



CWC P.G. CO. BOARD MEETING SUMMARY MAY 19, 2026

2026 ANNUAL GENERAL MEETING (AGM) UPDATE

The Calgary West Central Primary Care Network's (CWC PCN) 2026 AGM is scheduled to take place on Tuesday, September 15, 2026. The nomination period for Board vacancies is now open and will close on September 8, 2026. More information, including the Notice of Meeting package, will be available to the membership over the summer.

KEY PERFORMANCE INDICATOR (KPI) DASHBOARD

The Board reviewed the CWC PCN's strategic KPI indicators, which included clinical program utilization, patient-reported health status (SF-12), physician and clinician Time to Third Next Appointment (TNA) metrics, same-day/next-day availability, Net Promoter Score (NPS), employee engagement, and Human Resources trends such as time-to-fill and retention/turnover. Moving forward, the KPI dashboard will be updated quarterly for the Board to review, with a comprehensive review annually in May.

DIETITIAN AND PHYSIOTHERAPY PROGRAM UPDATES

Presentations on the CWC PCN's Dietician and Physiotherapy programs were delivered by the Director of Member Services, Engagement & Program Design and the Director of Community Services and Care Transitions as part of the Board's regular review of the organization's programs and services. These presentations highlighted the timeline and accomplishments of each program since their launch and included data on referral rates and types, feedback received from patients and physician members and plans to continue to monitor and evaluate each program.

NURSE PRACTITIONER EXPLORATION

The CWC PCN is exploring options to expand its programs and services to eligible Nurse Practitioners (NP). Under the proposed model, NPs would be included as non-voting members of the organization under a new membership type. The CWC PCN has historically received a very limited number of NPs requesting inclusion in the PCN model, thus limiting the risk of inclusion of a new membership category, while providing benefits to the patients of eligible NPs. Additional information will be provided following further review by the CWC PCN and Board.

The next Board meeting is scheduled for June 23, 2026.

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