



PRIMARY AND COMMUNITY CARE MAPPING (PACC Mapping)

What is PACC Mapping?

PACC Mapping is an engagement and planning approach that helps communities collectively explore how they could address local primary care needs and other specific service gaps. It does this through a patient-centred, facilitated workshop where those who are actively involved in planning changes to primary care can co-design and prototype options and see how ideas can best serve the population(s) in need. In the context of COVID-19, the PACC Mapping workshop is delivered virtually.

Think of PACC Mapping as Team Mapping for a community or network instead of a team.

What do we get out of PACC Mapping?

Engagement with community partners, a rich discussion about feasible options to help address the service needs, and a report that captures the ideas, plans and other information. Helps clinics decide what services could be implemented as part of the Primary Care Network.

What do we have to do if we do PACC Mapping with the ISU?

PACC Mapping is new, so we are working on the process, so first you have to agree to work with us as we refine things. There are three stages to PACC Mapping: Preparation, Mapping Session, and Feedback.

1. **Preparation** – First we work with you and your core stakeholders to understand and confirm goals, current service gaps, current services, who are the participants for the mapping, and work with us to coordinate a session. Here we will meet with your core group one or two times to make sure we are on the right track.
2. **The PACC Mapping Session** – Here we will facilitate a session with you and your larger group of stakeholders (those who will likely be involved in meeting the goals, up to about 12-15 representatives). Together, we will all work on a large map and explore service change options that could address parts of the service gaps. We will do this using patient personas (simulated cases) to keep things real.
3. **Feedback** – We will do the analysis and then meet back with your core stakeholders to review the proposed changes, expected capacity changes, and to also answer some of the unanswered questions that will have come up during the mapping session. As you give us feedback, we will also capture which changes you consider higher priority to act towards (e.g. those that are most feasible and impactful). We will also prepare everything in a brief report.
4. **Take Action** – OK, four stages. But this last stage is all you and your community, better informed and better engaged through this process.



FAQs

What can we expect?	This 1.5-2hour workshop will help engage community stakeholders in local dialogue and co-planning efforts.
Who needs to be there?	<p>An important part of this workshop is having the right mix of stakeholders at the session. Typically, this would be a small group (10-15) of local representatives in decision-making positions from primary and community care, local health authorities, the Primary Care Network, and others.</p> <p>The ISU will work with you to help identify the right mix for your community.</p>
How long will it take?	The session itself is 1.5-2 hours long.
Can I do it virtually?	YES! This workshop is designed for the COVID-19 era and conducted virtually over Zoom.
How do we prepare?	The ISU will work with a small planning group to gather local evidence, create the stakeholder list, prepare the patient persons, and coordinate the workshop session.
What happens after?	The ISU will synthesize the workshop discussion and summarize in a short report that the community can take forward into local planning. This can be in the form of validating the ideas more broadly with other local stakeholders, action planning, and/or implementing ideas for the community.
How much does it cost?	ISU is able to provide the workshop to a limited number of communities for no cost. Communities work to bring their decision-makers to sessions.
For more information, or to plan a workshop	Please contact: Amanda.Frazer@ubc.ca