

Your source for the latest news, events and happenings at the Chilliwack Division of Family Practice.

Doc Talk- December 2015

Your monthly update from the Chilliwack Division of Family Practice

Upcoming Events

Community of Practice User Group

January 7th, 6-8pm, in ICU Conference Room

EMR Support for new and experienced users. The first hour will be breakouts on specific topics, with the second hour being question driven.

Medical Imaging Stakeholder Meeting (FPs, SPs, MOAs, and Unit Clerks)

January 21st, 5:30-7:30pm

For family physicians, specialists, MOAs and unit clerks that work in or refer to the Medical Imaging Department. We want to know what is working, and what isn't, to improve communications, the referral process, and decrease wait times.

Ulysses Agreement Training

February 2nd, 5:30-8pm, Neighbourhood Learning Centre

Human Resources

February TBD, 5:30-7:30pm

Local Cultural Awareness Training

February/March, TBD, Sto:lo

Mini Medical School

March 8, 15, 22 & 29, Chilliwack Cultural Centre

Completing Medical Legal Reports – TBD

Residential Care (Clustering Physicians)-TBD


Mental Health Week (Beneath the Surface Play)- 1st week of May

[Click here](#) for more information. To register for any of these events please email [Ely Meyerink](mailto:Ely.Meyerink).

Doctor of the Month

Dr. Lilla has been practicing in Chilliwack for 5 years as a full-time specialist in General Adult Psychiatry. His special interest is in mood and psychotic disorders, and he work in the hospital Acute Psychiatric In-Patient unit, the Cedar Ridge Tertiary unit, the Mental Health Center outpatients clinic, and in Community Residential Programs (CRP) in Chilliwack. He sees the Division's

CONNECT WITH US

 [Like us on Facebook](#)

 [Follow us on Twitter](#)

 [Read our blog](#)

Get in touch with us

 at chilliwackdfp@divisionsbc.ca



Doctor of the Month

Dr. Nizaar M. Lilla



role as being to serve the needs of those afflicted with serious mental health issues in Chilliwack and surrounding areas. When he is not working, Dr. Lilla partakes in hobbies such as languages, photography, application development, computer graphics and technology in general. As a resident of Chilliwack, he appreciates the friendliness and warmth of this community. When it comes to patients being active participants in their own health care, Dr. Lilla advises "Don't be afraid to voice your displeasure about any aspect of your care with your health care providers. We're here to make things better for you, together."

Information Mismanagement - Message from Executive Director

The October 27th edition of The Medical Post hi-lighted the failure of Electronic Medical Record systems (EMR's) to deliver the information that physicians want and need. The multitude of EMR's is only one of the issues preventing the full potential of utilizing the technology. It's also about the inability to receive, share and manage specific information to support the physician role in patient care. What is it that physicians and clinicians are really looking for their EMR's to provide? [Click here](#) to continue reading.

Invitation to Join Division Board of Directors

Members of the Division are invited to join our Board of Directors and become part of group of dedicated family physicians who work to identify priorities and improve primary health care. For more information, [Elly Meyerink](#).

Support for Patient Attachment Mechanism and the Chilliwack Primary Care Clinic

Our sincere gratitude to all the family doctors who have been able to accept patients through PAM (Patient Attachment Mechanism) and/or have provided care at the Chilliwack Primary Care Clinic! As you can see from the numbers below, we are making a significant positive impact in our communities. Your support has been crucial to making PAM the one point of contact for all patients without a primary care provider in our community and to the functioning of the Chilliwack Primary

Call PAM (Patient Attachment Mechanism)

If you may be able to accept patients through PAM, [please complete this form](#) and fax to 604 795 4111 or call 604 795 0034 to speak to Patient Attachment Supervisor, Jennica Grenier.

Keeping You Informed

Fraser Health's Infant Psychiatry Clinic Re-opens on November 26, 2015

What's Happening?

- Fraser Health's Infant Psychiatry Clinic will re-open this month to serve families with adolescents (children from birth to age five years) who live in the communities of Fraser Health. Referrals will be accepted starting November 18, 2015 and appointments available starting November 26, 2015.
- The clinic is a tertiary service for specialized, interdisciplinary mental health consultation.
- Our specialists, a child psychiatrist and therapist, provide assessments, consultations and short-term treatment to support the developmental, social and emotional needs of infants and young children. Referrals to support the community agencies will also be made as needed.
- The clinic is located at the Shirley Dean Pavilion at Surrey Memorial Hospital and is part of the Child and Youth Psychiatry Clinic which includes the Neuro-psychiatry and Research Teaching Clinic.

