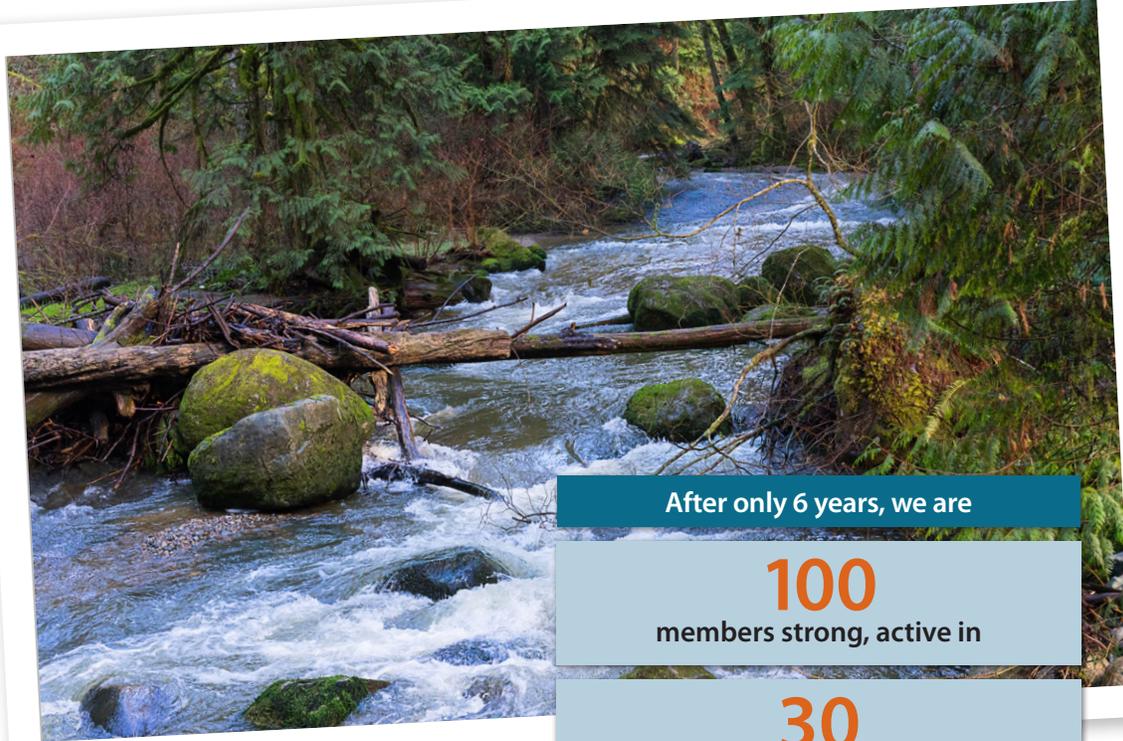


# ANNUAL REVIEW 2015–2016

APRIL 2015 TO MARCH 2016



After only 6 years, we are

**100**  
members strong, active in

**30**  
projects and initiatives

## VISION STATEMENT

*Ridge Meadows Division of Family Practice seeks to influence change by providing leadership to achieve optimal health for our community and provide support to our physicians that enables primary care for our community.*



Board of Directors (above): Dr. Ursula Luitingh, Dr. Fernando Villaseñor, Dr. Virin Bhatti, Dr. Al Neufeld, Dr. Ward Tinney, Dr. Ravi Vanukuru, Dr. Kandas Gounden, Dr. Inna Tcherenkova

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



Ridge Meadows Division of Family Practice

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All photos: Ridge Meadows DFP



**Ridge Meadows**  
Division of Family Practice

A GPSC initiative

## Healthy Primary Care Physician

**Initiatives: GP Extender, Practice Nurse, MOA Network, Member Education Strategy, Health & Wellness, Physician Retention, Physician & Locum Recruit: Expanding Physician Supply**

The Division supports “Healthy Primary Care Physicians” with office efficiency in four areas, including team-based care with the MOA network, supporting member education needs, physician health & wellness and physician recruitment & retention.

