

Doc Talk- April 2016

Your monthly update from the Chilliwack Division of Family Practice

Upcoming Events

[April 14: Building a Healthy Community - Hope Community Forum](#)

Time: 6:30 pm - 9:30 pm

Location: Hope Golf Club at 900 Golf Course Road, Hope

Fraser Health is investing \$500,000 ongoing in the District of Hope and Communities of the Fraser Canyon to address community-specific challenges to improve overall health and well-being. You are invited to learn about current initiatives, share your ideas and help identify key priorities that will improve future health and well-being within your community. To register, [click here](#) or email [Asma Farooq](mailto:Asma.Farooq). Doors open at 6 pm. Light refreshments will be provided.

[April 16: UBC CPD Optimizing Communication for Excellence in Patient Care](#)

Location: The Arbutus Club at 2001 Nanton Avenue, Vancouver

Time: 8:30 am - 4:30 pm (including lunch and breaks)

Upon completion of this professional development program, participants will be able to:


1. Apply an evidence-based model to enhance communication-skills for healthcare providers.
2. Recognize common challenging communication patterns that can arise in healthcare-related environments and relationships.
3. Identify and apply the qualities of a learning conversation for the purpose of effective communication with patients and colleagues.
4. Practice applying a structured communication approach to clinically relevant scenarios and cases, utilizing peer and facilitator feedback.
5. Identify and commit to incorporating newly-honed communication skills in one's own professional environment for the purpose of improved patient and physician/self-satisfaction. This interactive in-person workshop will be

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 at afarooq@divisionsbc.ca



9.0 OPTIMIZING COMMUNICATION for
EXCELLENCE in PATIENT CARE - LEVEL 1
MAINPRO-C
9.5
MOC SECTION 3

SAT APR 16, 2016
08:30-16:30 (PST)

THE ARBUTUS CLUB
VANCOUVER BC

Who should attend?

Family Physicians, Specialists, IMGs, Residents and other Healthcare Providers. (No participants max.)

What does the program entail?

- Hands-on, participatory program to improve patient outcomes & satisfaction
- Practice with peers under the guidance of communication experts who have extensive understanding of clinician challenges and realities
- Post-program activities, including check-in and coaching session

You will learn how to:

- Apply an evidence-based model to enhance communication skills for healthcare providers
- Recognize challenging communication patterns that can arise in healthcare-related environments and relationships
- Identify and apply the qualities of a learning conversation for the purpose of effective communication with patients and colleagues
- Practice applying a structured communication approach to clinically relevant scenarios and cases, utilizing peer and facilitator feedback
- Identify and commit to incorporating newly-honed communication skills to one's own professional environment for the purpose of improved patient and physician/self-satisfaction

ubccpd.ca/course/communication-apr

April 16: UBC CPD Optimizing Communication for Excellence in Patient Care

accompanied by a 0.5-hour coaching call, and pre/post-workshop activities. For more information, [click here](#) or contact [Sarah Tajani](#). To register, [click here](#).

Fraser Cascades Local Action Team introduces Lunch and Learns

As part of the Child & Youth Mental Health and Substance Use Collaborative, the Fraser Cascades Local Action Team has brought together their very own human library of incredible experiences with youth and youth programming through a series of lunch and learn sessions. You and your organizations are invited to sponsor your work team to sit together over a LAT-sponsored lunch to watch and participate together. For more information, please contact [Maggie Aronoff](#), CYMHSU Fraser Cascades Coordinator. Here's a list of upcoming sessions:

