

Annual Review 2017–2018

117 members

25 projects

62 family physicians

76 specialists

21 hospitalists

16 ER physicians

18 retired physicians

1 hospital



April 2017 – March 2018



Ridge Meadows

Division of Family Practice

A GPSC initiative



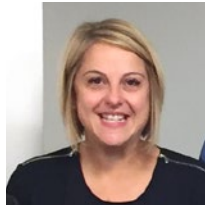
Board of Directors and Strategic Advisory Committee 2018



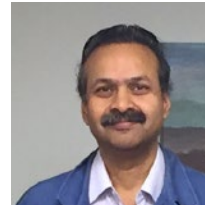
Dr. Virin Bhatti



Dr. Inna Tcherenkova



Dr. Ursula Luitingh



Dr. Ravi Vanukuru



Dr. Kandasamy
Gounden



Dr. Len Hatlelid



Treena Innes
Executive Director



Dr. Fernando
Villasenor



Dr. Melodie
Prem-Smith



Dr. Bob Harrison



Dr. Jas Dhaliwal

Message from the Board Chair & Executive Director

The Ridge Meadows Division of Family Practice Strategic Advisory Committee, Board of Directors and Staff remain strongly proud to work with our physician membership, specialists, health care partners, patients and our community partners to improve health care.



Treena Innes and Dr. Fernando Villasenor

Members worked tirelessly improving patient care for seniors, home health patients, child and youth with mental health/substance use, chronic pain, adult mental health, maternity and residential care. Patient care improvement through committee advisory meetings, member engagement events, partnership meetings, pilot testing, education, evaluation, communication, process improvement and advocacy for change continues to be the catalyst for this work.

The Division also aims to improve physician satisfaction by supporting technology, billing, local CME education, physician recruitment, physician retention, our local MOA network,

communication and medical community engagement, socially and professionally. *95% of members agree that the Division has been effective in providing support, resources and tools to help them be more efficient in their practices.*

This year the Division leadership worked at the provincial and regional level with the General Practice Services Committee (GPSC), Doctors of BC, Ministry of Health, Division members, community partners and Fraser Health to develop an understanding of how the new Patient Medical Home/ Primary Care Network provincial vision would impact our community.

Faced with physician shortages causing patients to receive reduced and/or fragmented care the BC Ministry of Health has mandated province-wide health care re-design.

We enter new territory where we have the opportunity to work in equal partnership with our Fraser Health partners and negotiate a Ridge Meadows service plan that represents our local physician and community needs.

This shift and change for our medical community can make us concerned and hopeful at the same time.

The Division is firmly committed to act in the best interest of our members, and we are ready to work hard to shape this health care future with you.

Thank you for your devoted membership to the Division and your hard work supporting the best health for all of us who live in Maple Ridge and Pitt Meadows.

Dr. Fernando Villasenor, Board & Strategic Advisory Committee Chair

Treena Innes, Executive Director

MAKING A DIFFERENCE!

980 GP advisory hours invested in Division projects this year

95% of members feel the Division provides value to them as a physician in the medical community

Division Committees 2017–18

Adult Mental Health

Dr. Melodie Prem-Smith – GP Lead
 Dr. Britt Bright – SP Lead
 Dr. Victoria Dmitrieva
 Dr. Rajasree Nadella
 Dr. Marla Connor
 Dr. Inna Tcherenkova
 Dr. Salendra Naidoo
 Dr. Allen Neufeld
 Kristelle Heinrichs
 Annika Polegato
 Kristy Rogge

Adult Mental Health Inventory and Awareness Working Group

Dr. Allen Neufeld
 Kristy Rogge
 Annika Polegato
 Kristelle Heinrichs
 Heather Treleven

