

2015 - 2016 Annual Report

Langley Division of Family Practice



Together in health



Strategic Planning April 2016

Turn:

judgement into curiosity

conflict into shared exploration

defensiveness into self-reflection

assumption into questions



LANGLEY DIVISION of FAMILY PRACTICE Vision, Mission & Values

Our Values

- HONESTY
- COURAGE

Our Mission

The LANGLEY DIVISION of FAMILY PRACTICE brings together PHYSICIANS, RESOURCES and PATIENTS to improve THEIR health care journey

Our Vision

BRINGING OUR community

TOGETHER for

better health

PEOPLE-CENTRED

TEAMWORK

Our Guiding Principle is attachment to primary care

Courage Teamwork Honesty People Centred

[Leo & Ellen – intro – click to watch the video message](#)



You KNOW
WHAT WORKS... WE
ARE *listening*
AND IMPLEMENTING
change

IT'S ABOUT DOING CARE
DIFFERENTLY



Working together in health, the impossible becomes possible



Message from the
Board Chair
Dr. Leo Wong



Message from the
Executive Director
Ellen Peterson

Board of Directors 2015 - 2016

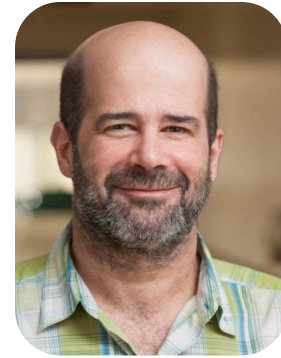
[Willem - click to watch video message](#)



Dr. Leo Wong
Board Chair



Dr. Willem DeVynk



Dr. Mitchell Fagan

Honesty - Communication is key

[Alister – click to watch video message](#)



Dr. Alister Frayne



Carrie Murphy, NP



Dr. Andre Van Wyk



Dr. Beth Watt

Courage – embrace change

Highlights

[Member Engagement – click to watch](#)



“We have shown we care as a community of physicians”

Highlights 2015 – 2016

[Leo and Ellen – Attachment – click to watch](#)



Attachment Celebration June 23, 2016

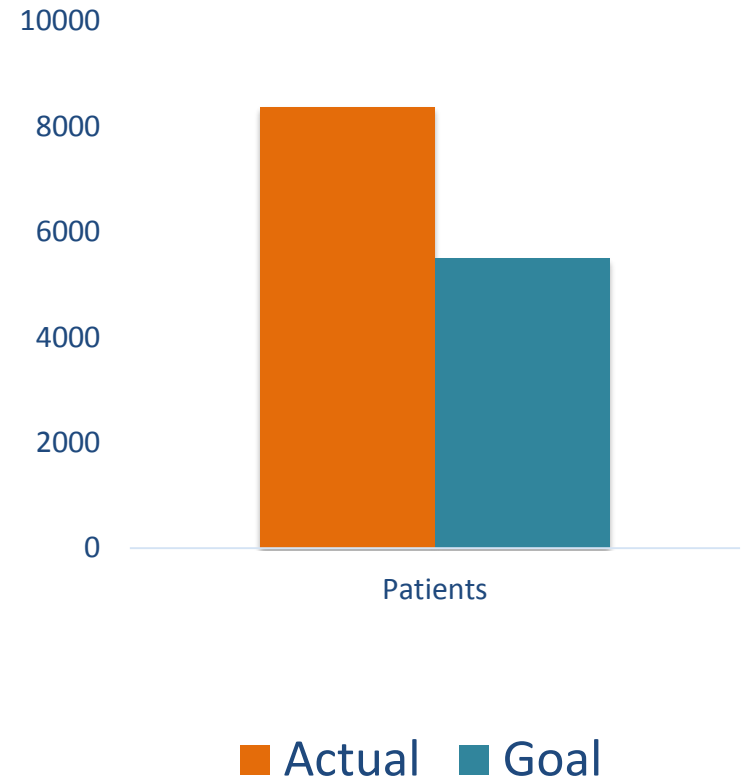
8340 patients

attached to a Primary Care Provider

Attachment Success



8340 Patients



Patient Stories

Courage to provide care differently



*"She changed me"
"No matter what;
smile, respect,
positive attitude"*

Mobile Outreach
Mika Nonouchi, NP



*"If you build
attachment
everything else
falls into place"
Corey Reid*



Mental Health /
Substance Use
Team

Patient Stories

Shauna
* FINDING a GP WAS SUCH a RELIEF... FOR ME and MY BABY!

