

Annual Report 2017–2018



Thompson Region
Division of Family Practice

A GPSC initiative

GOAL, VISION, MISSION

OUR GOAL:

The Thompson Region strives to be a community with optimal delivery of family medicine and primary health care in British Columbia.

OUR VISION:

A community of family physicians and nurse practitioners working collaboratively with community partners focusing on wellness, satisfaction, and sustainability for both the patient and the primary care providers.

OUR MISSION:

- Support the Thompson Region community of family physicians and nurse practitioners in their pursuit of excellence and innovation in family medicine and patient care;
- Be the place where family physicians and nurse practitioners go to identify their needs, engage in learning and participate in collaborative community-based solutions;
- Provide physician leadership in systems and clinical improvements and participate in collaborative quality improvements in family medicine and primary care;
- Promote physician and nurse practitioner wellness and collegiality; and,
- Advocate for the essential role of family physicians and nurse practitioners in the delivery of health care.

VALUES, ENABLERS

OUR VALUES:

We value quality, collaboration, inspiration, innovation, and resilience.

OUR STRATEGIC ENABLERS:

Listening, synthesizing, and learning.



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Highlights of the Year

YEAR IN REVIEW

📍 April 2017

- Held obstetrics engagement event with 12 division members, 4 specialists, and 6 midwives attending
- Hosted Beer with Cardiology event with 17 members attending
- Held Nurse in Practice and Population Based Funding events with nine members attending
- Presented at the BC Interior Hub

📍 May 2017

- Celebrated the Seniors Health and Wellness Centre opening with 14 members attending
- Held Interoperability event with 13 members and 4 specialists attending
- Received support for primary care recruitment through Royal Inland Hospital Foundation

📍 June 2017

- Completed Patient Attachment System handover to HealthLinkBC
- Co-hosted the Interdivisional Strategic Council (ISC) meeting in Kelowna
- Celebrated the opening of the Rae Fawcett Breast Health Clinic
- Attended GPSC Summit in Vancouver

📍 July 2017

- Involved in wildfire response
- Received funding for Obstetrics Needs Assessment

📍 August 2017

- Engaged in PMH Assessment and Action Planning with the Practice Support Program (PSP)
- Hosted Health Minister Adrian Dix
- Met with two Mayoral Candidates



📍 September 2017

- Held the Annual General Meeting and Family Social with 46 members and 86 total attendees
- Allied Health networking event with 11 members and 85 total attendees
- Launched our “It Starts Here” campaign, including member welcome package and website update
- Launched the Family Practice Development Fund
- Welcomed three Practice Ready Assessment physicians

📍 October 2017

- Held Fall Family Social with the Rural and Remote Division, Royal Inland Hospital Foundation, and University of British Columbia Family Medicine Residency Program at Fawcett Farm with 67 attending
- Attended ad hoc Interdivisional Strategic Council meeting in Kelowna
- Updated the Division’s Strategic Plan 2018-2020

📍 November 2017

- Hosted Building Capacity and Sustainability Sessions for Polypharmacy and Residential Care



- Received funds for Specialized Services Expression of Interest
- Attended four Family Practice recruitment fairs

📍 December 2017

- Published Dr. Chip Bantock’s Letter to the Editor in Kamloops This Week
- Formalized the Community Health Action Committee
- Attended Interdivisional Strategic Council meeting in Kelowna

📍 January 2018

- Participated in the IH West Strategic Planning session
- Delivered the first grant from the Family Practice Development Fund to a successful applicant

📍 February 2018

- Presented Polypharmacy Risk Reduction presentation at the JCC Champions of Change Quality Forum in Vancouver

📍 March 2017

- Launched Business Tools for Family Practice supports at engagement event held at Sun Peaks
- Launched MicroBloggingMD
- Submitted proposal for the development of a Women’s Health Clinic to the Shared Care Steering Committee
- Received funds for PMH Networking work

Chair's Report



Dr. Graham Dodd, Chair

The Chair's Report is an opportunity to reflect on the work of the past year. I am always amazed by what has been accomplished by our membership, strong physician leadership, and dedicated staff. Our Division has now been operational for the better part of a decade and has grown from a small organization to a larger team. We now have a broader scope of work and over \$2 million in operating funds. Even through the growth, we have never lost the physician-led, grassroots approach that has always been essential to our success. Building on the formative years, the Division has and will continue to support the needs of and seek direction from our membership.