Adult Mental Health Streamlining Referrals Working Group

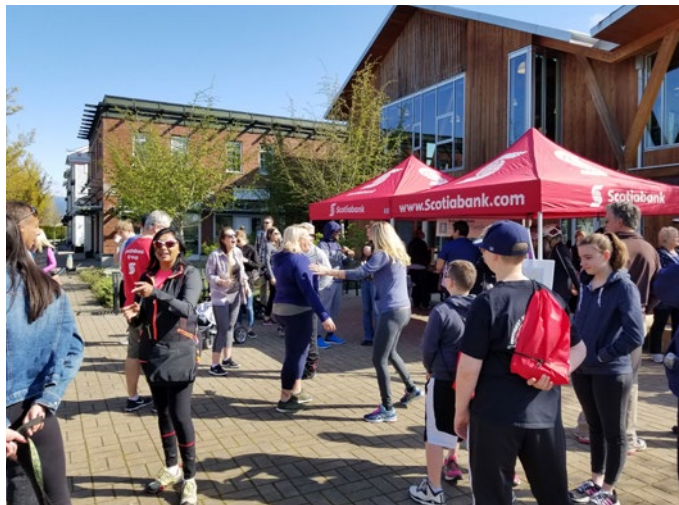
Dr. Victoria Dmitrieva
 Dr. Rajasree Nadella
 Kristelle Heinrichs
 Dr. Britt Bright
 Dr. Richard Van Gend
 Dr. Melodie Prem-Smith

Adult Mental Health Education Working Group

Dr. Britt Bright
 Dr. Salendra Naidoo
 Dr. Melodie Prem-Smith
 Dr. Inna Tcherenkova

BBQ Committee

Dr. Cilliers Marais
 Dr. Laura Kelly



Complex Care Committee

Dr. Kandas Gouden – GP Lead
 Dr. Ursula Luitingh
 Dr. Fernando Villaseñor
 Dr. Inna Tcherenkova
 Dr. Amyeen Hassanali

Chronic Pain Steering Committee

Dr. Jas Dhaliwal – GP Co-Lead
 Dr. Len Hatlelid – GP Co-Lead
 Dr. Shiraz Mawani
 Dr. Don Okere
 Dr. Melodie Prem-Smith
 Dr. Paul Beckett
 Dr. Siva Raghavan
 Dr. Aly Somani
 Kristelle Heinrichs
 Sayed Atthari
 Mark Nikkel
 Bill MacDonald
 Dr. Michael Lloyd
 David Moffit
 Crystal Mayfield
 Dr. Al Neufeld
 Dr. Zoe Redenbach
 Val Spurrell

Hanea Ismail
 Jen Hanson
 Maria Hudspith
 Charuka Maheswaran

Chronic Pain Team-Based Working Group

Dr. Jas Dhaliwal – GP Lead
 Dr. Len Hatlelid – GP Co-Lead
 Dr. Don Okere
 Dr. Siva Raghavan
 Dr. Aly Somani
 Crystal Mayfield
 Val Spurrell
 Ian Peters
 Stephen Reichert
 Dr. Mike Lloyd
 Dr. Zoe Redenbach

Youth Wellness Centre Committee

Dr. Ursula Luitingh
 Dr. Melodie Prem-Smith
 Dr. Al Neufeld
 Dr. Len Hatlelid

Frail Elderly/Rapid Response Nurse Steering Committee

Dr. Ursula Luitingh – GP Co Lead
 Dr. Shiraz Mawani – GP Co Lead
 Dr. Martin Milewski
 Teresa Aiello
 Christie Beveridge
 Valerie Spurrell
 Kathy Henderson
 Sandra Drieschner
 Michelle DePodesta
 Francisco Velazquez
 Anna Loch
 Janet Rosenfeld
 Tracy Miyashita
 Deb Walters

Health and Wellness

Dr. Laura Kelly
 Dr. Al Neufeld

Maternity Clinic Committee

Dr. Paul Sidhu – GP Lead
 Dr. Virin Bhatti
 Dr. Ken Burns

Dr. Cilliers Marais
 Dr. Simone Loch
 Dr. Marla Connor

MOA Network Committee

Dr. Fernando Villaseñor – GP Lead
 Mary Catherine Villaseñor – MOA Lead
 Julia Miller
 Maya Galos
 Monica Wojcik
 Janet Pirnak
 Denise McConnell

Primary Care Network Steering Committee

Dr. Ursula Luitingh – GP Co-Lead
 Dr. Melodie Prem-Smith – GP Co-Lead
 Cheryl Ashlie
 Dr. Natalia Ciapryna
 Dr. Marla Connor
 Christie Beveridge
 Dr. Frank Ervin
 Gareth Griffiths
 Jan Hickman

MAKING A DIFFERENCE!