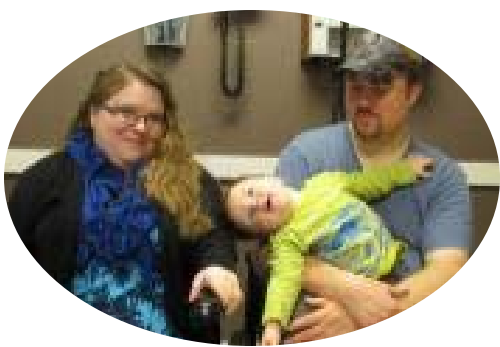


[Click to watch Shauna's story](#)



[Click to watch Stuart and Barbara's story](#)

Stuart & Barbara
* NO ONE WAS taking PATIENTS but we got a REFERRAL... WE FEEL SO LUCKY to HAVE OUR GP



[Click to watch Diana's story](#)



[Click to watch Dianne's story](#)

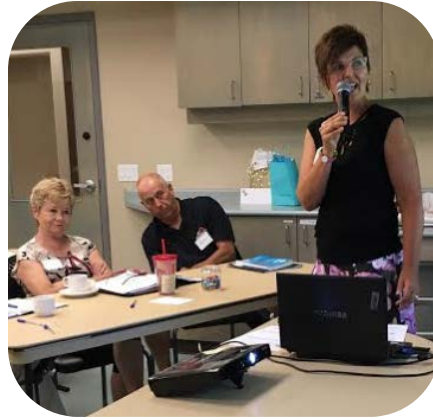
Diana
* I GOT PREGNANT and HAD a lot of OTHER NEEDS... I WAS SO HAPPY when my OBGYN referred me to DR. WANG

Diane
When my doctor was in LADNER I would HESITATE to go... NOW I have a LANGLEY DOCTOR I go more often and HE EXPLAINS things about my HEALTH time.

People Centred

Patient Stories

Community
Engagement
– click to
watch



"I will continue to work collaboratively with the Division as a community partner"

2015 – 2016 Financial Highlights

The Board ensures the budget is financially responsible & operations further achievement of our Mission

Statement of Operations

Revenues

GPSC – Infrastructure	367,766
GPSC – Attachment	387,082
GPSC – Residential Care	123,100
In Patient	253,129
Other Funding	141,919
	<hr/>
Total Revenue	1,272,996

Expenditures

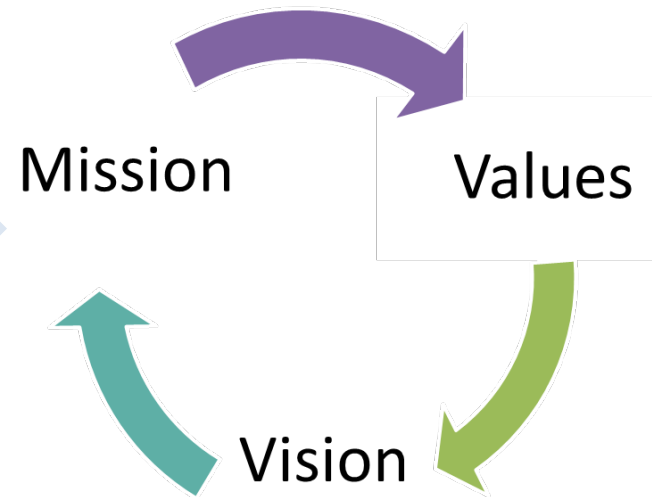
Amortization	3,093
Consultants	31,091
Division Activities	868,216
Facilities	30,298
Insurance	1,143
Meetings & Events	7,500
Office & General	13,800
Professional Fees	6,638
Salaries & Benefits	285,647
Total Expenditures	1,247,426

