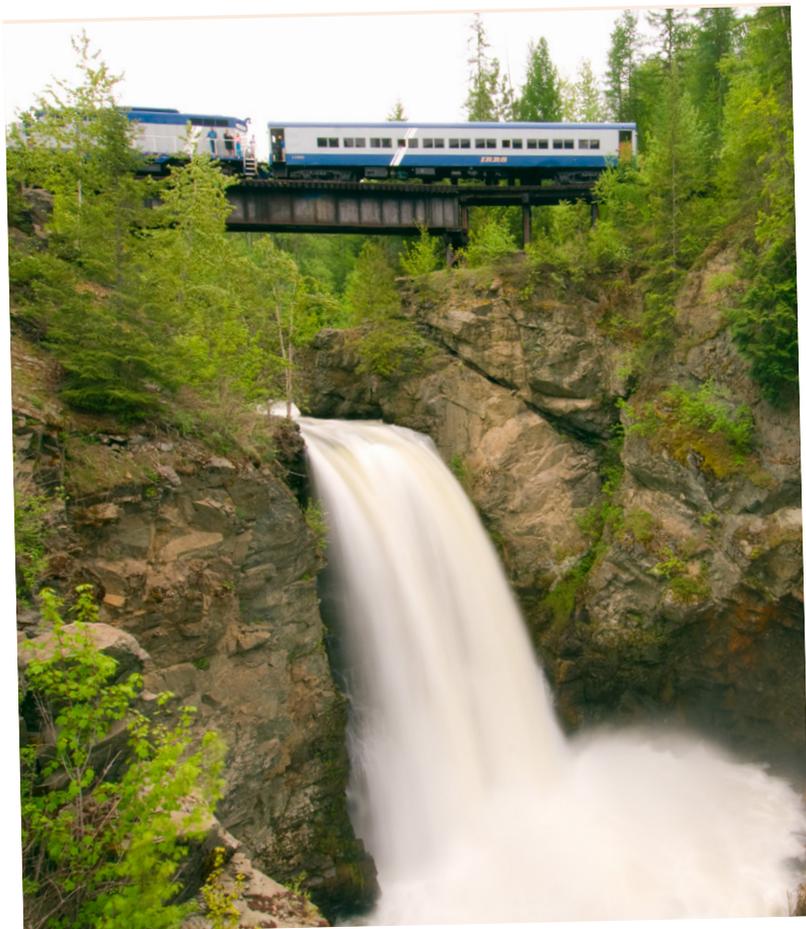


ANNUAL REPORT 2015–16



Kootenay Boundary
Division of Family Practice
A GPSC initiative

SharedCare 
Partners for Patients

Kootenay Boundary Division Leadership

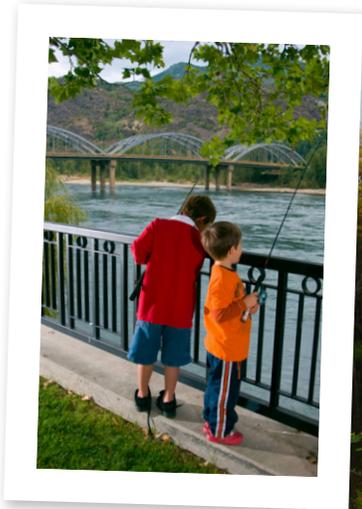
By Dr. David Merry, Dr. Lee MacKay, Dr. Trevor Aiken, Executive Director Andrew E...

Kootenay Boundary Division of Family Practice is in the midst of its 6th full year of operations. Thanks to strong support from our GP and NP members, the scope and breadth of impact the Division is delivering reflects a truly dynamic organization. A few highlights from 2015–16 include launching the Pathways specialist referral website, piloting wraparound care for Child and Youth Mental Health patients, launching new resources to support chronic pain patients, successfully piloting an in-clinic social worker, integrating a GP specialist into the Trail diabetes clinic and collaborative care rounds successfully reducing antipsychotic use in Residential Care.

The dominant system change that will impact GPs on the ground continues to be primary care reform. Health Care is a complex system and no one is under any illusions regarding the pace of change or the complexity of interests at the table. However, implementation of the Patient Medical Home (PMH), robust team based care, and new GP-created funding models, are visible on the horizon. We remain optimistic that these changes will result in a more sustainable system, better patient outcomes, and richer more

satisfying careers for physicians and NPs. Furthermore, your Division will be central to these conversations, representing your and your patient’s interests as change unfolds.

