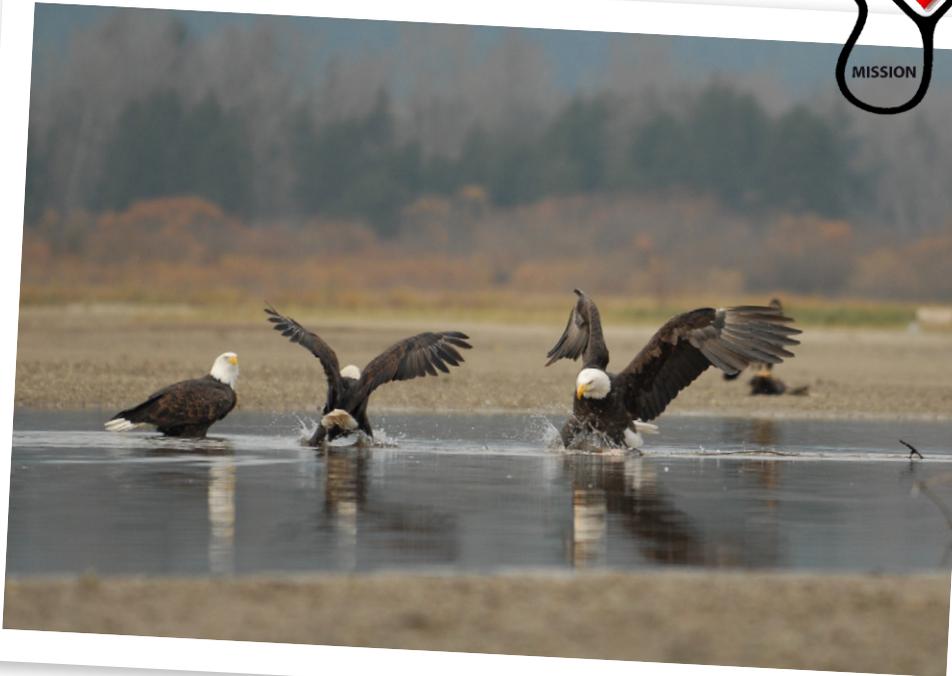
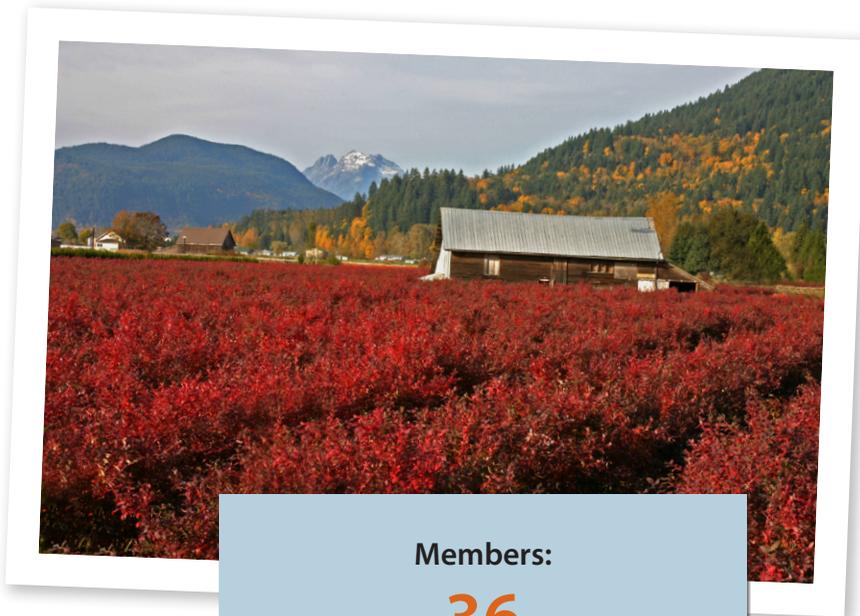


# 2015-16 ANNUAL REPORT



**MISSION STATEMENT:**

*Promoting sustainable primary health care through programs which address the health care issues of our community and physicians.*



**Members:**

**36**

**GPSC (General Practice Services Committee) Funded Members**

**1**

**Nurse Practitioner**

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## President's Report — 2015/16



**Dr. Pomeroy attending the opening shift of the Out Reach Clinic at MY House**

Looking back, it has been an exciting and productive year for the Mission Division of Family Practice. Through our A GP for Me project we have been able to implement many new initiatives that benefit our members, our patients, and our community, and our Division office quickly became a home and hub for our staff and members. Our work on

A GP for Me, including The Attachment Clinic, Out of Hours Service, and Outreach Service (at MY House), increased awareness of the Division in our community.