Statement of Operations and Changes in Net Assets

	2016	2015
Revenues	1,272,996	959,511
Expenditures	1,247,426	951,241
Excess of Revenue	<u>25,570</u>	<u>8,270</u>
Interest Income	5,227	5,616
Excess Revenue over Expenditures	<u>30,797</u>	<u>13,886</u>

Return on Investment

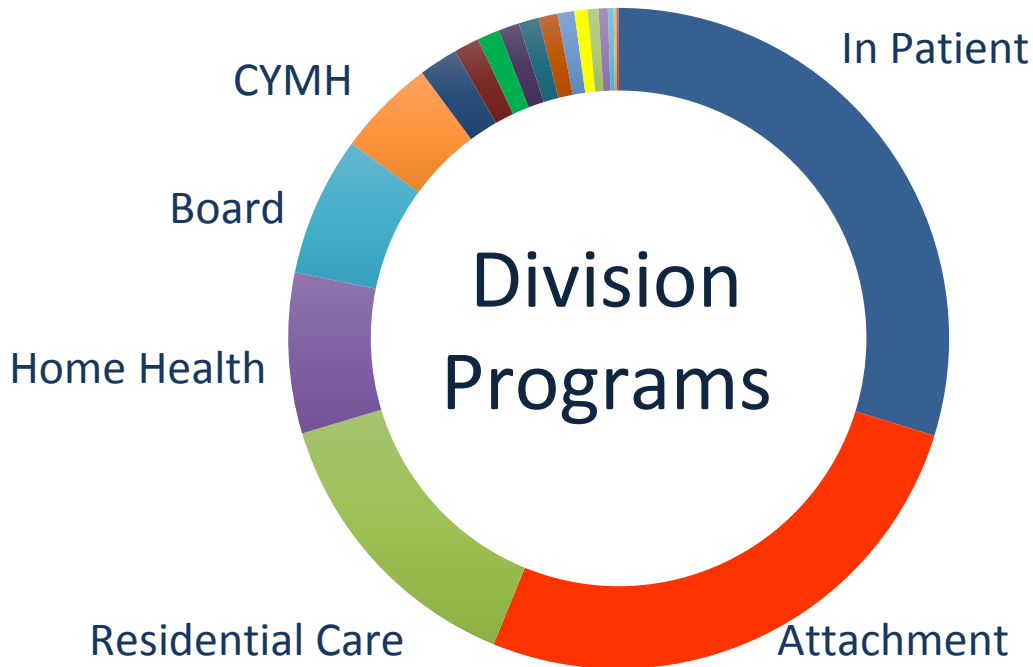
Effectiveness of representing all those served by the Division



2015 – 2016

LDFP held 44 meetings & events

Division Activities \$868,216



- In Patient \$258,388
- Attachment \$229,333
- Residential Care \$123,100
- Home Health \$68,187
- Board \$59,278
- CYMH \$41,872
- P2P \$16,513
- Member Education \$10,834
- Maternity \$9,433
- Preparation \$8,885
- CSC \$8,579
- MOA Network \$8,079
- Divisional Event \$7,098
- Interdivsional \$5,581
- Pathways \$4,584
- Digital signage \$3,942
- Resident Education \$2,471
- HR committee \$1,200
- HCP \$467
- First Nations Project \$392

Start

Stop

Continue



Values

Courage

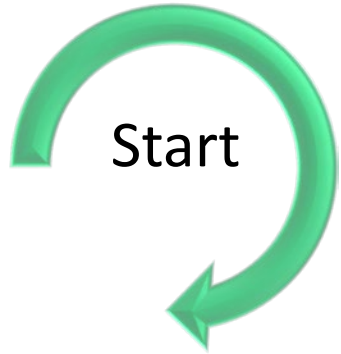
Honesty

Teamwork

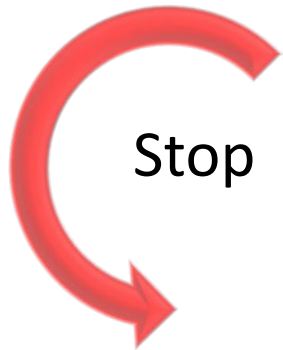
People Centred

...to support each priority [population – click to watch](#)

