

# 2019 ANNUAL REVIEW

**197+**  
MEMBERS

**It all  
starts  
with you.**

**19**  
FAMILY  
PRACTICE  
CLINICS

**19**  
NEW  
MEMBERS  
THIS YEAR

**10th  
Anniversary**



**White Rock-South Surrey**  
**Division of Family Practice**

A GPSC initiative

# OUR VISION & MISSION

## **A Thriving Community of Family Physicians Delivering Quality Primary Care**

- Ensuring timely access to primary care
- Providing quality primary care in all settings
- Supporting a sustainable, enjoyable work environment
- Working collaboratively
- Promoting scholarly activities



# 2019 HIGHLIGHTS



## SUPPORTING OUR PHYSICIANS IN PRACTICE

- Recruited 14 new physicians to community practices.
- Supported physician members with retirement, and clinic relief and growth strategies.
- Hosted physician education events on multiple topics including substance use disorders, palliative care and physician wellness.
- Launched a PharmaNet shortcut for clinic EMRs.
- Implemented the Admission Notification Form (ANF) at Peace Arch Hospital to improve communication between hospitalists and GPs.
- Created a clinic manager network to share resources and improve communication across clinics in the community.

## CHAMPIONING PATIENT-CENTRED CARE

- Raised community awareness of the impact of Adverse Childhood Experiences (ACEs) on health. The ACEs initiative has now evolved into a grassroots self-healing community group.
- Supported White Rock-South Surrey (WRSS) physicians to participate in Indigenous Cultural Safety Training.
- Continued to support the Residential Care initiative with a new focus on family education and improving communication with staff in the Peace Arch Hospital Emergency Department.
- Supported physicians to provide hospital care to their patients admitted to Peace Arch Hospital.
- Advocated at local, regional and provincial tables for system change to support our physician members and enhance patient care.

## INVESTING IN COMMUNITY HEALTH

- Engaged over 75 members, health authority staff, clinic staff, patients, community agencies and Indigenous representatives in the development of a community plan for enhancing primary care in WRSS.
- Hosted an Adult Mental Health Resource workshop for physicians and launched the new Adult Mental Health Resource Pad.
- Participated in the community-wide Move For Life initiative to raise awareness of the health benefits of physical exercise.





# OPTIMIZING USE OF TECHNOLOGY

- The first B.C. community to introduce the Pathways Referral Tracker, which has resulted in:
  - ▶ reduced MOA phone notifications to patients by 67%;
  - ▶ reduced referral acknowledgment time to less than 24 hours;
  - ▶ reduced no-show rates for specialist appointments to 2.5%; and
  - ▶ improved communication between GP and specialist offices through secure messaging.
- Launched the Medimap online registry of White Rock-South Surrey clinics accepting new patients.
- Supported the Practice Support Program's implementation of patient panel management and EMR efficiency training.
- Provided a workshop on EMR office security to ensure physicians understand the provincial security requirements.



## MESSAGE FROM THE BOARD CHAIR

It all started with you. Family physicians recognized that primary care in British Columbia was on the brink of collapse. Ringing the alarm bell led to the creation of Divisions of Family Practice with White Rock South Surrey being one of the first Divisions formed in 2009. The Divisions created a venue for family physicians to network and support one another while providing administrative support to make the practice of family medicine a little less arduous.

Divisions foster relationship building. Pretty huge when you think about how relationships encompass every aspect of our lives. Whether it's your neighbour and his dog that you see on your morning walk; or the barista who makes your regular drink; or the deeper connections amongst family and friends, relationships are the bedrock of being human. The central relationship in our Division of Family Practice is with you, our members.

As with all relationships, big and small, things go awry occasionally. Whether it's my neighbour neglecting to pick up after his dog or my barista making the wrong drink, how we work things out is integral to any relationship. Over ten years, we have developed a collective voice as family physicians and one that health authorities and the Ministry of Health have learned is credible, nimble and passionate.

Our ten year relationship has fostered venues for rich collaboration and spawned enormous gains including: a robust, quality residential care program; an interdisciplinary primary care access clinic for the most complex patients; an OAT (opioid agonist therapy) clinic; effective physician recruitment which has meant every community member in White Rock South Surrey who wants a family physician has had access to one since 2012. The list goes on and on.