This past year we took a step back to refocus our work on member priorities and to ask how we can continue to add value for our members. We revisited our organizational strategy and

identified new areas of focus as the landscape of primary care changes.

Our newly-adopted strategic areas of focus for 2018–2020 are:

- Prioritize recruitment and retention
- Emphasize wellness and engagement
- Collaborate with partners and decision makers
- Promote interdisciplinary communication

As a member-driven organization, we are confident that our areas of focus will benefit primary care providers and their patients. Recruitment has always been identified as the top priority of our work and continues to be a major focus. We have partnered with the Royal Inland Hospital Foundation on recruitment efforts and will work hard to take an integrated system of care approach to primary care capacity.

Engagement has always been important to the Division and the physician community, and we are now bringing physician wellness into the conversation to support and retain primary care providers in the community. We want to ensure we support you professionally and personally. We have launched several business tools as the foundation to our new business service and we are developing an in-practice support program to better support our members in their practices.

Collaboration has always been a cornerstone of Division work and our partnerships with our colleagues are

stronger than ever. We have a great working relationship with the Royal Inland Hospital Physician Association and will continue to build strong relationships to work together to improve health care. We are also shifting our focus to a broader, community approach to health care in the Thompson Region. Through the newly-formed Community Health Action Committee, which brings together decision makers from Thompson Nicola Regional District, the City of Kamloops, Thompson Rivers University, rural municipalities, and other business interests, we are working to enhance the health of this area and build a truly collaborative approach to health care.

We continue to work locally to find better ways to communicate and to encourage conversation between providers. We are championing Pathways and MicroBloggingMD to better communicate in the changing landscape of primary care. By promoting interdisciplinary communication, we are seeking new ways to communicate with members and better ways to collaborate on interdisciplinary projects.

At a project level, we continue to build on our previous work. We successfully received funds for new projects and priorities, including Electronic Access to Specialist Expertise, Specialized Services, Maternity Care, Patient Medical Home development, and networking.

Thank you to all of you who have contributed to the Division over the years. We would not have achieved the level of success or grown to our current state without your continued support and leadership. We want to thank all of the physician and nurse practitioner leads actively involved at a project or governance

level of our organization. You continue to lead us and help us achieve our vision. Special thanks to our Board of Directors as well as our team of dedicated staff for all your hard work and contributions over this past year.

This wraps up my first year as Chair of the Division, although I've been involved at an executive level for many years. I am proud to be a part of the Thompson Region Division. Here's to another great year.

Sincerely,

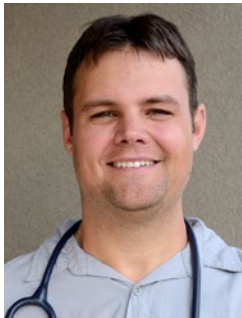


Dr. Graham Dodd
Chair, Thompson Region
Division of Family Practice



Treasurer's Report

Introducing the Statement of Financial Position 2017–18



Dr. Lennard Pretorius
Treasurer

As Treasurer, I lead the Finance and Audit Committee, which is responsible for developing and overseeing implementation of sound fiscal policies and systems to ensure our Division is accountable for the funds we manage on behalf of our members and funding organizations. The committee monitors spending and advises the Board on our financial position and our ability to undertake new projects. I can say with confidence that we have the team in place to manage current initiatives and take on new ones that will benefit our members.

The following Statement of Financial Position and Statement of Operations, extracted from the audited financial statements*, presents fairly, in all material respects, the financial position of the Thompson Region Division of Family Practice Society as of March 31, 2018.