- 211** member and community stakeholders involved
- 31** committees and focus groups
- 308** attendees at **4** member engagement events
- 81** members involved
- 67** MOAs, health authority, community stakeholders and allied health involved
- 7** specialists involved

Board & Staff

Denyse Houde
 Kelly Lavoie
 Shawn Matthewson
 Linda Szilagyi
 Dr. Catherine Pattinson
 Art Van Pelt
 Jeremy Bekar
 Leslie Billinton
 Michelle DePodesta
 Val Spurrell
 Ingrid Tyler
 Dr. Britt Bright – SP

Primary Care Network Networking Group

Dr. Ken Burns
 Dr. Natalia Ciapryna
 Dr. Marla Connor
 Dr. Craig Lytle
 Dr. Ursula Luitingh
 Dr. Catherine Pattinson
 Dr. Melodie Prem-Smith
 Dr. Paul Sidhu
 Dr. Richard Van Gend

Primary Care Network Evaluation Working Group

Dr. Ursula Luitingh
 Dr. Al Neufeld
 Dr. Frank Ervin
 Cheryl Ashlie

Primary Care Network Patient Focus Group

Dr. Melodie Prem-Smith
 Cheryl Ashlie
 John McDonald
 Yvonne McDonald
 Trudi Appleton
 Tawnie Haynes
 Steve D'Souza
 Fiona Reaume

Recruitment and Retention

Dr. Kandas Gounden – GP Co-Lead
 Dr. Al Neufeld – GP Co-Lead
Women's GP/SP Club
 Dr. Ursula Luitingh – GP Lead
Young Doc's Club
 Dr. Paul Sidhu – GP Lead
Old Doc's Club
 Dr. Bob Grist – GP Lead

Everyone Welcome Club

Dr. Kandas Gounden – GP Lead
GP Mentors
 Dr. Ravi Vanukuru
 Dr. Melodie Prem-Smith
 Dr. Ursula Luitingh
 Dr. Fernando Villaseñor
 Dr. Marla Connor
 Dr. Al Neufeld
 Dr. Cathy Pattinson
 Dr. Laura Kelly
 Dr. Martin Milewski

Residential Care Steering Committee

Dr. Martin Milewski – Co-GP Lead
 Dr. Ravi Vanukuru – Co-GP Lead
 Dr. Ken Bayly
 Dr. Shiraz Mawani
 Dr. Melodie Prem-Smith
 Dr. Ward Tinney
 Dr. Ariana Verdizad
 Dr. Fernando Villaseñor
 Dr. Salendra Naidoo
 Dr. Simone Loch
 Dr. Elzbieta Pater
 Alice Mathew
 Deanna Fontaine
 Michele Nicholson
 Monika Latecki

Marilyn Fuerst
 Jen DeForrest
 Gurjit Dhaliwal
 Suzanne Fontaine
 Michelle DePodesta

Technology Committee

Dr. Cilliers Marais – GP Co-Lead
 Dr. Ken Burns – GP Co-Lead
 Dr. Larry Lim
 Dr. Don Okere
 Dr. Lakshmi Challa
 Dr. Ward Tinney
 Dr. Larry Lim
 Gillian Marshall
 Therese Lang
 Jennifer Montgomery

Walk/Cycle Committee

Dr. Virin Bhatti
 Dr. Laura Kelly
 Dr. Doug Botting
 Carol Botting
 Dr. Lorne Walton

We honour the past Board Chairs of our Division:

Dr. Ken Burns (2010–2014)
 Dr. Ursula Luitingh (2014–2016)

Dr. Ken Burns' Membership Award recipients:

Dr. Ken Burns 2014
 Dr. Laura Kelly 2015
 Dr. Martin Milewski 2016
 Dr. Shiraz Mawani 2017

Board

Dr. Fernando Villaseñor – Chair
 Dr. Bob Harrison – Vice Chair
 Dr. Virin Bhatti – Treasurer

Communications

Dr. Al Neufeld – GP Lead

Strategic Advisory Committee

Dr. Ravi Vanukuru
 Dr. Ursula Luitingh
 Dr. Jas Dhaliwal
 Dr. Kandas Gounden
 Dr. Melodie Prem-Smith
 Dr. Inna Tcherenkova
 Dr. Len Hatlelid

Staff

Treena Innes – Executive Director
 Tracy Miyashita – Project Manager
 Lori Graham – Project Manager
 Leanne Regan – Office Manager
 Aida Waack – Project Coordinator
 Deb Walters – Project Coordinator
 Sara Antunes – Project Coordinator



Member Engagement

Getting physicians together to connect professionally and socially has provided a strong foundation for the Division.