### Making a Difference!

**91**  
members & community stakeholders involved

**14,000**  
patients attached

**17**  
physicians recruited

**40**  
education sessions

**15**  
club meetings

The provincial A GP for Me initiative allowed us to put significant time into learning and testing what team-based care could look like in physician offices with the Practice Nurse and GP Extender projects. The Practice Nurse focussed on reducing lower-level clinic tasks for physicians and the GP Extender on

reducing administrative work. Through our multiple pilot clinic offices, the Division learned that the GP Extender could save GPs an average of 48 minutes per day and the Practice Nurse 44 – 95 minutes, depending on delegated tasks. We are now building on our A GP for Me work and the Division has successfully applied for new Impact Funding to enable us to assess our team-based care learnings, develop a manual and showcase how team-based care could potentially benefit a members' clinic this upcoming year.

The MOA network was in high demand this year, as our MOA leadership team met and prioritized MOA education. The Division

hosted one education session — Biomedical Waste — this past year for MOAs with a total of 17 attendees.

Physician Health and Wellness continues to be a top priority for members. The Division worked on many retention, education and social connecting strategies. The Division hosted six clubs throughout the year to build social connections outside of the workplace (Old Docs, Young Docs, Everyone Welcome, Women's GP Club, GP Husband's/Partners Club and Wives/Partners Club) with a total of 96 attendees. The annual Medical Community Guide was released and updated earlier this year. The Division has also built a strong mentorship program with new-to-our-community docs, with nine matches.

Members have consistently asked for more events and social gatherings to connect

and network with one another. The Division hosted a BBQ, Wine and Food Pairing Social, Member Learning Event and Walk/Cycle In Memoriam fundraiser this past year with a total of 369 attendees.

Physician recruitment continues to be strong with 17 physicians recruited through the A GP for Me initiative. The Division will continue to be active in recruitment with tours, the Red Carpet Program, community stakeholder outreach, welcome guides and marketing materials as we meet upcoming retiring

physician needs. This year we hosted our first “Community Conversation” where 100 community leaders joined the Division in commitment to supporting physician recruitment.

The Division and medical community held 40 education sessions with 341 physician/MOA participants. Sessions included topics such as Musculoskeletal, How To Get The Most Out Of Pathways, Glucose-Lowering Medications, EMR Basics- Profile and Osler, Home Health and Polypharmacy Reduction.



## Patients Supported in Community

**Initiatives: Maternity Clinic, Seniors, Residential Care, Child and Youth Mental Health and Substance Use, Addictions Inquiry**

The Division works in five areas to support “Patients Supported in Community” with Seniors, Residential Care, Maternity Clinic, Addictions Inquiry and the Shared Care Committee's Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative. Members have prioritized helping vulnerable populations and improving patient care.

The Seniors initiative identified improving the Home Health relationship with Fraser Health, building an

inventory and awareness of services that both patients and physicians have access to. 10,000 seniors' guides filled with

### Making a Difference!

**130**  
members & community stakeholders involved

**24/7**  
residential patient care coverage

**plus**  
seniors patient inventory created  
child & youth psychiatrist recruited  
Ridge Meadows child & youth wellness centre pilot started  
addictions inquiry started

inventory were produced and distributed in medical clinics and throughout the community. 82 GPs, community service providers and seniors attended the seniors' health forum.

The Division continues to support the Maternity Clinic by recruiting physicians having an interest in obstetrics along with needed education.

Improving patient care in the residential care setting was executed with a memorandum of understanding being approved and launching

the project in the New Year. 11 GPs have been participating in the Call Group providing 24/7 care coverage 365 days per year in four long-term care facilities.