Dr. Lennard Pretorius
Treasurer, Thompson Region Division
of Family Practice

STATEMENT OF FINANCIAL POSITION

Year ended March 31, 2018

ASSETS

CURRENT

Cash	\$	988,258
Accounts receivable		29,454
Prepaid expenses		16,778

Total Current Assets \$ 1,034,490

LIABILITIES AND NET ASSETS

CURRENT

Accounts payable	\$	42,756
Employee deductions payable		13,298
Deferred contributions		879,213

Total Current Liabilities \$ 935,267

Net Assets

Unrestricted	\$	14,779
Internally restricted		84,444

Total Net Assets 99,223

Total Liabilities and Net Assets \$ 1,034,490

**The following summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles for not-for-profit enterprises. Readers are cautioned that these summarized statements may not be appropriate for their purposes. For more information of the entity's financial position, results of operations and cash flows, reference should be made to the related complete audited financial statements which are available from the Society upon request.*

STATEMENT OF OPERATIONS*

Year ended March 31, 2018

REVENUES

Infrastructure	\$	410,971
GPSC Residential Care		254,297
PMH-PCH		201,188
GPSC-Impact Fund		53,080
Access and Continuity of Care for Older Adults		49,596
Polypharmacy Risk Reduction		29,858
Breast Health		23,456
RIH Foundation – Physician Recruitment		31,974
FP Development Fund		20,000
Maternity Care		17,947
Chronic Pain EOI		10,373
Shared Care Steering Committee		5,944
TRDOFP Fund		5,117
EASE		4,103
Specialty Care – Integrated Care		3,725
		1,121,629

EXPENSES

Program Services:

Communications	11,380
Meetings and events	65,534
Physician	298,121
Professional Support (Incl. Board sessionals)	643,611
Residential Care – equipment	14,943
Travel	23,162
	1,056,751

Administration:

Accounting	11,865
Insurance	1,687
Memberships	1,511
Office expenses	14,302
Office facility	30,764
	60,129
	1,116,880

Excess of Revenues over Expenses \$ 4,749

Division Activities

Governance

Description:

The Board of Directors, Finance and Audit Committee, and Executive Committee provide strategic leadership and oversight for all activities the Division undertakes. These activities are required to ensure the Division achieves the desired constitutional and strategic objectives while meeting all fiduciary and legal requirements.

Key accomplishments:

- Updated new Strategic Plan
- Launched “It Starts Here Campaign”
- Worked with legal counsel on changes to New Societies Act
- Applied for and received eight new fund transfer agreements
- Grew Division annual budget by \$671,421 for 2018-19

Board of Directors: Dr. Graham Dodd, Dr. Peter Loland, Dr. Ben Anders, Dr. Lennard Pretorius, Dr. Chip Bantock, Dr. Krista Bradley, Dr. Servaas Swart, Dr. Harpreet Kelly, Dr. Isabel Barnard, Natalie Manhard; Special Guest Joslyn Conley; and Executive Director Monique Walsh

Family Practice Development Fund

Description:

The Fund provides one-time practice enhancement or start-up funding on a cost recovery basis as a strategy to develop practice capacity to attract and hold family physicians in Kamloops.

Key accomplishments:

- Launched Family Practice Development Fund in September 2017
- Awarded a \$20,000 grant to Supporting Team Excellence with Patients Society

Physician Lead: Dr. Lennard Pretorius

Project Lead: Melanie Todd



STRATEGIC AREA OF FOCUS:

Prioritize recruitment and retention

Recruitment Services

Description:

Recruitment and optimizing primary care capacity in the Thompson Region continues to be a priority identified by the Division. Recruitment services include marketing, advertising, site service support and delivery, knowledge sharing, advocacy, and leveraging/optimizing partnerships.



Key accomplishments

- Recruited 12 new family physicians to the region
- Filled all the Thompson Regions International Medical Graduate spaces identified by Interior Health Authority (IHA)
- Hosted and supported 15 site visits
- Exhibited at four recruitment conferences
- Connected with 80 family physicians interested in Thompson Region opportunities
- Listed physician opportunities on our website and cross-posted on partner websites
- Proposed and developed a “hub and spoke” IMG opportunity

- Advocated for a provincial process review around resident matching
- Partnered with communities to enable successful physician recruitment in the area
- Secured funding to move recruitment activities ahead

Physician Lead: Dr. Servaas Swart

Project Leads: Christine Matuschewski and Shelley Breen

Retention

Description:

Retaining primary care providers in the Thompson Region is a top priority for the Division.

