

Doc Talk- November 2015

Your monthly update from the Chilliwack Division of Family Practice

Doctor of the Month

Dr. John Robertson is a full service Obstetrician Gynecologist with a broad range of interests including complications in pregnancy, gestational diabetes, hypertension, twins, breech Deliveries, and more. In Gynecology his interests include infertility, endometriosis, pelvic pain, menstrual difficulties, colposcopy, prolapse, urinary incontinence, and many other areas. He is fluent in French and has completed training in cultural competency.


Dr. Robertson calls Chilliwack home and has been living and practicing here for 20 years. He says, "This is a great community with a wonderful sense of social responsibility, of family values, and a rich and diverse culture. When I go to work, it is like I'm looking after my friends and neighbours. Living in this community allows me to enjoy the outdoors, but still go in to the big city if I want to." Articulating his vision for the Division, Dr. Robertson hopes that the Division maintains and improves communication and relationships between family physicians and specialists.

Dr. Robertson has a wide variety of hobbies, from running to computer programming to photography. He also plays the flute in worship band on Sundays and treasures quality time with family. An outdoor enthusiast, Dr. Robertson has his PADI scuba ticket and enjoys snow skiing, water skiing, wake boarding, wake surfing, stand up paddle boarding, and swimming. Offering advice on healthy living, he concludes "Your body is a gift God has given you; cherish the gift."


Accepting New Patients?

Huge thank you to all family physicians who have been able to accept patients through PAM (Patient


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Doctor of the Month

Dr. John Robertson



Live 5210 Playboxes Launched on October 19

[Register online for access code](#)

Attachment Mechanism)! 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. As of September 2015, in collaboration with your colleagues that have agreed to take on patients, through PAM we have been successful in transferring 1,273 patients into the community, 684 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.

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 September.

of calls to the PAM hotline (initial intake calls only): **161**
 # of completed PAM intake forms: **121**
 # 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: **95** (complex: **71**, simple healthy: **24**)
 # of Chilliwack doctors accepting patients: **24**
 # of primary care clinics directly accepting patients: **2** (Hope Medical Centre and Agassiz Community Health Centre)

Total number of patients referred out so far: **1,273** (complex: **684**; simple healthy: **589**)

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

Local and Provincial A GP for Me Providers Surveys

In the past few weeks, Division members will have received 2 A GP for Me surveys: the Division Local A GP for Me Providers Survey, and the Provincial A



Nov 9-14: Family Doctor Week in Canada



MEND is a fun, free healthy lifestyle program that empowers children and their families to become fitter and healthier through group sessions that promote healthy eating and physical activity.
 Where families get fit and healthy together

Next MEND Cohort scheduled for January 2016

For more information, call 604-845-4361 or email mend.chilliwack@gv.ymca.ca



Community Planning Workshop on Supporting Families with Parental Mental Health and/or Substance Misuse Challenges

Date: Wednesday, Nov. 18

Time: 8:30 am - 4 pm

Location: Alumni Hall, Chilliwack Neighbourhood Learning Centre at 46361 Yale Rd, Chilliwack

GP for Me Providers Survey. These are two separate and complementary surveys. Your feedback for both the local initiative (local survey) and the provincial initiative (provincial survey) is very valuable. For each survey that you complete, you will receive an entry into the early bird prize draw on Nov. 9, and a draw on the due date: Dec. 31, 2015. Prizes include fantastic wine, and restaurant gift certificates! Physicians will receive 1 hour of sessional time for completing each survey. A big thank-you to everyone that has completed the surveys so far! Members who attended the Division AGM would have received a hard copy of both surveys and if appropriate, an email invite from the Chilliwack Division Evaluation team to do the surveys online. Members who were unable to attend the AGM would have 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](#), Evaluation Lead, who would be happy to provide you with this.

Advanced Access/Office Efficiency Module Draws to a Close

At the Division and through the A GP for Me initiative, we really want to support providers and staff. The AA/OE Module (April – September 2015) was held to support work-life balance and to enhance retention and team communication, and to avoid burn-out. The AA/OE consisted of three Learning Sessions and one Action Period visit. A Division evaluation was administered at the end of the Learning Session 3. The results were mostly positive when answering the questions about whether AA/OE has helped improved appointment management, work/life balance, and team communication. The open-ended responses further indicated that AA/OE has made an impact at clinics, and that the application of AA/OE is a work in progress. Much thanks to all members who participated in the AA/OE module cohort!

This workshop is free, refreshments and lunch will be provided. [Register here.](#)



Chilliwack Youth Health Centre

Tuesdays, 1 - 8 pm, at
Neighbourhood Learning Centre
Tuesdays, 2 - 5 pm at Stó:lō
Communit Health Centre

Chilliwack
Division of Family Practice
A Division of Fraser Health

Dear Family Physician in Chilliwack,
We need your help.

As part of "A GP for Me" 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 **aged** 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 1,273 patients into the community, 66% of which were complex, but like the F-to-I initiative, the voice 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, sometimes difficult, patients out of 7 calls in the hospital and work us.

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 involved, but they are single 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) Fall 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 dyad (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) 0 – see results
- b) 1-7/8 – You willing to accept families if it's within my yearly quota, even if it exceeds my monthly quota.

Please return completed forms to Jennica Grenier, Patient Attachment Supervisor, at jgrenier@fraserhealth.ca or fax to 604-795-4111. Alternatively, you can call her at 604-795-0034 if you would like to relay this information verbally.