Many of these initiatives will continue even as the A GP for Me initiative comes to a close. I am so proud of the service our physician members and staff have provided for our unattached patients.

We have all collectively made a difference in their lives.

We also continue to support inpatients at Mission

**123,876**  
pages viewed on FETCH

**1,200**  
stronger attachments

Memorial hospital and The Residence in Mission, including unattached patients with the Doctor of the Day (DOD) and Residential Care programs (RCP).

Over the last year we have continued to strengthen our collaboration with both Fraser Health and our other community partners. With our community partners we have developed a website of resources in the community called FETCH (For Everything That's Community Health). The website is designed for the use of physicians, patients, and the community. We have also collaborated with our community partners to form the CYMHSU LAT (Child and Youth Mental Health and Substance Use Collaborative Local Action Team.) In collaboration with Fraser Health, we are looking forward to developing and implementing the Frail Seniors initiative. Both of these projects will help some of our most vulnerable populations.

All of this wouldn't have been possible without our excellent support staff, our dedicated board, and our amazing physician members. As I tell everyone, our division is small but mighty.

I would like to thank Dr. Gwen Siemens, our past board chair, for her support this year, and also thank our new treasurer Dr. Harj Dau and the rest of the board members (Drs. Peter Barnsdale, Jeff Kornelsen, Lawrence Welsh, and Gerald Nemanishen) for their excellent work on our behalf. I also hope you have all had a chance to meet our wonderful staff: our Executive Director Shona Brown, our Project Coordinator Nicole Martin and our MOA and Administrative Assistant Kimberly Bergen (Bonk) and Paul Burns, our Bookkeeper. I am very thankful to work with such a talented and dedicated staff.

I am looking forward to the coming year with its challenges and opportunities.

Respectfully submitted,

Dr. Carol Pomeroy  
Physician Lead  
Mission Division of Family Practice

# Treasurer’s Report — 2015/16



**Dr. Siemens attending the CYMHSU Learning Session**

On behalf of the board I am pleased to present the Mission Division of Family Practice’s audited financial statements for the fiscal year ending March 31st, 2016.

Loewen Kruse Chartered Accountants have examined our financial statements in detail in May of 2016 and were

satisfied that we are in compliance with Canadian accounting practices.

The 2015/2016 fiscal year was very busy with the opening of the Mission Division Attachment Clinic, the A GP for Me initiative, and the ongoing administration of the Doctor of the Day program and the Residential Care Program.

The Mission Division now has excellent support and staff to assist us with ensuring that the various programs that have been initiated continue to be run effectively. Staff include Shona Brown, our Executive Director; Nicole Martin, our programs manager; Kimberly Bergen, our MOA at the Attachment Clinic; and Paul Burns, our bookkeeper. I would like to thank them for all their hard work and commitment to the financial management of the Division’s resources.

At this time I would like also like to welcome our new treasurer for the fiscal year 2016/2017, Dr. Harj Dau.

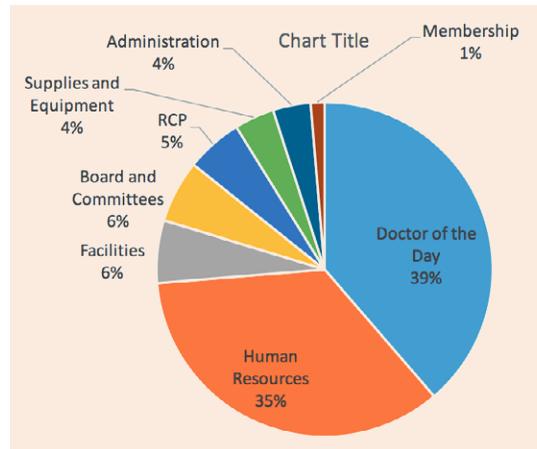
Respectfully submitted,

Dr. Gwen Siemens  
Treasurer  
Mission Division of Family Practice

## Financial Statement April 2015 through March 2016

Infrastructure	Actual
Doctor of the Day	\$ 337,642
Human Resources	304,925
Facilities	52,934
Board and Committees	52,652
RCP	47,336
Supplies and Equipment	33,490
Administration	31,651
Membership	11,584
<b>Total</b>	<b>\$ 872,214</b>

