



CWC P.G. CO. BOARD MEETING SUMMARY MARCH 18, 2025

ANNUAL NET PROMOTER SCORE POLL

The Calgary West Central Primary Care Network (CWC PCN) distributed the annual Net Promoter Score (NPS) poll to assess physician sentiment and engagement across the membership. The poll was shared with physicians who have been members since December 1, 2024, and are subscribed to newsletter emails. Insights gathered from the poll's results will inform the organization's future engagement strategies. The NPS data will also be incorporated into the Board's Key Performance Indicator (KPI) dashboard to support and monitor ongoing improvements in physician engagement. Reminders to complete the poll will be shared with the membership via email before the closing date.

ANNUAL BOARD SELF-ASSESSMENT

In alignment with the Alberta Health (AH) requirements for Primary Care Networks in Alberta and Accreditation Canada (AC) governance standards, the CWC PCN Board of Directors is required to complete an annual self-assessment to evaluate its performance and effectiveness. The AC Governance Functioning Board Assessment Tool that the Board utilizes to complete its self-assessment provides governing bodies with an opportunity to identify areas for improvement and develop an associated improvement plan. The 2025-26 Improvement Plan will be developed by the Board Development Committee in spring 2025 and will be subsequently presented to the Board for approval.

MODERNIZING ALBERTA'S PRIMARY HEALTH CARE SYSTEM (MAPS) ENGAGEMENT UPDATES

The Board Chair provided an update on ongoing discussions with AH regarding the Modernizing Alberta's Primary Health Care System (MAPS) initiative and the regionalization of PCNs across Alberta. The AH Town Hall on March 19 is expected to provide general updates based on feedback from recent Regional Design Workshops. While no major decisions are anticipated, any relevant information will be shared with the membership following the session.

The next Board meeting is scheduled for May 20, 2025.

Should you have any questions or would like further information, please send your request to board@cwpcn.com or jmacpherson@cwpcn.com.