



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

OPERATIONAL UPDATES

The Board reviewed the operational 5-15 Report highlighting key accomplishments, plans and priorities, challenges and emerging risks, and improvement opportunities. Notably, the Board discussed Calgary Zone Primary Care Network's (PCN) collective decision to discontinue conflict-report support following a comprehensive evaluation of services. This change reflects the Zone's commitment to ensuring PCN resources remain focused on core, high-impact work that directly supports members and improves patient outcomes. PCNs will continue to provide full CII/CPAR onboarding, while the Alberta Medical Association (AMA) will offer tools and resources to help clinics manage conflict reports moving forward. This transition will also enable PCN teams to dedicate more time to panel management, chronic disease management, and other initiatives that strengthen continuity of care and advance the Patient's Medical Home.

ENTERPRISE RISK MANAGEMENT (ERM) FRAMEWORK & REPORTING

The Board received an overview of the CWC PCN new Enterprise Risk Management (ERM) Framework and the first iteration of the organizational Risk Report, which was developed jointly by the Finance, Audit and Risk (FAR) Committee and the Risk Intelligence Committee. The development of the ERM Framework and Risk Report underscores that effective risk management is not a single process, but a culture supported by coordinated structures, clear processes, and continuous improvement. Together, these elements provide the foundation for identifying, monitoring, and responding to risks across the organization, ensuring that CWC PCN can proactively manage emerging issues and strengthen organizational resilience over time.

BOARD KEY PERFORMANCE INDICATOR (KPI) DASHBOARD

The Board received the CWC PCN's November 2025 Key Performance Indicator (KPI) Dashboard, which continues to strengthen how organizational performance is monitored and communicated. The Board reviewed the selected strategic indicators, including clinical program utilization, patient-reported health status (SF12), physician and clinician Time to Third Next Appointment (TNA) metrics, same-day/next-day availability, Net Promoter Score (NPS), employee engagement, and HR trends such as time-to-fill and turnover. To support the continued refinement of the KPI dashboard, defined targets will be added to future dashboards. The Board will consider reconvening the KPI Working Group in early 2026 if further collective guidance is required.

UPDATE ON MODERNIZING ALBERTA'S PRIMARY HEALTH CARE SYSTEM (MAPS) INITIATIVE

The Board Chair and Executive Director provided updates on discussions with PPHS regarding MAPS and potential PCN regionalization. The December 15 document compilation is ahead of schedule. PPHS has confirmed delays, with current efforts focused on smaller southern Alberta PCNs pending further review by PPHS; timelines for other regions will be adjusted accordingly. A provincial town hall is scheduled for November 19, 2025. Further updates will continue to be shared with the membership as new information becomes available.

The next Board meeting is scheduled for January 20, 2026.

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