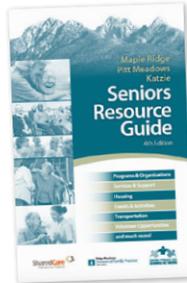
Awareness of, access to or lack of child and youth mental health and addiction patient services were a number one priority identified this year by the physicians, specialists and community stakeholders through the CYMHSU Collaborative's Local Action Team. In addition to technology utilization, professional

education/networking, family/youth/peer support and education, a long-term vision was created for the Ridge Meadows Youth Wellness Centre providing a one-stop shop and no-barrier access to our community. The Centre would include an Advocate position to help navigate the system and connect to services. The centre would also provide clinical counselling with a speciality in addiction, along with peer support groups, education, a GP on-call group and

psychiatry. \$35,000 fundraised through community donations will enable us to launch the pilot, hire the Advocate, monitor results, garner in-kind space through the Greg Moore Youth Centre and provide program oversight funding to Maple Ridge Pitt Meadows Community Services as the lead agency. Dr. Matt Chow was recruited in the spring to start child and youth psychiatry in our community one Saturday per month.

Addictions with chronic pain and prescribing have been at the forefront as a

challenge for many members. The Division was recently approved funding for an addiction inquiry with the intent to put forth a proposal solution to the Shared Care Committee for project approval in the upcoming year.



## Community Access to Primary Care

### Initiatives: Nurse Practitioner Mentally Ill/Homeless | Complex Care Attachment Program–Billing Advisor Program and Doc-to-Doc Matching Tool

The Division works in two areas to support “Community Access to Primary Care”: the nurse practitioner in the Salvation Army Homeless Shelter and the Complex Care Attachment Program.

408 clients have been seen by the nurse practitioner since last summer. When the Division first applied to bring a nurse practitioner to Ridge Meadows with Mental Health/Fraser Health and community stakeholders -- the main goal was to provide primary care to a population that was underserved and over utilizing the emergency department in the hospital. The physicians supporting this program have expressed many times how rewarding this has been for them personally. With the wind down of A GP for Me, this initiative is now in the maintenance stage, but the Division remains a key partner with the GPs who will continue to support the NP.

The Division applied for and received Impact funding for the “Complex Care Attachment Program” that includes billing advisory service and two attachment tools: Doc-To-Doc Referral Tool and Find a Doctor websites.

Members and their MOAs strive for ongoing excellence in billing as well as incentives to support their patients. 38 GPs/MOAs attended a billing support small group learning session, 498 complex care patients received care billed through incentive fees and 51 physicians increased their billing through attachment fees (A GP for Me initiative). Four MOAs have been coached as the Division’s “Billing Advisors” and are available to clinics for their own one-on-one support.



12 physicians are currently on a list called the “Doc-to-Doc referral listing” on Pathways. If you work in the hospital, walk-in clinic, maternity clinic or anywhere needing to refer to a family physician a patient with complex care needs – 12 family docs are awaiting your call. The Division created this tool to meet the needs of patients being

## Improve System Capacity

### Initiatives: Hospital Acute Care & GP Communications | Technology- UpToDate, Pathways, EMR Support, and other technology tools.

The Division works in three areas to support “Improving System Capacity” with the Shared Care Hospital Acute Care & GP Communication, Technology and Member Communication initiatives.

The Division completed the Shared Care Hospital Acute Care & GP Communication project with the main intent to improve hospital patient discharge communication to community physicians along with education. 55 physicians, specialists, pharmacists and Fraser Health representatives attended the ER Education Session and Medication Education Session. 75% of ER physicians felt there was a decrease in inappropriate referrals to the ER. Over 90% of community GPs and hospital GPs felt communication improved. 50% increase in GPs notification about patient death within 24 hours

(78% compared to 52% at the start of the project).

Physician technology including EMR, Pathways, UpToDate and various other tools are brought to our members’ attention through training and communication. The EMR Peer Mentor program remains active with seven EMR clinic site visits this year and seven Pathways clinic training sessions. There was a 31% increase in Pathways usage since promoting Pathways through site visits.



discharged from hospital without a family physician.

The Division also created a website tool – [findadoctorpittmeadows.ca](http://findadoctorpittmeadows.ca) and [findadoctormapleridge.ca](http://findadoctormapleridge.ca) – for the general public seeking a family physician and docs who are accepting patients. On average we have had about seven family physicians accepting

patients publicly. This has also been a strong tool for physicians moving to Ridge Meadows and wishing to build their patient panel before arriving at their clinic. The Division promoted to 45+ medical facilities, clinics and community service agencies who display the Find a Dr promotional materials, with over 15,000 website views.