## Expense Summary April 2015 through March 2016



**1**  
new GP

**1**  
allied health professional added

## Child & Youth Mental Health and Substance Use Local Action Team (LAT) Report

The Mission LAT has been working towards raising awareness around mental wellness and anxiety, and getting people in the community to talk about it. We are designing “emotional first aid” cards that include resources for children and youth, like phone numbers, websites, apps, walk – ins, etc. These cards will include sample conversations that youth can have with their peers to support them, and we will be designing similar resource cards for parents. In addition, we will be designing stickers to put up in washrooms, and posters to put up on bus stops and billboards. We also plan to have a presence at public events in Mission such as Mission Fest and Diwali. Our goal with this work is to boost awareness of mental health and make it something that people will talk about.

**1,600**  
un-attachments prevented

We are holding a discussion group with parents and youth to plan the development of a mental health and substance use service inventory. This process will enable us to identify services that are too complex to access or have excessively long waitlists, and to increase the accountability of services to each other, our clients, and our stakeholders. We originally thought we would capture this in a Patient Journey Map, however we are now developing a system that is more comfortable for the youth and families participating and that will better highlight our goals.

MY House has been in need of more support by way of staffing. Through conversations between our LAT and the MY House advisory committee, we have had one community agency so far match the MCFD hours! We are still working on more engagement and as well we are looking forward to supporting the branding of MY House.

Respectfully submitted,  
Nicole Martin  
Coordinator  
Mission Division of Family Practice



*Everyone knows  
someone struggling  
with mental wellness*



# A GP FOR ME PROJECT - OVERVIEW

## MISSION DIVISION OF FAMILY PRACTICE

1

### ACCESS SERVICES



Mission Attachment Clinic:

- Attached **236** patients
- Booked **1513** patient appointments (for 997 unique patients)

Outreach Services:

- Established a **clinic for vulnerable youth** at the Mission Youth House

Mission Out of Hours Service:

- **107** patients accessed out of hours care, preventing unnecessary ER visits



3

### PRACTICE EFFICIENCY & OPTIMIZATION

- **14 GPs** received practice support
- **100%** agreed the material enhanced their ability to serve their patients
- **5 GPs** completed PHSA's Indigenous Cultural Competency Training



2

### SYSTEM NAVIGATION



For Everything That's  
Community Health  
Mission

- Developed a **FETCH website** for Mission
- The site has had **5423** unique visitors and a total of **123,876** page views
- Developed **patient education** materials

### RETIREMENT, RECRUITMENT, & RETENTION

- Recruited **1 new GP** to Mission
- Developed a 'Live, Work, Play' **orientation guide** for new GPs
- Posted **recruitment ads**, conducted **site visits** with prospective GPs

4



# Collaborations and Community Umbrella

- Collaborative Services Committee
- Residential Care Program
- Interdivisional Collaboration
- Pathways Project
- Mission Community Health Centre
- Mission Memorial Hospital
- Mission Community Services
- Fraser Health
- Mission Friendship Centre
- District of Mission
- Mission Chamber of Commerce
- Practice Support Services
- MY House (Mission Youth House)
- Mission Public School District
- TRIM (The Residence in Mission)
- Mission Aboriginal Integrated Health Team
- CYC (Child and Youth Committee)
- Community Wellness Council

**12**  
community partners involved

**1,400**  
patients attached



**2015/16 Board of Directors**  
Left to Right: Dr. Gwen Siemens, Dr. Carol Pomeroy, Dr. Jeff Kornelsen, Dr. Harj Dau, Dr. Peter Barnsdale, Dr. Gerry Nemanishen, (missing Dr. Lawrence Welsh).

## Board of Directors

Dr. Carol Pomeroy, President  
Dr. Gwen Siemens, Past President/Treasurer  
Dr. Jeff Kornelsen, Secretary  
Dr. Peter Barnsdale, Director  
Dr. Lawrence Welsh, Director  
Dr. Harj Dau, Director  
Dr. Gerald Nemanishen, Director

## Staff

Shona Brown, Executive Director  
Nicole Martin, Project Coordinator  
Kimberly Bonk, MOA  
Paul Burns, Book keeper

## Mission Division of Family Practice

Division Office:

105-7343 Hurd Street,  
Mission BC V2V 3H7

Phone: 604.820.1021

Fax: 604.820.1027

Photo credits: Mission DoFP

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/mission](http://www.divisionsbc.ca/mission)