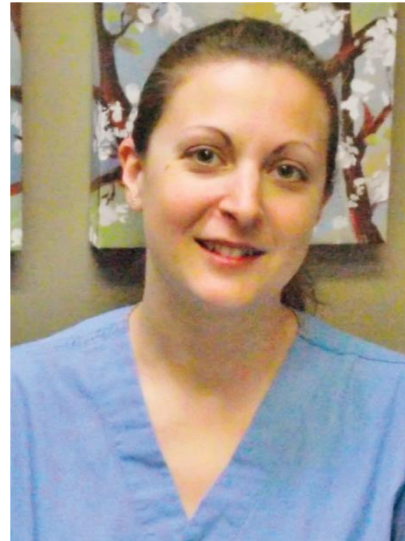
- [April 13 – Sean Muir – The Healthy Aboriginal Network](#): These comics are created by youth for youth showing incredible insight into many sensitive issues.
- [April 20 – Katherine Wisener \(UBC\) – online mentoring & community learning Knutaxa project & more](#): Katherine has been working in that space that integrates community engagement with online health information and technology. From adapted online materials to bringing together Aboriginal post-secondary mentors with rural and remote youth, Katherine has a wealth of experience to share.
- [April 27 – Kaylie Maughan – Langley & Abbotsford SD / CJI – social justice peer programs in schools](#): Social justice is not only about conflict – it's about identity. Learn how CJI has nurtured a school program that brings youth to circle for experiential learning about emotions, individuality and compassion. Currently running in both Langley and Abbotsford school districts, this is not your usual fare. Kaylie's background brings a whole lot to the table and a bag of chips.

May 9: [Walk with your Doc and your Mayor in Chilliwack](#)

Location: Townsend Park

Time: 12:15 pm - 1:15 pm

Walk with your Doc is back for 2016 and we are once again partnering with the City of Chilliwack to host Walk with your Doc and your Mayor! For more information or to sign up, please email [Asma](#)



Doctor of the Month

Dr. Rosanna Switzer

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  

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

"I like the small town feel of this community and that I am able to get to know my patients and their families." Dr. Switzer is also the Chief of Emergency Medicine and does some shifts in the ER at the Fraser Canyon Hospital. In addition, she does some work at the Fraser Canyon Open Access Clinic, and makes home visits for those patients who are home-bound. Speaking of her hobbies, Dr. Switzer lists spending time in the outdoors, from hiking and running to skiing and paddle-boarding as well as traveling and of course, spending quality time with her family.

Agassiz Pharmacist Offers Translation for Primary Care Provision to Syrian Refugees

Mohamed Hasanine, Pharmacy Manager and Owner at Agassiz Remedy's Rx has kindly offered translation services from English to Arabic and Arabic to English for Syrian refugees seeking primary care locally. He can be reached by phone at 604 491-1070, fax at 604 491-1071 or preferably by email at agassizpharmacy@shaw.ca. Please note that this will be offered on a case-by-case basis, depending on capacity. For more information, please email Mohamed.Hasanine or call 604 491-1070.

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 February.

- # of calls to the PAM hotline (initial intake calls only): **162**
- # of completed PAM intake forms: **164**
- # of patients that filled out a PAM intake form but found a GP independent of PAM: **17**
- # of patients referred by PAM to a community GP: **113** (complex: **40**, simple healthy: **73**)
- # of Chilliwack doctors accepting patients: **13**
- # of primary care clinics directly accepting patients: **4** (Agassiz Community Health Centre, Chilliwack Primary Care Clinic, Hope Medical Centre, Stó:lō Community Health Centre)
- Total number of patients referred out so far: **1928** (complex: **993**; simple healthy: **935**)
- If you are able to accept any patients into your family practice, [please let us know](#).



Video on Appropriate Access to Care: [Changes to Discuss with your Primary Care Provider](#)

[March Issue of Pathways Newsletter Available](#)

MAY 10, 2016

Where: Ramada Plaza, 36035 North Parallel Road, Abbotsford, BC V3G 2C6

When: 5:30 – 8:30 pm, dinner included

Registration: Please register by **April 26, 2016** at http://surveys.phsa.ca/shared_care/ or by phone at 604-877-6000 ext 676123.

Compensation includes: Sessional rates and up to 2.5 Mainpro M1 credits

CANCER SURVIVORSHIP and PRIMARY CARE: Developing a shared care action plan

Join us in this meeting with local Physicians, Oncologists, BCCA leaders and patients to formulate a plan for enhancing the care of cancer survivors. This engagement session provides an opportunity for your input and innovation as we come together to develop a shared care action plan.

