

Doc Talk- January 2016

Your monthly update from the Chilliwack Division of Family Practice

Hope you had a Happy New Year and cheery holiday season!

Upcoming Events

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

January 21st, 5:30pm-7:30pm Chilliwack Cultural Centre, stipends available for physicians and staff

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.

Proactive Care Planning for Patients with Mental Illness: Ulysses Agreements and Wellness Recovery Plans

February 2nd, 5:30pm-8pm, Neighbourhood Learning Centre, stipends available for physicians

A Ulysses Agreement is a voluntary process that is used by a person that has a mental illness or mental health concern. The plan outlines to others what they should and should not do to support the children and parent(s). It also allows the parent to plan how their children will be cared for should they relapse and be temporally unable to care for their children. [Register here.](#)

Part 1: Completing Medical Legal Reports and Part 2: Human Resources

February 16th, Part 1: 5:30pm-7:30pm; Part 2: 7:45pm-9pm

Mini Medical School

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

[Register here.](#)

Local Indigenous Cultural Awareness Training

March 31, 9:30am-3:30pm Stó:lō Nation Government House, stipends available for

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Get in touch with us

 at chilliwackdfp@divisionsbc.ca



Doctor of the Month

Dr. Ertha Nanton

Dear Family Physician in Chilliwack,

We need your help.

As part of "A GP for All" the Patient Attachment Mechanism (PAM) is in the process of making some changes to allow it to ultimately become the one point of contact for ALL patients without a primary care provider in our community.

As of August 2015, in collaboration with your colleagues that have agreed to take on patients, through PAM we have been successful transferring 1,276 patients into the community, 66% of which were complex. Just like the "Call rotation", the more of our colleagues that are willing to accept these truly unattached patients, the less work for all of us. This strategy is intended to help keep unattached, sometime difficult, patients out of F-calls in the hospital and walk-ins. **These patients determined not suitable for a family practice will remain with the CPCC.**

Please indicate (circle) the type(s) of patients that you will accept:

- 1) Simple healthy patients (no billing incentive, but they are simple and healthy)
- 2) More complex patients after we have appropriately triaged and stabilized at the Chilliwack Primary Care Clinic (CPCC). When you accept complex patients for longitudinal care you can bill 14074 for \$200. **These patients determined not suitable for a family practice will not be referred to you and will remain with the CPCC until such time they are ready to be transferred.**

Please circle the type of complex patients you are able to accept and bill 14074 for:

- a) Frail in community
- b) New admission of frail into residential care
- c) Significant cancer
- d) Severe disability in community
- e) Mental health and addictions - these patients have been stabilized at the CPCC
- f) Mother/Baby dyads (Pregnancy to child aged 18 months)
- g) Moderate to high needs complex chronic conditions

Finally, please indicate the number of patients you are willing to accept:


- a) ___ per month
- b) Y% For willing to accept families if it's within my yearly quota, even if it exceeds my monthly quota.

Please return completed forms to Jessica Grenier, Patient Attachment Supervisor, at jgrenier@divisionsbc.ca or fax to 604-795-0311. Alternatively, you can call her at 604-795-0314 if you would like to relay this information verbally.

*Thank you for helping to make our community a healthier community!

A GP for All Steering Committee:
Drs. Melissa Nason, Charlene Chiu, Jessica Kennedy, Wayne Philonides, and Joshua Greggiat
Jessica Grenier (PAM), Ely Meyerink, Ken Beccotte

www.divisionsbc.ca/chilliwack



physicians

Residential Care (Clustering Physicians) – TBD

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

Doctor of the Month

Dr. Ertha Nanton has a long history as a rural family physician and has always liked the pace of work and the cordiality of patient interactions in a community such as Hope. She enjoys caring for and managing the health care of her many patients, who span from the cradle to their life's end. Dr. Nanton values having the time and ability to engage in extra-curricular activities, such as swimming, playing the guitar and indulging in musical talents. She has also been working at becoming a pilot, which she finds exhilarating. Dr. Nanton grew up in a rural town in Trinidad and Tobago and feels quite at home living and working in Hope. She adds, "Hope allows me to work in my office at a measured pace and at the emergency room." Dr. Nanton completed the General Practitioners in Oncology Training Program about six years ago and notes that it would be wonderful if a program for delivering chemotherapy could be started in Hope.

Pathways Support Available

Do you use Pathways to see where the shortest wait-times are to refer patients to specialists or services? A Chilliwack MOA who just started using Pathways mentioned that the facility she normally sends patients to for MRIs has an 18 month wait list, but after a quick search, she was able to find another facility, only an extra 30 minutes away, that has a 6 month wait list! Pathways works because:

- It contains all the needed information to make an efficient, 'first time right' referral
- It uses simple but powerful search and filtering capabilities facilitating the identification of appropriate specialists/clinics within a minute

Don't have a family doctor or nurse practitioner?
Looking for one in your community?


CALL PAM

How does PAM work?
(Patient Attachment Mechanism)

You call and speak to our Patient Attachment Coordinator.

You fill out a Patient Intake Form. We may call you for more info once the form is submitted.

If needed, our team of family doctors and nurse practitioners will care for you until you are transitioned to a community practice.



9 am to 3 pm Monday to Friday
1-844-795-0034 Hope and the Fraser Canyon
604-795-0034 Chilliwack, Agassiz, and Harrison

For more information, visit www.divisionsbc.ca/chilliwack

A GP for Me

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




GETTING THE MOST FROM **Pathways** NOVEMBER 2015 UPDATES

Spotlight on Physician Resources
DID YOU KNOW? THERE ARE 711 RESOURCES ON PATHWAYS!
Resources include health information for patients and/or physicians and are linked to specific specialties and/or areas of practice to make it easy for Pathways users to find. All the resources are managed by five family physicians that make up the Pathways Provincial Resource Team.