Key Accomplishments:

- Welcomed and supported integration of 12 new physicians into the community
- Developed and provided practice support to members as needed
- Hosted engagement events with social opportunities for members and their families
- Completed needs assessment development for further practice supports from members.

Physician Lead: Dr. Servaas Swart

Project Lead: Chelsea Brookes

STRATEGIC AREA OF FOCUS:

Emphasize wellness and engagement

Membership and Engagement

Description:

Input and leadership from members is fundamental to the Division's success and shapes the strategic direction. The Division consults with, listens to, advocates for, and supports project work of members about matters that impact their practice.

Key accomplishments:

- Hosted 184 attendees over 12 engagement events
- Reached 19 general members and 17 associate members who participated in a Division event for the first time
- Tracked 3142 page views on the Division's website

Physician Lead: Dr. Servaas Swart

Project Lead: Chelsea Brookes



STRATEGIC AREA OF FOCUS:

Collaborate with partners and decision makers

Practice Support Program

Description:

The Practice Support Program (PSP) offers a range of practice support and educational services to Division members. Designed to improve both patient care and the doctor experience, PSP services are delivered to physicians in the Thompson Region at no cost to the physician via Regional Support Teams, and include:

- **In-practice support**, to help implement new processes or changes at local practices (i.e. optimizing workflow, office efficiency and EMR use)
- **Learning modules**, to give physicians access to CME-accredited courses to improve patient care
- **Small group learning sessions**, to offer tailored learning opportunities on subjects of interest
- **Peer mentorship**, to support physicians and their staff with electronic medical record optimization, clinical best practices and development, and delivery of clinical modules by a group of champions

Key accomplishments:

- Supported 100 physicians who have participated in the PSP in the Thompson Region
- Completed 79 In-Practice Support engagements
- Focused on Patient Medical Home/Primary Care Network support:
- 27 physicians have completed Panel Management and 11 physicians are in progress
- Seven physicians have completed the PMH Practice Assessment
- Held three modules (Child & Youth Mental Health, Adult Mental Health, and Pain Management) and three Small Group Learning Sessions (Dementia)

PSP Coordinators: Ron Gorospe and Jo Styles (IHA)



Shared Care Steering Committee

Description:

The Thompson Shared Care Steering Committee's primary responsibility is to facilitate and oversee the development and progression of the Thompson Region's Shared Care projects.

Key accomplishments:

- Supported the application of four successful proposals
- Hosted the Beer with Cardiology event with 17 attendees.

Members: Dr. Rob Baker and Dr. Joslyn Conley (co-chairs), Dr. Janet Bates, Dr. Alina Cribb, Dr. Kobus Steyn, Dr. Graham Dodd, Dr. Bruce Newmarch, Dr. Richard Brownlee, Dr. Robert Colistro, Dr. Chip Bantock, Dr. Kevin Laupland, Robin Watt, Cathy Thibault, Monique Walsh, Chelsea Brookes, Melanie Todd, Shelley Breen.



Partnerships

Description:

The Division is involved in a number of strategic partnerships to develop strong relationships to enable the implementation of an integrated system of care. This includes the Collaborative Services Committee, and CSC Working Group, as well as other key stakeholders including HealthMatchBC, PSP, First Nations Health Authority, Royal Inland Hospital Physician Association, Ministry of Health, General Practice Services Committee, Doctors of BC, Thompson Rivers University, University of British Columbia, Interior Health Authority, Supporting Team Excellence for Patients Society, Patient Voices Network, City of Kamloops, and other community agencies.

Key accomplishments:

- Launched Community Health Action Committee
- Built new partnerships with 18 different organizations
- Hosted 20 CSC Working Group meetings where community resources planning has begun, including data review and nurse in practice support
- Participated in IH West and RIH strategic planning activities
- Asked to participate in a provincial Case Study on our partnership with PSP in support of PMH development and networking
- Participated in the Urgent Family Care and Learning Centre development, specifically in the EMR selection process.
- Provided background from the Learning Centre engagement and the recruitment of physician leads

Physician Lead: Board of Directors

Project Lead: Monique Walsh

Pathways

Description:

Pathways is a web-based resource for Division members and their MOAs to facilitate patient referrals by optimizing the specialist and clinic referral process.