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

A GP for Me Steering Committee:
Dr. Marlene Madill, Chantal Cheh, Jessica Kennedy, Wayne Ploemster, and Joshua Greggan
Jennica Grenier (PAM), Ciy Meyeink, Ken Becette

www.fraserhealth.ca/PAM

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.

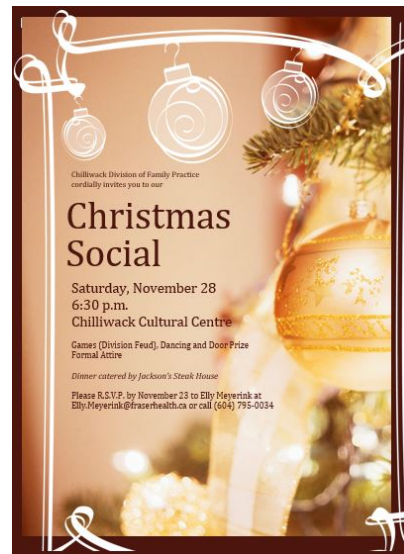
3 Live 5-2-1-0 Playboxes Launched in Chilliwack

Supporting active play, less screen time, and reading, [Live 5-2-1-0 Playboxes](#) are now set up in Central Community Park, the Landing Centre and Watson-Glen Park. They contain sports equipment and books that are free for community members to use at that park. The official launch of the Live 5-2-1-0 Playboxes was held on October 19 at Central Community Park. In attendance were Her Worship Mayor Gaetz, Dr. Chantal Chris, Physician Lead for the [Healthy Kids Initiative](#), Katrina Bepple, Programs Lead, other Division staff and several community organizations who support this initiative.

Nov 9 - 14: Family Doctor Week

The [College of Family Physicians of Canada](#) proudly acknowledges the outstanding contributions of Canadian family doctors for their dedication to their patients and the delivery of high-quality health care. [Family Doctor Week](#) in Canada will be celebrated from November 9-14, which coincides with the annual Family Medicine Forum from November 11-14 in Toronto, Ontario. This special week provides an opportunity for governments, health care organizations and other professionals to acknowledge the exceptional contributions made by family doctors to improve the health and well-being of their patients through their roles in clinics, hospitals, universities, and many other health care facilities. On behalf of the Division, we extend sincere gratitude to the family doctors in Chilliwack, Agassiz-Harrison and Hope for all that you do for your patients and for the health and health care of your community.

Nov 18: Community Planning Workshop on Supporting Families with Parental Mental Health and/or Substance Misuse Challenges



Division invites members to Christmas Social

Date: Saturday, Nov 28

Time: 6:30 pm

Location: Chilliwack Cultural Centre at 9201 Corbould Street
[Click here to RSVP](#)

This community workshop is for all professionals who support families with parental mental health and/or substance misuse challenges, and for anyone who has lived, or is living, this experience. Join the Chilliwack Healthier Community in acknowledging how far we've come regarding mental health literacy, and recognizing how far we still need to go with respect to treating mental health care as a family affair. This initiative is supported by the Chilliwack Local Action Team of the [Child and Youth Mental Health and Substance Use Collaborative](#). Outcomes of this day are expected to be recommendations for a more family-centered approach in our mental health care system. The workshop is free, refreshments and lunch will be provided. [Register here](#). For more information, contact [Sabine Mendez](#) or call 604 703 8096.

Child and Youth Mental Health and Substance Use Collaborative

Chilliwack Local Action Team

The Chilliwack LAT chartlet has been approved! Over the next six months we will be focusing on developing a communications strategy and marketing campaign to promote the [Chilliwack Youth Health Centre](#), equip supervisors with the skills to integrate the sustainability discussion into employee evaluations, promote physicians and community members to take the Indigenous Cultural Safety training offered online through PHSA, hold a Ulysess Agreement training workshop (mental health roadmap co-developed with patients), and host a Local Cultural Training day that focuses on local history and culture. If any of the items listed above interest you, please contact the Coordinator, [Tatiana Carrizo](#).

Fraser Cascade Local Action Team

On the cusp of submitting their chartlet, it appears the focus will be networking, developing local resource inventories, improving cultural awareness and safety, and working with youth groups to inform the access to, and delivery of, services. If you are a provider in Agassiz, Seabird Island, or

Hope, and would like to get involved, please contact the Coordinator, [Maggie Aronoff](#).

Chilliwack Youth Health Centre

Did you know that there are two sites open for the [Chilliwack Youth Health Centre](#)? The Neighbourhood Learning Centre site (attached to Chilliwack Secondary School) is Tuesdays from 1-8pm and provides drop-in counselling for mild to moderate issues. The Stó:lō Community Health Centre site is open Tuesdays from 2-5pm with a family physician, pediatrician, and counselors on site. We are looking to expand the medical services to the NLC site, so if you are a physician interested in participating (session time is provided), please contact [Jennica Grenier](#).

Save the Date - Nov 28: Chilliwack Division Christmas Social

In appreciation of everyone's hard work over the year, we invite Division members and Division staff to join us for a Christmas social on Saturday, November 28 at 6:30 pm at the Chilliwack Cultural Centre. With games, dancing and a door prize lined up, it's looking to be a fun evening. To RSVP, please email [Elly Meyerink](#), Operations Lead. Mark your calendars and hope to see you there!

MEND to kick off New Cohort in January

MEND (Mind, Exercise, Nutrition, and Do it!) is a fun, FREE program that supports children and their families in becoming more active and healthier through interactive group sessions. The next MEND session will be starting in January. If you have any questions or would like to register for January, please call Kristi Van Oosterom at 604-845-4361 or email mend.chilliwack@gv.ymca.ca

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