YOUTH MENTAL HEALTH



to educate GP's & NP's in caring for youth

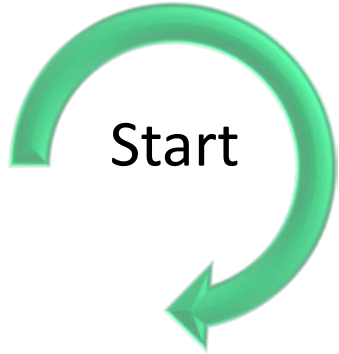


assuming teens can access needed resources on line

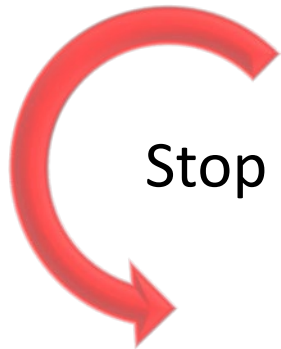


the Youth Hub





better communication & information sharing



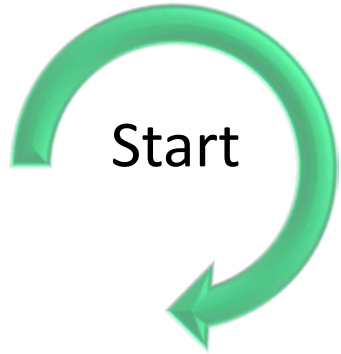
limited access & lengthy waitlists



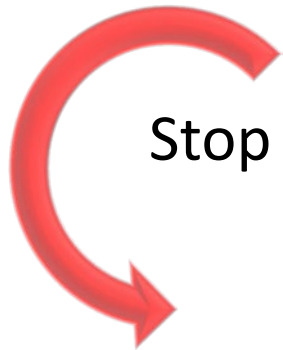
advocate for more resources,
like Mika

[Courage – click to watch](#)

FRAIL *and* ELDERLY



Seniors' hotline - 1 phone number



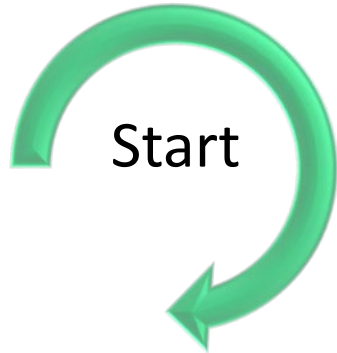
waiting for patients to come to us



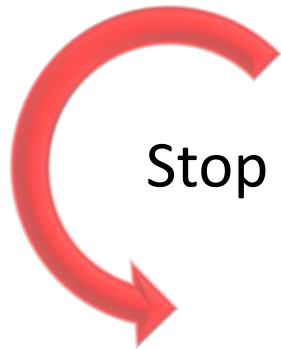
sharing resources &
learn from others



MULTI - MORBIDITY



more access to care



long wait times



right person, right care

[Teamwork – click to watch](#)

MOMS *and* BABES



Start

to immunize patients at maternity clinic



Stop

high cost of parking



Continue

to remind about Best Beginnings



People Centred

[Where will you go next? –
click to watch](#)

Other Gaps
in
Primary Care?



The Bad News is Time Flies... The Good News is you are the Pilot!

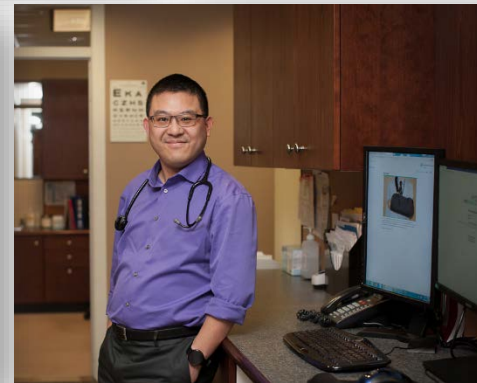
Board Recognition

Dr. Mitchell Fagan –
Board Member 2011 - 2016



Board Recognition

Dr. Leo Wong - Board Member since 2011
Board Chair 2013-2016





Life isn't about waiting
for the storm to pass

It's about learning to

Dance in the Rain

Thank you...

We look forward
To continuing this
great work with you!

Together in health



Don't just fly.....soar!