This year, the Division brought extensive KB Physician Leadership to primary care reform. Through the vehicle of the Collaborative Services Committee, we engaged with our members, IH staff, and community leaders, articulating the need for change and discussing new models of care that will work for Division members, members of the



Report

Earnshaw

Primary Care Team, and KB patients. As this transformation evolves, it is clear there are complex and competing forces within the Ministry of Health, IHA, GPSC and Doctors of BC. The Division has worked to establish relationships with multiple leaders in these organizations, informing and influencing them regarding the direction and timing of change, keeping KB's interests and the interests of all rural practitioners at the fore.

With this past year's work as our foundation, the implementation journey begins. The KB Collaborative Services Committee has struck a working group that is approaching all KB clinics with an opportunity to initiate EMR-based Quality Improvement and Panel Assessment, a key first step in PMH implementation. Simultaneously the Group is analysing extensive demographic data regarding illness burden in each of our core sub-regions, and this data will be shared with our members. In addition, work is underway to develop systems for region-wide PMH Quality Improvement, and development of highly functioning Teams.

Notwithstanding the "bright shiny object" of the PMH, this year your Division continues to direct substantial resources to projects and programs that directly and immediately improve practice and patient care for every GP and NP in KB. CPD is offered at a high standard. Telehealth is expanding access to video consults to multiple specialties, and delivering secure texting (including enhanced RACE and hospital admittance/discharge notification). We anticipate bringing fully automated forms to every Intrahealth EMR in the region, and we are exploring doing the same for other EMR platforms. Open Practice Coaching remains available to all practitioners. We will maintain our commitment to robust support of physician recruitment, a fundamental foundation of sustainability of the profession in KB.

In this poster, you'll find a summary of your Division's work over the past year. A full write-up on all initiatives can be found at www.kbdivision.org/report2016. In particular, we draw your attention to the remarkable list of the GPs, NPs and partners, whose dedication to improving patient care in KB is evidenced by the countless hours they have dedicated to Division work. We thank you all, and look forward to a similarly productive 2016-17.

KB Division Executive:
Dr. David Merry, Chair
Dr. Lee MacKay, Physician Lead
Dr Trevor Aiken, Vice Chair
Andrew Earnshaw, Executive Director

A few KB Division Highlights

24

new primary care
providers recruited

4,000+

page views of Division
recruitment website

100+

events delivered

539

patient calls to
A GP For Me Hotline

Statement of Operations and Changes in Net Assets

For the Year Ended March 31

	2016	2015
Revenue		
BCMA – Infrastructure	\$ 410,108	\$ 434,004
BCMA – A GP for Me	375,228	255,876
BCMA – Shared Care	314,957	275,179
BCMA – Residential Care Initiative	202,396	
BCMA – In-patient Care	193,980	193,450
IHA – Project Funding	85,721	143,622
BCMA – Partners in Care	41,388	182,219
Continuing Professional Development	33,376	16,547
	1,657,154	1,500,897
Expenses		
Administration	41,038	45,213
Board members	180,846	224,060
Facilities and supplies	17,286	8,612
Management	615,894	635,984
Members and physicians	538,706	353,589
Project costs	262,461	234,475
	1,656,231	1,501,933
Excess of revenue over expenses for the year	923	(1,036)
Unrestricted net assets, beginning of year	4,149	5,185
Unrestricted net assets, end of year	5,072	4,149

Acknowledgement

The Kootenay Boundary Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Shared Care Committee and Innovation Fund as well as the support of the Division of Family Practice provincial office and Shared Care central office. We extend our gratitude for the contributions of our many community partners and community representatives.