## Message from the Board Chair & Executive Director

### Making a Difference!

**1,562**  
GP advisory hours invested  
in division projects



Reaching 100 members this year has been truly rewarding for the Division.

In 2011 we had 63 members. In five years we have grown 60%.

Reaching 100 members gives us the “people power” to make an impact in physician satisfaction and to improve patient care with our member projects.

Reaching 100 members gives us the comfort of knowing that the retiring docs have a new generation to lean on for future patient care with the growing population of Ridge Meadows.

We have had the honour to welcome physicians to Ridge Meadows internationally, nationally as well as locally. Physicians are drawn to our medical community culture of collegiality, warm welcomes with loyal mentorship and kindness.

This speaks volumes about you, our Division members who come together to welcome new physicians to our community with phone calls, tours, video cameos, welcome lunches, hosting dinners, testimonials, driving to the lake, giving up

your Saturday or whatever it takes to make physicians feel they belong here.

Your commitment to new, current and past colleagues is commendable.

Thank you for making our Division special, productive and for making a difference each year in our medical community.

We proudly welcome Dr. Fernando Villasenor into his role as the third Chair of the Division and know he will continue our Division's legacy of strong, engaging, impactful and satisfied membership.

Together in Health,

Dr. Ursula Luitingh, Chair

Treena Innes, Executive Director

## Member Engagement

### Making a Difference!

**245**  
members & community  
stakeholders involved

**39**  
committees and  
focus groups

**259**  
attendees at 5 member  
engagement events

**69**  
members involved

**22**  
non-GP medical staff



Members continue to want and value networking, socializing, sharing, learning and overall connecting with one another. The collegiality in Ridge Meadows continues to shine through Division member engagement events such as the Family Summer BBQ, the Walk & Cycle Community Spirit event in honour of passed physicians, the New Year Member engagement event, the Annual General Meeting Social and more. Committee meetings are always rich with members engaging following the end of the meeting. With 69% member engagement, this membership engagement formula is truly part of the Division's success.

## Division Working Groups

A GP for Me GP Extender Committee GP/SPs: Dr. Ken Burns, Dr. Ian Dugdale, Dr. Pieter Williams, Dr. Lakshmi Challa, Dr. Martin Milewski

A GP for Me Medical Community Attachment Tool Committee GP/SPs: Dr. Ken Burns

A GP for Me Patient Attachment Tool Committee GP/SPs: Dr. Ursula Luitingh, Dr. Ray Tong, Dr. Armyeen Hassanali, Dr. Wilhelm Warmenhoven, Dr. Al Neufeld, Dr. Allan Hargreaves, Dr. Inna Tcherenkova

A GP for Me NP Homeless/Mentally Ill Committee GP/SPs: Dr. Al Neufeld, Dr. Elizabeth Zubek, Dr. Biju Mathew

Special Thanks to Nurse Practitioner: Janet Rosenfeld

A GP for Me Practice Nurse Committee GP/SPs: Dr. Catherine Pattinson, Dr. Ursula Luitingh, Dr. Cilliers Marais, Dr. Al Karmali

A GP for Me Evaluation Working Group Committee GP/SPs: Dr. Ursula Luitingh, Dr. Al Neufeld, Dr. Ken Burns, Dr. Catherine Pattinson, Dr. Virinder Bhatti

A GP for Me Physician Recruitment Committee GP/SPs: Dr. Al Neufeld, Dr. Armyeen Hassanali, Dr. Shiraz Mawani, Dr. Richard van Gend, Dr.