Who can be referred to this clinic?

- Infants/young children may be referred when there are concerns about the infant's/child's emotional or social development or for challenging behaviours.
- Infants/young children may be referred if they have difficulties as a result of trauma or extreme stress.
- Referrals are not able to be made when parents have concerns about their relationship with the child.
- Appropriate referrals are infants/young children whose parents have spoken to a community professional who shares their concerns about the child.

Referrals and Referrals

- What is the referral process for this clinic?** The Infant Psychiatry Clinic accepts referrals from general physicians, paediatricians, and other medical specialists by fax to 604-581-2657.
- What do the other clinics at the Child and Youth Psychiatry Clinics offer?** The Neuro-psychiatry Clinic is a tertiary service for specialized neuro-psychiatry and acute developmental disorders and provides specialist assessment, and consultation and treatment for children and youth ages 6-18 years. The General Teaching Clinic supports children and youth (ages 6-18) with a broad range of child and adolescent mental health problems such as depression, anxiety, and generalised and behaviour disorders in a teaching environment.

For more information contact Mike Kenyon, Coordinator, Child and Youth Psychiatry Clinic at mike.kenyon@fraserhealth.ca.

Fraser Health's Infant Psychiatry Clinic Re-opens

For more information, contact [Mike Kenyon](#), Coordinator, Child and Youth Psychiatry Clinic



Collaborative Problem Solving

A Parenting Tool

WHAT IS IT?

An overview of a communication strategy effective in solving problems together with your child or youth.

Topics covered include: Empathy - Defining the problem - inviting solutions.

WHERE IS IT?

Groups are held at Neighbourhood Learning Centre 45361 Yale Road Chilliwack.

WHEN IS IT?

Thursday December 16th 2015

The class runs from 6:30pm - 8:30 pm.

HOW DO I SIGN UP?

Please email Victoria Kiedts at vic.kiedts@fraserhealth.ca for information and to register. If the current group is full we would be happy to place your name on our running list for upcoming groups.

Collaborative Problem Solving: A Parenting Tool

Date: Thursday, December 16

Time: 6:30 pm - 8:30 pm

Care Clinic. As of October 2015, in collaboration with your colleagues that have agreed to take on patients, through PAM we have been successful in transferring **1449** patients into the community, 769 of which were complex. This strategy is intended to help keep unattached, sometime difficult, patients out of F-calls in the hospital and walk-ins. Those patients determined not suitable for a family practice will remain with the Chilliwack Primary Care Clinic. If you may be able to accept patients through PAM, [please complete this form](#) and fax to 604 795 4111 or call 604 795 0034 to speak to Patient Attachment Supervisor, Jennica Grenier. If you are interested in becoming involved with the Chilliwack Primary Care Clinic, please contact [Elly Meyerink](#).

A GP for Me Update

Here's your monthly A GP for Me update on how the Patient Attachment Mechanism (PAM) has been working, for the month of October.

of calls to the PAM hotline (initial intake calls only): **159**
of completed PAM intake forms: **139**
of patients that filled out a PAM intake form but found a GP independent of PAM: **19**
of patients referred by PAM to a community GP: **176** (complex: **85**, simple healthy: **91**)
of Chilliwack doctors accepting patients: **17**
of primary care clinics directly accepting patients: **2** (Hope Medical Centre and Agassiz Community Health Centre)
Total number of patients referred out so far: **1449** (complex: **769**; simple healthy: **680**)
If you are able to accept any patients into your family practice, [please let us know](#).

Early Bird Draw for A GP for Me Provider Survey

Congratulations Dr. Sharlene Krakower, winner of the early bird draw prize for completing the A GP for Me Provider Survey! Thank-you to everyone that completed the Chilliwack Division Local A GP for Me Providers Survey and the Provincial A GP for Me Providers Survey. You still have time to complete the surveys and to enter the final draw prize on the survey due date: Dec. 31. Physicians will receive 1 hour of sessional time for each survey they complete. Members who attended the AGM received a hard copy of both surveys and if appropriate, an email invite from the Chilliwack Division Evaluation team to

Location: Neighbourhood Learning Centre

For more information or to register, please email Victoria Keddiss at

lina.thompson.chilliwack@gmail.com



Sto:lo Live 5210 Medicine Wheel is now available to be uploaded on your EMR



[Videos Appropriate Access to Primary Care Available for Clinic Screens](#)

do the surveys online. Members who were unable to attend the AGM received a hard copy of the 4-page Local survey, and an email invite from the Chilliwack Division Evaluation team to do the provincial survey online. If you did not receive the surveys, please email [Danielle Edwards](#), CDoFP Evaluation Lead.