Kootenay Boundary Division of Family Practice

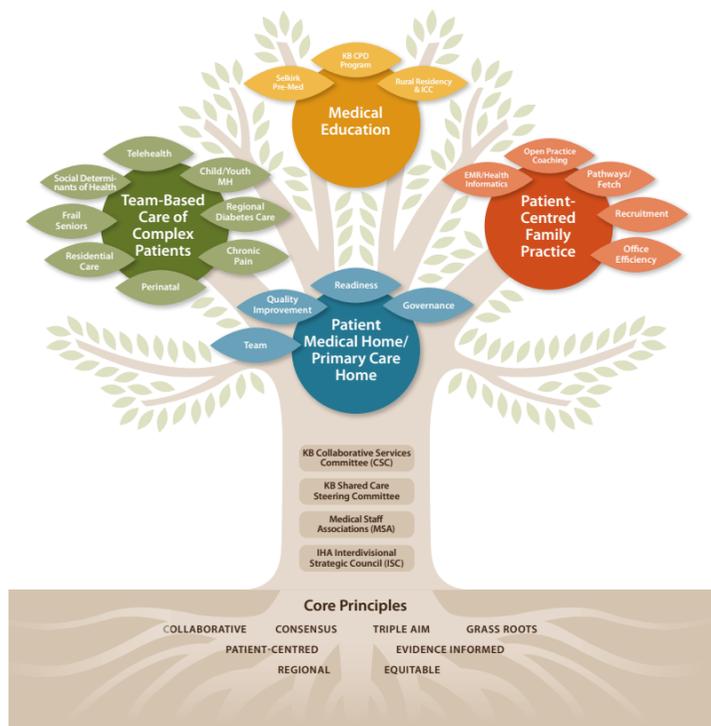
PO Box 9, Nelson BC V1L 5P7
Fax: 1-866-272-9070

Photos: Picture BC

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.kbdivision.org

Our Impact: Kootenay Boundary Division of Family Practice Projects



Chronic Pain

- Collaborating with IH PSP and Pain BC on chronic pain learning sessions
- Supporting the launch of Pain BC's online 'Live, Plan, Be' self management tool in KB
- Developing area specific chronic pain services directories for the Lower Columbia and Nelson & Area
- Exploring virtual chronic pain rounds with provincial experts in 2016-17 and the creation of local, community based 'Pain Action Teams'

Poly-Pharmacy

Residential Care

- Residential Care MOU signed in July 2015 with over 100,000 in new funds available for KB GPs providing residential care in facilities
- Multi-stakeholder Quality Improvement processes being implemented across Kootenay Boundary
- Dramatic declines in use of medications and antipsychotic us thanks to Responsive Behaviours in Seniors Rounds

Frail Seniors

- Relationships with IH being strengthened through multiple engagements with a focus on improving systems and processes relating to the discharge planning process
- Report on Frail Seniors care written and recommendations coming for next steps

Poverty Intervention Tools

- Division consulting on version 2.0 of Poverty Intervention Tool for BC
- The Division with support of the Blue Cross hosted a province wide day long event in Vancouver dedicated to exploring what collective action on SDH might look like
- Next steps agreed, including creating an interdivisional network for addressing SDH, initiating universal poverty screening in all GP practices and integrating into EMRs, advocating at local level for a provincial poverty reduction strategy and creating a toolkit for integrating SDH into Primary Care Home practice

Adult Psychiatry

- Team skills enhanced for 270 participants through Responsive Behaviours in Seniors rounds through late 2014 to date. Sessions continue through 2015/16 and model being adopted across IH
- Monthly collaborative care sessions between psychiatrists and family physicians now take place in Kaslo, Nelson, Salmo and the Boundary
- Specialized child and youth collaborative care session piloted

Child/Youth MH

- West Kootenay local action team piloted wraparound care service in the region resulting in improved care for

youth and their families including reduced visits to the Emergency Room, reduced suicide risks and improved school relationships. This work will continue in 2016/2017

- Patient journey mapping process undertaken by Boundary local action team to identify gaps in services and physicians, MHSU service providers and school staff have been engaged in a "Meet and Greet" dinner in concert with PSP CYMH module
- Care navigator tested in Boundary to identify barriers and challenges faced by children, youth and their caregivers with the goal of helping facilitate connections between acute care and/or primary care services and MHSU services in the community

Pathways

- Kelowna specialists added to Pathways database in 2016
- KB physician input expands resources available on Pathways
- 35% of KB practitioners/clinics using Pathways regularly ... and growing
- Live tutorials available – contact Paul – pedney@divisionsbc.ca

Telehealth

- Multiple engagements hosted to determine interest in secure texting system
- Patient telehealth survey conducted with 1 in 4 patients saying they stopped seeing or declined to see a specialist due to the cost and difficulty of travelling
- In clinic secure video conferencing systems installed in 17 locations – 8 family physician clinics and 9 specialist clinics with 8 specialties providing video conferencing services for patients
- Implementation plan for secure texting targeting fall/winter launch