May 10: [Cancer Survivorship and Primary Care - Developing a Shared Care Action Plan](#)

March Issue of Pathways Newsletter Available

The [latest edition of the Pathways newsletter](#) includes information on how to access patient resources, understanding regional displays/filtering, and highlighted wait times for the top 5 viewed specialties on Pathways. We hope you find it helpful!

Thank you for Making Change Day BC a Hit!

The first ever [Change Day BC](#) on October 15, 2015 exceeded our target of 7,000 pledges and yielded a great variety of ways in which British Columbians across the province committed to improving health and social care. In Chilliwack, we gathered 85 pledges to improve personal and professional lives. Thank you for making that happen! [Click here](#) for a more detailed report.

Resources for Patients

Fraser Canyon Hospice Society Hosts Camp Skylark

Hosted by the Fraser Canyon Hospice Society, [Camp Skylark](#) is an annual, weekend-long bereavement camp for children ages 7-12 who have experienced the loss of a loved one. In addition to traditional camp activities (such as rock climbing, hiking, swimming, ropes courses, archery, etc.), Camp Skylark offers special bereavement activities for children in order to teach them healthy coping strategies. It costs the Society \$350 to send one child to camp. This cost covers the expense of food, sleeping arrangements, camp activities and supplies. Every year, Camp Skylark welcomes 25 children. This would not be possible without the generous support of the community and volunteers. To learn more about Camp Skylark, please contact the Society's office at 604-860-7713.

Mental Health Awareness Week Events in Chilliwack - For Community Members

May 3: [Stand Up for Mental Health](#)

Location: Chilliwack Cultural Centre, Chilliwack

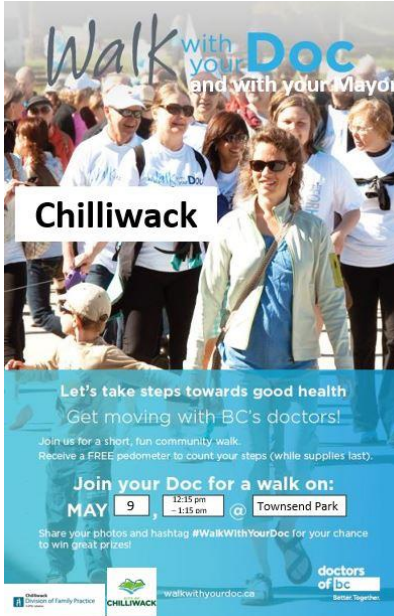
Time: 7 pm - 8:30 pm

David Granirer, founder of Stand Up for Mental Health explains, "We use comedy to give mental health consumers a powerful voice and help reduce the stigma and discrimination around mental illness.



You're Invited to Share your Views!
BUILDING A HEALTHY COMMUNITY
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Please join us on:
April 14, 2016
6:30pm - 9:00pm
Hope Golf Course, 900 Golf Course Road
Doors open at 6:00am. Light refreshments will be provided.
Registration is encouraged but not required.
Register at [www.communisearch.com/2016/04/14/](#)
Or email: community@fraserhealth.ca
Fraser Health
District of Family Practice
Chilliwack

April 14: [Building a Healthy Community: Hope Community Forum](#)



Walk with your Doc and with your Mayor
Chilliwack
Let's take steps towards good health
Get moving with BC's doctors!
Join in for a short, fun community walk.
Receive a FREE pedometer to count your steps (while supplies last).
Join your Doc for a walk on:
MAY 9 12:15 pm - 1:15 pm @ **Townsend Park**
Share your photos and hashtag #WalkWithYourDoc for your chance to win great prizes!
Doctors of BC
walkwithyourdoc.ca
Chilliwack
Doctors of BC
Doctors Together

May 9: [Walk with your Doc and with your Mayor-Chilliwack](#)



stand up for mental health
comedy recovery inclusion
HOME ABOUT PROGRAMS MEDIA BLOG CONTACT
BOOK NOW
Videos
Media
LAFFRIMES
Stand Up for Mental Health

May 3: [Stand Up for Mental Health](#)

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