Fraser Health's Infant Psychiatry Clinic Re-opens

Fraser Health's Infant Psychiatry Clinic has re-opened to serve families with infants/young children from birth to age five years who live in the communities of Fraser Health. Referrals are being accepted as of November 10, 2015 and appointments have been available as of November 20, 2015. The clinic is a tertiary service for specialized infant/child mental health consultation. [Click here](#) for more information or contact [Mike Kenyon](#), Coordinator, Child and Youth Psychiatry Clinics.

Registration open for UBC CPD program on Optimizing Communication for Excellence in Patient Care - Level 1

Led by UBC Division of Continuing Professional Development, these workshops are appropriate for clinicians from across disciplines and with varying levels of skills in communication. Each workshop will have a maximum of 26 participants and two expert facilitators; at least 1 will be a physician facilitator with expertise in communication and coaching, but also with the clinical background to help ground the content in the realities of day-to-day clinical practice. The total cost of the program is \$675 and includes the full-day workshop as well as a ½-hour coaching-call following the workshop. This program is approved for up to 8.0 Mainpro-C OR 9.5 MoC Section 3 credits.

Upcoming courses include:

- Sunday, January 17, 2016: The Arbutus Club (Vancouver)
- Saturday, February 20, 2016. The Arbutus Club (Vancouver)

Find complete program information and a registration link on the UBC CPD website [here](#). [Click here](#) for a PDF program brochure for review/sharing.

Compassionate Contraceptive Assistance Program

The Compassionate Contraceptive Assistance Program (CCAP) is administered by the Society of Obstetricians and Gynaecologists of Canada (SOGC). The program provides contraception to women who could not otherwise afford it. Selected contraceptives can be obtained at no cost for patients whose financial situation becomes a barrier to obtaining contraceptives. Currently they offer Yaz Plus (pill), Depo Provera (birth control shot) and Mirena (IUD). Due to the high demand of the latter two, by the end of the month they typically only have pills left. Supplies are replenished at the beginning of each month. Licensed Canadian physicians can create an online account at www.compassion.sogc.org. Once they have done so, they will be able to order from the list of available contraceptives on behalf of their patient. The chosen contraceptive will be supplied for the specified duration of need. An order may be submitted again at the end of this period of time should the woman continue to meet the Program's criteria. Orders must be placed on a case-by-case basis.

BreatheWELL/COPD Services now available in all Fraser Health Communities

BreatheWELL/COPD services began in 2011, in the communities of Burnaby, New Westminster, Surrey, Langley, and Chilliwack. The intent of the service was and is to improve self-management skills of people living with a diagnosis of COPD consequently preventing hospitalizations. Results of the service have proven to be effective, clients report improved perceptions of self-care and health and health systems report reductions in length of stay, admissions and re-admissions by 23% in participating communities. As of September 2015 BW/COPD became available in all of Fraser Health communities. Primary care providers are asked to support their patients by:

- Providing prescriptions for COPD exacerbations and maintenance, in consultation with BW/COPD RT
- Endorse Residential Care COPD pre-printed orders or individualized COPD medication orders

[Click here](#) for more information.

Resource for Patients:

Collaborative Problem Solving - A Parenting Tool

The F.O.R.C.E Society for Kids' Mental Health hosts this workshop to provide an overview of a communication strategy effective in solving problems together with your child or youth. Topics covered include empathy, defining the problem, and inviting solutions. The workshop runs on Thursday, December 16 from, 6:30 pm - 8:30 pm at the Neighbourhood Learning Centre. For more information or to register, please email Victoria Keddiss at lina.thompson.chilliwack@gmail.com.

Sto:lo Live 5210 Medicine Wheel

[This resource](#) for your patients can now be uploaded on your EMR.

Videos on Appropriate Access to Primary Care

The Division has produced [a series of 10 short videos](#) on how to appropriately access primary care services. Please contact [Asma Farooq](#) if you would like to have these videos set up to play on your clinic screens.

[follow us on Twitter](#) | [like us on Facebook](#) | [read our blog](#)