Regional Diabetes Care

- Regional Diabetes Committee working in partnership with IH to increase referrals to an enhanced GP/SP Shared Care model at the Trail Diabetes Education Centre (DEC)
- This project has resulted in better patient outcomes for individuals living with diabetes in the Trail area and surrounding communities (Rossland, Castlegar, Fruitvale, Montrose)
- Over 150 new referrals between January and June of 2016 with patients experiencing a statistically significant decline in average blood sugar levels (HbA1cs). 87% of patient respondents to the survey rated their experience at 9 (19%) or 10 *68% out of 10

Maternity – Child

- Working groups in two KB communities met to identify gaps and localize solutions. Groups agree to pilot new 'Motherwise' perinatal support groups in four communities
- MHSU revises intake processes to improve response times for new moms
- Referral pathways tool for perinatal mental health developed
- Cross professional 'Familiar Faces' program initiated in Boundary region to work with new and expecting moms to normalize services and increase accessibility – expanding to other regions through 2016/17
- MHSU and community organizations group support sessions being piloted in four communities

Thank you to everybody engaged in Division work in 2015/16

- | | |
|-----------------------------------------------------------------|---------------------------------------------|
| Adam Wylie | Keith Bridger |
| Akin Iyiola | Keith Merrit |
| Alex Baxter | Keith Smythe |
| Amanda McDougall | Kelly Mieske |
| Andi Cuddington | Kevin McKechnie |
| Andre De Greef | Kim Irving |
| Andre Kirsten | Kootenay Family Place |
| Andrea McKenzie | Kris Saliken |
| Andrea Winkers | Krista Osmond |
| Andy Lawe | Kristi Kuroomi |
| ANKORS | Kyle Merritt |
| Ann Godderis | Lauren Galbraith |
| Ann Weir | Lee MacKay |
| Barb Bentley | Leslie Paul |
| Barb Nielsen | Lilli Kerby |
| Barbie Kalmakoff | Linda Krantz |
| Bbandama Makwati | Linda Oddo |
| Ben Eaton | Lindy Turner |
| Bethany Woodrow | Lisa Demolitor |
| Bev Harmston | Lisa Oliver |
| Bob Lewis | Lisa Pasin |
| Brandon Tuvell | Lisa Sawyer |
| Brenda Trenholme | Lisa Vasil |
| Brigitte McDonough | Liz Kunkle |
| C.O.I.N.S | Lois Lien |
| Carrie Fitzsimmons | Loretta Zilm |
| Catherine Ruskin | Lori Verigin |
| Chelsea Anichowski | Louise Kyle |
| Cheryl Bethune | Louise Poole |
| Cheryl Gnyp | Maggie Haley |
| Cheryl Hume | Marian Berry |
| Cheryl Whittleton | Marianne Hart |
| Chi Zhang | Marius Scheepers |
| Chuck Burkholder | Martha Wilson |
| Chris Huston | Mary |
| Cindy Crane | Bassingthwaighte |
| Cindy Kozak-Campbell | MCFD – Child Youth Mental Health |
| Cindy Loukras | Megan Kennedy |
| Cletus Okonkwo | Megan Ross |
| Corinne Knox | Melissa Ringer |
| Curtis Bell | Michael Brownstein |
| Cydney Higgins | Michel Hjelkrem |
| Cynthia Neal | Michelle Evans |
| Darlene Arseneault | Michelle Sylvest |
| Dave Larocque | Mike Inniss |
| Dave Sonnichsen | Mike Kent |
| David Merry | Mike Martin |
| David Soukeveiff | Mike Robinson |
| Dawn Tomlin | Mike van Vliet |
| Debbie Martin | Miles Smith |
| Denis Thibodeau | Miriam Ramsden |
| Derek Lum | Monique Lalonde |
| Derek Zimmer | Nathan Dalla Lana |
| Devon Palmer | Nattana |
| Dharma McBride | Dixon-Warren |
| Don Nutini | Nelson CARES |
| Donna Gibbons | Nelson Community Services |
| Doug Lacey | Nelson Medical Clinic |
| Eddie Naude | Nichole Gill |
| Elizabeth Lunn | Norm Lea |
| Elizabeth McCoid | Phillip Malpass |
| Ellen Smart | R.C.M.P |
| Eric Dalla Lana | Rachael Davidson |
| Eric Yaeger | Ralph Behrens |
| Rica Ortega | Randy Thiessen |
| Erin Love | RDCK, area H |
| Eve Burkart | Richard Magee |
| F.O.R.C.E Society | Rob Kobayashi |
| Freedom Quest | Ron Cameron |
| Gail Lavery | Ron Parisotto |
| Georgia Bekiou | Rossland, Nelson & Castlegar clinics |
| Gilda McGregor | Rowland Phillips |
| Guy Fradet | Sam Segal |
| Ian Grant | Sarah James |
| Ian Reid | Sarah Taylor |
| Ian Tang | Sarah Tucker |
| Isabelle-Anne Fontaine | School District # 8 and School District #20 |
| Jacquie East | Scot Mountain |
| Jaisel Vadgama | Selena Davis |
| Jan Summersides | Sharman Naicker |
| Jane Cusden | Sharon Campese |
| Janet Fisher | Sheena Albrecht |
| Javier Gonzalez | Shiloh Perkins |
| Jeanette Boyd | Shiraz Moola |
| Jen Cochran | Stefanie Houde |
| Jen Dressler | Stephen Reichert |
| Jennifer Arnosti | Sue Babensee |
| Jim Fisher | Sue Benzer |
| Jim Noiles | Suzanne Lee |
| Jo-Ann Tisserand | Tammy Castellano |
| Joel Kailla | Tanya Montzian |
| John Peachell | Tara Gill |
| Jonas Sandstrom | Teresa Winter |
| Josee Lesperance | Terry Van Horn |
| Karen Bloemink | Thalia Vesterback |
| Karen Miller | Tina Coletti |
| Karina Poznikoff | Todd Kettner |
| Karl Hart | Tracy Clemans-Gibbon |
| Karly Olsen | Trevor Aiken |
| Kate Foreman | Trevor Janz |
| Katherine Shearer | Trish Hallstrom |
| Kathrine Coatta | Trish Thomson |
| Kathryn Hale | Trudi Toews |
| Kathy Apostolic | Tyler Exner |
| KB emergency departments & mental health/substance use services | UBC RCPD Staff |
| KB participating clinics | Village of Slovan |
| KB Residential Care facilities, Leadership and staff | Vince Salvo |
| | Wendy Rayner |
| | Win Mott |
| | Zak Matieschyn |