Key accomplishments:

Since Launching in September 2016:

- 57 member profiles have been created
- 67 specialist profiles have been created
- 22 clinic profiles have been created
- 136 Thompson Region users have been identified

Physician Lead: Dr. Isabel Barnard

Project Lead: Melanie Todd



Community Visioning

Description:

The Division is working with partners in the Thompson Region to join us in creating a shared vision for the future of primary healthcare in our community.

Key accomplishments

- Received innovation funding to engage with stakeholders and community members across the Thompson Region to develop a region-wide vision for primary health care
- Established physician leadership to support the Thompson Region Community Health Action Committee and visioning work

Physician Leads: Dr. Shane Barclay (Sun Peaks), Dr. Chip Bantock (Kamloops), Dr. Cornel Barnard (Chase), Dr. Ilke Marais (Barriere), Dr. Amina Wahbi (Logan Lake)

Project Lead: Rhonda Eden

STRATEGIC AREA OF FOCUS:

Promote interdisciplinary communication

Access and Continuity of Care for Older Adults

Description:

This project aims to enhance the access and continuity of care for older adults with chronic co-morbidities by improving methods of team-based communication and knowledge exchange between Family and Specialists Physicians and other health care providers.

Key accomplishments:

- Supported the finalization of IH's contract for physician at the SHWC
- Hosted a Primary Care Open House to bring together community primary care providers, including family physicians and nurse practitioners, members of Kamloops Seniors Local Action Team, the Seniors Health and Wellness mapping participants, the Thompson Region Division of Family Practice and the Seniors Health and Wellness team.
- Developed and distributed a patient brochure to primary care providers.
- Provided input and supported printing and distribution of the Seniors' Quick Book in partnership with United Way.

Physician Leads: Dr. Phil Sigalet and Dr. Smita Varma

Project Lead: Shelley Breen

Chronic Pain

Description:

Our project seeks to enhance the spectrum of chronic pain services by engaging and supporting communication and knowledge exchange between family physicians, specialists, and allied health providers.

Key accomplishments:

- Developed intake package, clinic criteria, and exit criteria

Physician Leads: Dr. Rob Baker and Dr. Rod Cameron

Project Lead: Monique Walsh

Integrated Team Practices

Description:

Involves working with family physicians to support team-based care within their practices. This may also include the move to expand their team including residents, international medical graduates, nurses, nurse practitioners, pharmacists, physiotherapists, and social workers.

Key accomplishments:

- Supported the establishment of three integrated teams
- Launched business tools for family practice

Physician Lead: Physician Leads differ for each integration team

Project Lead: Melanie Todd and Christopher Phillips

GPSC Residential Care

Description:

This initiative is designed to enable physicians to achieve the five best practices and develop local solutions to improve care of patients in residential care homes. The five best practices are:

- 24/7 coverage and on-site attendance
- Proactive visits
- Meaningful medication reviews
- Key patient documentation
- Annual case conferences.

Key accomplishments:

- Completed a residential care chart evaluation
- Supported the submission of a grant application that evaluates the integration of bladder scanners in residential care homes
- Launched an evaluation of residential care emergency department transfers

Physician Leads: Dr. Phillip Sigalet, Dr. Andrew Wynne, Dr. Selena Lawrie, and Dr. Doug Hamilton

Project Lead: Melanie Todd

Polypharmacy Risk Reduction

Description:

This project supports co-developed polypharmacy risk reduction strategies by improving communication and processes around medication reviews and management across the care environments: acute, residential, and community.