We believe this engagement is the strength of our warm, collegial, hardworking medical community.

The Division hosted the Annual General Meeting social, the Summer BBQ and Golf Tournament, and the Community Spirit Walk and Cycle Event fundraiser in honour of passed physicians. The 26 committees are active throughout the year, providing much needed opportunities for physician colleagues to connect before and after meetings.



Communication is a priority for the Division as we produce monthly newsletters, keep Pathways current and provide regular ongoing updates and resource information. 100% of our members feel updated and informed by the Division.

MAKING A DIFFERENCE!

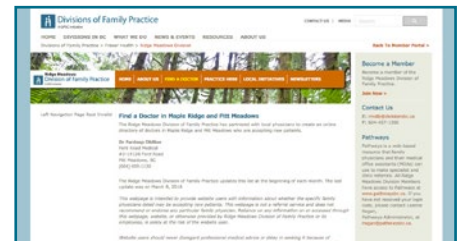
- 75** GPs and 54 specialists listed in Medical Community Guide
- 308** event guests
- \$5,800** fundraised in benefit of the Youth Wellness Centre
- 93%** of our Division members feel that the Division creates opportunities for social networking and fosters a sense of collegiality.

Community Access to Primary Care

Initiatives: Complex Care and Community Attachment and Primary Care Network

Maple Ridge and Pitt Meadows have seen a significant increase in unattached patients over the last year with a rapidly growing population and a number of physicians retiring or departing our community. Family physicians have seen their patients' wait times grow and walk-in clinics being unable to keep up with the demand. For physicians who are

able to find capacity, the Division maintains the Doc to Doc referral tool, which has a private listing of doctors willing to accept complex care patients referred from specialists and hospital doctors. The Division also maintains our general public "find a doc" website that lists doctors who are accepting patients.



Two years ago, the Ministry of Health approached divisions around the province and said, "We cannot continue to provide health care in a broken system, where people can't get access to the service they need in a timely way. We can't sustain the current system." They presented their vision for the Primary Care Network (PCN) and asked divisions to work with their local Health Authority partners to redesign health care in their communities. The goal: to make health care service changes so people can access care in a timely manner.

1 in 6 people in BC do not have a family doctor – a change needs to happen.

This was the first time our Fraser Health partners were given this type of creative power – to work with family doctors in a

50/50 partnership to figure out a full, robust solution to meet our local needs. This is a good thing.

The Division leadership has been working with our members to prioritize what is needed to make this redesign work in their practice: understanding their patient panels, their patient medical home readiness and agreeing to access and after-hours strategies with discussion of our four geographic primary care network locations.

The Division will continue to engage with our members, our Fraser Health partners and the community in shaping a local vision that best represents the interest of our physicians and negotiating our local service plan needs.

MAKING A DIFFERENCE!

- 9** GPs have been on the doc to doc private referral list this year
- 88** members, specialists, community partners involved in shaping our Primary Care Network vision
- An approved Community Plan developed
- 84%** of GPs indicated interest in participating in their Primary Care Network

Improve System Capacity

Initiative: Technology & GP/SP Referral Improvement Inquiry

Increasing practice capacity through technology and improved communication is a popular topic among most of our local initiatives and at the regional and provincial health authority level. Our Division technology committee is involved at all levels in partnership representing our members' needs. Technology opportunities and needs are reviewed with a focus on spreading this knowledge throughout our medical community. Pathways and UpToDate continue to be instrumental

tools used by our clinics and well supported by the Division to support knowledge and improve specialist referrals. An annual technology showcase was hosted by the Division with over 50 attendees and 95% satisfaction. An internal member texting program is currently in review.