Regional Continuing Professional Development (CPD)

- Data driven learning strides being made including two EMR data quality learning sessions co-organized with IH PSP
- Remote video conferencing facilities expanded and regular bi-monthly CPD events newsletter implemented
- Again over 100 events delivered including the 33rd Kootenay Medical Conference, Therapeutics Initiatives Tour, AIME, HOUSE, Methadone and SEMP-SIM

Improved Practice Efficiency

- 22 physicians supported in making practice improvements
- Physicians reported improved work-life balance, reduced feelings of burnout and better use of available resources which all, ultimately improved patient care

Regional Medical Educators

- Funding to Residency & ICC Programs to support preceptorship and costs of delivering a distributed rural program
- Matching Contribution fund encouraging Med. Staff's to contribute to an annual Bursary for Pre-Med Students in financial need

A GP for Me Hotline

- 539 patients called the A GP for Me Hotline with 497 being matched with a physician
- Vulnerable patients supported, including those at risk of unattachment due to clinic closures

EMR/Health Informatics

- EMR systems integration project begins in spring 2016 with goal of integrating the current five EMR systems to create a single electronic medical record for each patient, accessible by all clinics and EDs
- Four EMR improvement workshops held to help guide needed improvements to EMRs and other electronic systems

Optimization of IPCC

- Four clinics supported to optimize the IPCC program resources
- Documentation developed outlining five 'best practice' steps to integrating health authority staff into physician practices

Recruitment/Retention

- 24 new primary care providers recruited since launching the program
- Supported 6 physicians to develop retirement/transition plans
- Attended three recruitment events and built an email list of over 100 residents and physicians interested in our region
- Almost 4,000 page views of Division recruitment website since launch

Patient Medical Home/Primary Care Home

- Division taking strong leadership role at local, regional and provincial level in the strategic development and implementation plan for the Patient Medical Home/Primary Care Home initiative
- Division and IH partners toured communities throughout the region with Prince George/Northern Health Authority leadership to present their experience of implementing the Patient Medical Home in the north
- Division and IH partners hosted over a dozen engagement events to explain pressures motivating the change, how to bring local control to the process and to present an outline of potential new resources being introduced

Team-Based Care

- Medical social worker hired to provide patient care at Nelson Medical Clinic Apr 2015 – Apr 2016
- 248 unique patients supported with 269 counselling sessions and 20 full assessments provided
- Completed 91 medical/disability forms with improved outcomes reported by GPs and patients themselves