Lakshmi Challa, Dr. Kandasamy Gounden, Dr. Natalia Ciapryna, Dr. Don Okere, Dr. Jolene le Roux, Dr. Paul Simoncic, Dr. Cilliers Marais, Dr. Jansvinder Dhalwal, Dr. Ursula Luitingh

MOA Network Committee GP/SPs: Dr. Fernando Villasenor

Special Thanks to Mary Catherine Villasenor, MOA Lead

Member Education Strategy GP/SPs: Dr. Ravi Vanukuru, Dr. Ken Burns, Dr. Virin Bhatti, Dr. Armyeen Hassanali, Dr. Al Neufeld, Dr. Britt Bright, Dr. Richard van Gend, Dr. Jas Dhalwal

Billing Advisor Committee GP/SPs: Dr. Fernando Villasenor, Dr. Kandas Gounden, Dr. Ursula Luitingh, Dr. Manisha Latti, Dr. Ken Burns

Special Thanks to our Billing Advisors: Therese Lang, Urte Grabis, Gillian Marshall and Julia Miller

Physician Retention Young Docs Club GP/SPs: Dr. Armyeen Hassanali, Dr. Jolene le Roux, Dr. Jas Dhalwal, Dr. Manisha Latti, Dr. Harmeena Sangha, Dr. Andel Kok, Dr. Michelle Little, Dr. Simone Loch, Dr. Theresa Perry, Dr. Viktoria Rak, Dr. Preena Sahota, Dr. Danielle Sergeeva, Dr. Paul Sidhu, Dr. Natalia Ciapryna and Dr. Ravi Vanukuru; Dr. Lakshmi Challa, Dr. Julia Pottinger

Physician Retention Old Docs Club GP/SPs: Dr. Doug Botting, Dr. Anton de Klerk, Dr. Robert Crist, Dr. Robert Harrison, Dr. Nellie Johnson, Dr. Frank Lim, Dr. Craig Lytle, Dr. Don McNeil, Dr. Al Neufeld, Dr. Bruce Pitt-Payne, Dr. Kevin Sommi, Dr. Margaret Swift, Dr. Tim Temple, Dr. Ray Tong, Dr. Lorne Walton, Dr. Pieter Williams, Dr. Martin Milewski, Dr. Shiraz Mawani, Dr. Larry Lim, Dr. Alan Hargreaves, Dr. Dennis Chapman, Dr. Daniel Wong

Physician Retention Spouses and Partners Club: Cindy Bhatti, Madhvi Challa, Zabeth du Toit, Prebhashini Naidoo, Karin Richards, Val Neufeld, Alet Swanepoel, Trudie van Gend, Dianne Warmenhoven, Estelle Williams, Gordon Foxcroft, Lyle Perry, Sean West, Brian Smeding, Sanj Latti, Johann Smit, Marcel Klichherr

Physician Retention GP Mentors Club GP/SPs: Dr. Marla Connor, Dr. Ursula Luitingh, Dr. Al Neufeld, Dr. Martin Milewski, Dr. Fernando Villasenor, Dr. Melodie Prem-Smith. Maternity Clinic Committee GP/SPs: Dr. Marla Connor, Dr. Simone Loch, Dr. Paul Sidhu, Dr. Virin Bhatti, Dr. Ken Burns, Dr. Cilliers Marais. Seniors Committee GP/SPs: Dr. Ray Tong, Dr. Al Neufeld, Dr. Ward Tinney, Dr. Salendra Naidoo, Dr.

Martin Milewski, Dr. Danny Wong, Dr. Narayanappa Dayananda, Dr. Inna Tcherenkova, Dr. Jas Dhalwal, Dr. Paul Simoncic, Dr. Liz Zubek, Dr. Kandas Gounden

Residential Care Committee GP/SPs: Dr. Martin Milewski, Dr. Ravi Vanukuru, Dr. Elizabeth Zubek, Dr. Danny Wong, Dr. Shiraz Mawani, Dr. Ward Tinney, Dr. Ariana Verdizad, Dr. Paul Simoncic, Dr. Fernando Villasenor, Dr. Salendra Naidoo, Dr. Melodie Prem-Smith

Child and Youth Mental Health and Substance Use LAT Leadership Team GP/SPs: Dr. Ursula Luitingh, Dr. Elizabeth Zubek, Dr. Melodie Prem-Smith, Dr. Matt Chow, Dr. Britt Bright, Dr. Biju Mathew

Shared Care Hospital Acute Care and GP Communications Steering Committee GP/SPs: Dr. Ward Tinney, Dr. Laura Kelly, Dr. Armyeen Hassanali, Dr. Ken Burns, Dr. Willem Richards, Dr. Alan Hargreaves, Dr. Danny Wong, Dr. Deepak Patidar

