence of systemic patient power • Politics and bureaucracy prevent transformation

Recommendation Highlights (cont'd):

Funding and resource allocation

- Adopt the World Health Organization's "Health in all Policies" to shape policy and disbursement of resources
- Ensure more resources go to communities in higher need
- Increase the number of primary care clinicians, for example, by reducing licensing barriers for clinicians trained out-of-province and expanding the use of professionals under physician supervision
- Commission independent, third-party monitoring and evaluation of resources expended on primary care initiatives to measure impacts and outcomes

Political will and patient advocacy

- Establish a Patient Advocacy Organization (PAO) that supports consultation on provincial legislation, champions transparency, and ensures accountability
- Implement a comprehensive Primary Health Care Charter to define and clarify the rights and expectations of patients
- Implement and fully fund the Patient Medical Home (2019) and establish Goals and Standards for Primary Care

Public education and mobilization

- Create an independent, publicly funded education campaign about primary care



OurCare is a national initiative to engage the public on the future of primary care in Canada. Over 15 months, thousands of people living in Canada told us about their hopes and priorities for creating an equitable and sustainable system that delivers better care for all. OurCare is led by Dr. Tara Kiran, a family physician at St. Michael's Hospital and Scientist at MAP Centre for Urban Health Solutions, Unity Health Toronto, and the Fidani Chair of Improvement and Innovation at the University of Toronto. Learn more about the OurCare study: [OurCare.ca](https://www.ourcare.ca).