Directly Access All Resources
You can directly access all resources on Pathways from the homepage, by going to the top black bar and clicking on "Resources". The dropdown menu gives you a list of different resources divided into the following categories:
• Physician Resources
• Calculators
• Patient Info
• Community Services
• Allied Health Professionals
• Pearls
• Red Flags

Exploring Further
Alternatively using the blue menu bar in each specialty, you can select the category you'd like to explore, such as "Patient Information" or "Physician Resources". Or you can search for Area of Practice related resources using the searchbox to find resources by topic. If you would like a demonstration about how to use these resources more effectively email admin@bcdivisions.ca

Resources on Pathways in October
1. Birth Control Pills (BC) Clin and Patient Info
2. Assessment, Prevention, Care, and Management of PCP
3. Red Flag
4. Adult Health Professionals
5. Community Services

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[Pathways Newsletter](#)

This edition includes a spotlight on physician resources and how to fine tune your geographic search

- It is web based so it can be used anywhere and is also phone and tablet friendly

If you would like an orientation or refresher, please contact our local Division Pathways Administrator, [Judy Hamel](#).

Invitation to Join Division Board of Directors

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

Support for Patient Attachment Mechanism and the Chilliwack Primary Care Clinic

Thank you 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 the numbers below indicate, we are making a great strides in our communities. Without your support, it would not have been possible to establish PAM as the singular point of contact for all patients without a family doctor or nurse practitioner in our community. Your contributions have also been vital to the functioning of the Chilliwack Primary Care Clinic. As of December 2015, in partnership with your colleagues that have agreed to take on patients, we have successfully transferred **1,695** patients into the community through PAM, 895 of which were complex. PAM intends to help keep unattached, sometime difficult, patients out of F-calls in the hospital and walk-ins. Patients determined to not be 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](#).

Top 10 Reasons HOME IS BEST

with Dr. Ken Hirst, MD

Please join us for a candid conversation about preventing hospital admissions with timely care at home.

Accessing Home Health Services

Connie Meskas, Director Clinical Operations, Chilliwack General Hospital
Chris Laslop, Team Leader, Chilliwack Home Health

Thursday, January 21st, 6:30 pm

Rotary Hall Studio Theatre
Chilliwack Cultural Centre
9201 Corbould St. Chilliwack

Free Admission. Information: 604-795-4198

Sponsored by the Fraser Valley Health Care Foundation

Top 10 Reasons Home is Best

Date: Thursday, January 21

Time: 6:30 pm

Location: Rotary Hall Theatre, Chilliwack Cultural Centre at 9201 Corbould Street, Chilliwack
For more info, call 604 795 4198



Are you interested in:

- Refreshing your essential immunization knowledge?
- Ensuring you are up to date on immunization resources?
- Being better prepared to answer clinical-related vaccine questions?
- Learning tips that will improve your vaccination technique and efficiency?
- Learning about the Immunization Infographic for Health Professionals, a centralized clinical resource to make accessing vaccine information easier?

"Pearls for Immunization Practice" is an online self-learning course for all interested immunization providers that takes approximately one hour to complete. It is especially useful for those physicians new to immunization practice in B.C. This course is also suitable as a refresher course for physicians who already have a theoretical and clinical understanding of immunization practice and would like to update their knowledge.

The course was developed by the British Columbia Immunization Committee Professional Education Working Group.

For further information and to enroll in the course, please see

<http://www.bccdc.ca/health-professionals/education-development/immunization-courses>

[PEARLS for Immunization Practice Course](#)



[Video on Appropriate Access to Primary Care: What is A GP for Me?](#)

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 December.

of calls to the PAM hotline (initial intake calls only): **120**

of completed PAM intake forms: **124**

of patients that filled out a PAM intake form but found a GP independent of PAM: **6**

of patients referred by PAM to a community GP: **122** (complex: **57**, simple healthy: **65**)

of Chilliwack doctors accepting patients: **19**

of primary care clinics directly accepting patients: **3** (Hope Medical Centre, Agassiz Community Health Centre, Stó:lō Community Health Centre)

Total number of patients referred out so far: **1695** (complex: 895; simple healthy: **800**)

If you are able to accept any patients into your family practice, [please let us know](#).

Pearls for Immunization Practice Course

This [online self-learning course](#) has been specifically developed by the British Columbia Immunization Committee Professional Education Working Group to target the learning needs of physicians and medical students, to promote essential immunization knowledge and resources. It is especially useful for those physicians new to immunization practice in BC and takes approximately one hour to complete. The course is also suitable as a refresher course for physicians who already have a theoretical and clinical understanding of immunization practice and would like to update their knowledge. [Click here](#) for more information and to register.

Resource for Patients:

Jan 21: Home is Best: Accessing Home Health Services

Chilliwack Health Services, Fraser Health invites you to join a candid conversation about preventing hospital admissions with timely care at home. Key speakers include Dr. Ken Hirst, along with Connie Meskas, Director Clinical Operations, Chilliwack

General Hospital and Chris Laslop, Team Leader, Chilliwack Home Health. Sponsored by the Fraser Valley Health Care Foundation, the talk is scheduled for Thursday, Jan 21, 6:30 pm at the Chilliwack Cultural Centre's Rotary Hall Theatre. For more information, call 604 795 4198.

March: 8th Annual Mini Medical School

In its eighth year of running, the Annual Mini Medical School is a free information series where community members can talk with local doctors and other health professionals about important medical topics. Join us for this evening series of informal discussions and quite possibly life-altering learning on Tuesday evenings in March, from 7 pm to 9 pm, running March 8, 15, 22 and 29. [Register here.](#)

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