Notification Working Group GP/SPs: Dr. Laura Kelly, Dr. Deepak Patidar, Dr. James Zacharias, Dr. Michelle Little, Dr. Willem Richards, Dr. Alan Hargreaves

De-Mystifying the ER Working Group GP/SPs: Dr. Laura Kelly, Dr. Doug Bartel, Dr. Virinder Bhatti, Dr. Salendra Naidoo

Medication Reconciliation/ Admission Working Group GP/SPs: Dr. Armyeen Hassanali, Dr. Virinder Bhatti, Dr. Salendra Naidoo, Dr. Doug Bartel

Additions Inquiry Committee GP/SPs: Dr. Al Neufeld, Dr. Fernando Villasenor, Dr. Jas Dhalwal, Dr. Liz Zubek, Dr. Rosanna Lima, Dr. Len Hatlelid, Dr. Biju Mathew, Dr. Britt Bright, Dr. Paul Beckett, Dr. Laura Kelly, Dr. Larina Ryes-Smith

Technology Strategy- Pathways Committee GP/SPs: Dr. Ward Tinney, Dr. Cilliers Marais, Dr. Ken Burns, Dr. Ockie Lampen, Dr. Lorne Walton and Dr. Al Neufeld

Technology Advisory Committee GP/SPs: Dr. Ward Tinney, Dr. Virinder Bhatti, Dr. Cilliers Marais, Dr. Don Okere, Dr. Larry Lim, Dr. Melodie Prem-Smith, Dr. Ken Burns, Dr. Lakshmi Challa, Dr. Ravi Vanukuru

Special Thanks to our EMR Peer Mentors: Therese Lang, Dr. Ward Tinney, Gillian Marshall, Dr. Melodie Prem-Smith, Dr. Ravi Vanukuru, Dr. Lakshmi Challa, Dr. Virin Bhatti, Dr. Ken Burns, Urte Grabis

Primary Care Home/Patient Medical Home GP/SPs: Dr. Ursula Luitingh, Dr. Al Neufeld, Dr. Ravi Vanukuru  
Member Engagement- Walk Cycle Committee GP/SPs: Dr. Virinder

Bhatti, Dr. Doug Botting, Dr. Lorne Walton, Dr. Laura Kelly, Dr. Fernando Villasenor

Member Engagement- Golf/ Backyard Dinner Party Committee GP/SPs: Dr. Al Neufeld, Dr. Virin Bhatti, Dr. Richard van Gend, Dr. Wilhelm Warmenhoven

CSC Committee GP/SPs: Dr. Ursula Luitingh, Dr. Virinder Bhatti, Dr. Fernando Villasenor, Dr. John Hamilton, Dr. Armyeen Hassanali

HR Committee GP/SPs: Dr. Ursula Luitingh, Dr. Virinder Bhatti, Dr. Fernando Villasenor, Dr. Kandas Gounden

Finance Committee GP/SPs: Dr. Virin Bhatti, Dr. Kandas Gounden, Dr. Fernando Villasenor

Policy Committee GP/SPs: Dr. Ravi Vanukuru

Board Succession Nominating Committee GP/SPs: Dr. Ravi Vanukuru, Dr. Virin Bhatti, Dr. Kandas Gounden, Dr. Ursula Luitingh

A very special thank you to all of the community stakeholders who participated in our projects this year. Your contribution is greatly appreciated!

## Board of Directors

Dr. Ursula Luitingh, Division Chair  
Dr. Fernando Villasenor, Vice Chair  
Dr. Virin Bhatti, Treasurer  
Dr. Kandas Gounden

Dr. Ravi Vanukuru  
Dr. Ward Tinney  
Dr. Al Neufeld  
Dr. Inna Tcherenkova

## Staff

Treena Innes – Executive Director  
Tracy Miyashita – Project Manager  
Lori Graham – Project Manager  
Leanne Regan – Office Manager

Stacy Mulcahy – Project Coordinator  
Heather Walker – Admin Assistant