Members prioritized strengthening working relationships with our family docs, community specialists, hospital docs and hospital specialists to improve

MAKING A DIFFERENCE!

102 Pathways users
(**23%** increase over last year)

patient communication. The Division has been approved for Shared Care Committee funding to begin an inquiry into improving referrals through a variety of communication methods.

Patients Supported in Community

Initiatives: Maternity Clinic, Frail Elderly, Residential Care, Child and Youth Mental Health and Substance Use, Chronic Pain, Adult Mental Health



Improving patient care in Ridge Meadows continues to be prioritized by our members and community, and we are grateful for our Shared Care Committee funding partner who supports a majority of this work to bring specialists, family doctors, Fraser Health representatives, patients and community partners together to make positive health care change.

With Adult Mental Health and Chronic Pain, physicians identified the need to improve access, awareness and timely local referrals for their patients. An inventory guide is being drafted to include available services and education planned. We are working with the Adult Mental Health Centre to test the newly opened Rapid Access Clinic in offering a maximum 2–4 week wait for psychiatric assessments and developing a strategy to streamline patient transitions from local psychiatrists back to their family doctor. With Chronic Pain we are working on bringing local expertise to our community and strategizing a local

team-based care model for family doctors.

Our work with seniors led to piloting a Rapid Response Nurse to help family doctors in supporting patients at home along with a senior patients' navigator. This inspired our local home health team to restructure and extend the model to multiple Primary Care Nurses who will work in multiple clinics, helping the doctors provide faster, better care. We continue to build a strong Residential Care program with 12 family doctors and this has improved support and quality of care for residents in our long-term care facilities.

The Division continues to support the Maternity Clinic with physician recruitment, partnership opportunities and member communication. We have all been extremely proud of the Youth Wellness Centre that is transitioning to the Ministry of Health-funded Foundry site. We support the four family physicians providing a primary care clinic at the Centre along with the specialists.

MAKING A DIFFERENCE!

- 82** members and community stakeholders involved
- 100** patients seen in the Rapid Access Clinic for Adult Mental Health in **3 months**
- 20** tools curated to support family docs in caring for their chronic pain patients
Chronic Pain patient education piloted
- 92%** of the Rapid Response Nurse visits prevented an ER visit
For the past **2 years**, the residential care doctors have not missed a single day of rounds at the **4 care homes**
- 60%** decrease in child and youth psychiatric assessment wait times

Healthy Primary Care Physician

Initiatives: MOA Network, Education, Physician Recruitment/Retention

Members are active in planning and attending education close to home. The Education Committee recently received CME accreditation for specific education in our community each year. Sessions delivered include pain, MAiD (medical assistance in dying), quality improvement, delirium, dementia, medical cannabis, billing and adult mental health. We also work closely with our MOAs providing leadership opportunities and annual education (e.g., CPR). A new "Doc Talk" series has been launched to support your colleagues by presenting local education and important topics of interest. The first topic was on physician recruitment, which is a member priority and community concern as we are experiencing a significant physician shortage.

The Division continues to advocate for government to own physician recruitment and make change with our local MLAs, MP, City of Maple Ridge and community partners. We are working with our members and local Fraser Health Partners on how to best redesign health care for the best chance of patient access and attachment without putting the family doctor at risk. With no specific recruitment project funding, we are trying to do some low-cost marketing such as social media and some mail outs to Canadian doctors. We plan to execute a community petition that we can use in our advocacy to the government to show the general public's voice and share the reality through media. We can use this as an opportunity to educate the general public that the government – not doctors – needs to own this responsibility.

We are encouraging our members to take on walk-in clinic shifts if they are able and we have been able to increase shift coverage. We are working on a long-term Internal Medical Graduate (IMG) strategy for our community. The Division will continue our best prospective doctor community welcome and retention strategy with our "club" meetings, red carpet business and mentorship program. We will continue to look at creative ways to fund a proactive local recruitment strategy through community partnerships.

MAKING A DIFFERENCE!

- | | |
|-----------------------------------|---|
| 17 education sessions | 12 physician mentorship matches |
| 300 education participants | 5 physicians recruited for new year |
| 4 club meetings | 82% of members rated our local education program of high value |
| 95 MOAs in network | |

