



ZOOM WEBINAR #7

CPAR Conflict Resolution

WEDNESDAY, MAR. 12, 2025 | 12:00-12:45 PM

Join us for the final webinar in our series, dedicated to the critical task of resolving conflict reports within the Proactive Care Coordination Assistant (PCCA) program. This session will equip PCCAs, who are also CPAR Panel Admins, with the tools needed to effectively prioritize and resolve conflicts.

Presented by an Improvement Facilitator and a PCCA, the webinar will focus on:

1. Sorting the conflict reports
2. Prioritizing conflict calls
3. Using faxing template
4. Our PCN goal for conflict rate
5. Common experiences and insights

SCAN TO REGISTER



[BIT.LY/PCCA2425](https://bit.ly/PCCA2425)

“I found a patient on a conflict report who lived in Banff 20 years ago and has been living in Edmonton since, and was still listed at the other clinic!” - PCCA

“One of my doctors was not accepting new patients but after the conflict calls, he has room and is taking patients now.” - PCCA