Key accomplishments:

- Completed nine FPs/SPs attended educational sessions
- Hosted two Circle of Care sessions for residential care homes attended
- Presented at the JCC Quality Forum on “The ABCDs of How Not to Mess Up the Discharge Prescription”
- Trained four family physicians in conducting meaningful medication reviews
- Trained five family physicians and specialists as polypharmacy mentors

Physician Leads: Dr. Janet Bates and Dr. Joslyn Conley

Project Lead: Chelsea Brookes

ABCDs for Physicians

How to Not Screw Up the Discharge Prescription:

Medication reconciliation provides a seamless discharge

Networks

Description:

For our purposes, creating and enabling networks, or working groups, formal or informal, should enable effective communication between family physicians, specialists, allied health providers and other members of the medical community to enable better patient care and encourage physician wellness. The patient medical home is strengthened through creating robust networks.

Key accomplishments:

- Worked with Dr. Jack Kilman from the Richmond Neighbourhood Networks and presented the learnings on September 12, 2017
- Hosted an initial networking meeting for Aberdeen Medical Clinic
- Reviewed physician experience from past Interior Health Networks and Integrated Primary and Community Care groups.
- Continued collaborative work through CSC.

Project Lead: Shelley Breen



Electronic Access to Specialist Expertise (EASE)

Description:

The goal of EASE is to bring different communications tools together to provide services that enable communication between patients, specialists, and primary care teams. EASE is a suite of electronic services that provides primary care teams with access to specialist colleagues for timely assistance with patient management. It incorporates telephone, video, and secure texting connectivity with future e-Consult capabilities all within a secure technology environment.

Key accomplishments:

- Presented MicroBloggingMD at Medical Dental Quarterly at RIH
- Quadrupled MBMD usage in the first three months
- Totaled 325 registered users by March 31, 2018

Physician Lead: Dr. Wayne Dong

Project Lead: Shelley Breen

Maternity Care

Description:

A collaborative approach between family physicians, specialists, registered midwives, and other health care providers and partners to enhance the quality of and access to maternity care for patients in the Thompson Region.

Key accomplishments

- Hosted an Obstetrics Engagement Event
- Formed the Obstetrics Working Group
- Partnered with the Shared Care Committee on a provincial maternity care initiative
- Initiated a needs assessment which involved the administration of a patient and provider survey
- Developed and implemented an Antenatal Package for providers (February 2018)
- Presented at Grand Rounds

Physician Leads: Dr. Erin Adams and Dr. Brenda Laupland

Midwife Lead: Natalie Avery

Project Lead: Melanie Todd

Specialized Services

Description:

As part of Patient Medical Home funding, this project aims to better understand specialized services and connect them to Patient Medical Homes and networks. Specialized services aim to provide a coordinated system of care among community allied health providers, specialists, and family physicians with a specific area of expertise.

Key accomplishments

- Hosted a networking event with 85 physicians, nurse practitioners, midwives, and allied health providers
- Met with allied health providers from pharmacy, midwifery, physiotherapy, chiropractic, massage therapy, and occupational therapy in a series of focus group discussions

Physician Lead: Dr. Peter Loland

Project Lead: Chelsea Brookes



Team

Board

Dr. Graham Dodd – Chair
Dr. Peter Loland – Vice Chair
Dr. Chip Bantock – Past Chair
Dr. Ben Anders – Secretary
Dr. Lennard Pretorius – Treasurer
Dr. Isabel Barnard – Director
Dr. Krista Bradley – Director
Dr. Harpreet Kelly – Director
Natalie Manhard – Director
Dr. Servaas Swart – Director
Dr. Josyln Conley – Special Guest

Staff

Monique Walsh – Executive Director
Jen Baldes – Office Administrator/Bookkeeper
Shelley Breen – Project Lead
Chelsea Brookes – Member Liaison/Project Lead
Rhonda Eden – Project Lead, Community Engagement
Christine Matuschewski – Family Practice Recruitment Lead
Christopher Phillips – Business and Finance Officer
Melanie Todd – Project Lead
Jo Styles – Practice Support Program Coordinator (IHA)
Ron Gorospe – Practice Support Program Coordinator (IHA)
Brenda Phillips (passed away Oct 3, 2017) – Operations Manager



Thompson Region Division of Family Practice

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and Thompson Region Division of Family Practice

The Divisions of Family Practice Initiative is sponsored by the General Practice Services Committee, a joint committee of the BC Ministry of Health and Doctors of BC.

www.divisionsbc.ca/thompson-region