Our physicians recognized long ago that team-based care would provide better care for our patients. Nearly every clinic in our community has nursing support. But it's not enough. You asked for timely access to social workers and publicly funded counselling. We submitted a proposal for a primary care network (PCN) that will hopefully give us that and much more in the years to come.

The process of developing our PCN proposal has led to a dynamic year as we refined our relationship with our local Fraser Health partners and developed a new, closer relationship with the Ministry of Health as we crafted our PCN scheme based on the input we received from you via direct conversations and formal meetings.

Most importantly, every Board director and Division staff member highly values his or her relationship with our members. Every decision we make is through the lens of: "how does this reflect what our members want, need, and are asking for?" We strive to keep our members at the centre of everything that we do. Our activities aim to reflect what the family physicians of White Rock South Surrey have asked for in order to practice the best quality medicine for their patients, their families, and most importantly, themselves. It all starts and ends with you.

Tahmeena Ali

## BOARD MEMBERS

Dr. Tahmeena Ali – Chair  
Dr. Rogan Thavarajah – Vice Chair  
Dr. Kasandra Harriman – Secretary  
Dr. Sanjay Singh – Treasurer  
Mr. Brian Corcoran – Director  
Dr. Julie Milligan – Director  
Dr. Bryan Prentice – Director  
Dr. Connie Ruffo – Director

## DIVISION STAFF

Nancy Mathias – Executive Director  
Kay Abelson – Program Manager  
& Recruitment Specialist  
Veera Grewal – Program Coordinator  
Cary Sheppard – Program Manager  
Helen Torrance – Office Manager

## COMMITTEES & WORKING GROUPS (as of March 31, 2019)

### Adverse Childhood Experiences

Dr. Tahmeena Ali  
Dr. Kasandra Harriman  
**Representatives from:**  
Alexandra Neighbourhood House  
Families with lived experiences  
Family Smart  
Fraser Health  
Ministry of Child & Family Development  
Sources  
START Program  
Surrey School District

### Collaborative Services

Dr. Tahmeena Ali (Co-Chair)  
Teresa O'Callaghan (Co-Chair)  
Dawn Benson  
Joanne Charles  
Dr. Mitch Fagan  
Dr. Debra Harper  
Dr. Grace Park  
Dr. Connie Ruffo  
Wendy Scott

### Education

Dr. Mildred Chang  
Dr. Rummy Dosanjh  
Dr. Steve Larigakis  
Dr. Valerie Raffle

### GP/Specialist Referral Process

Dr. Susan Lee (GP Lead)  
Dr. James Rudnik (Specialist Lead)  
Marley Burnie  
Ashley Chin  
Dr. Adam Gruszczynski  
Dr. Kasandra Harriman  
Dr. Roy Jackson  
Dr. Jeffrey Kwee  
Corina Matei  
Melissa Oakford  
Kathy Poropat  
Dr. Sanjay Singh  
Dr. Ashdin Tavaria

### In-Patient Care

Dr. Tahmeena Ali  
Dr. Wendy Chin  
Dr. Larry Darby  
Dr. Niamh Darby  
Dr. Jennifer Griffiths  
Dr. Martin Lebl  
Dr. Denis O'Leary  
Dr. Rogan Thavarajah  
Dr. Jatinder Tiwana  
Dr. David Zayonc

### Opioid Agonist Therapy

Dr. Stephanie Crompton  
Becky Doherty  
Dr. Debra Harper  
Dan Kim  
Heidi Konig  
Dr. Robyn McKnight  
George Passmore  
Jessica Prakash  
Dr. Elena Terekhova  
Dr. Sharon Vipler

### Patient Medical Home

Dr. Rogan Thavarajah (Lead)  
Dr. Harminder Bolina  
Dr. Kristin Mitchell  
Dr. John Phillips  
Dr. Sanjay Singh  
Catherine Torrance  
Dr. Liz Varughese

### Polypharmacy Risk Reduction

Dr. Chris Rauscher  
Dr. Carolyn Bubbar  
Dawn Benson  
Jennette Coates  
Heather Essu  
Dr. Allison McKnight  
Dr. Mary Grace Parr

### Primary Care Network (PCN)

Dawn Benson  
Dr. Harminder Bolina  
Jennette Coates  
Becky Doherty  
Dr. Debra Harper (GP Lead)  
Susan McIntosh  
Brad Miller  
Dr. John Phillips  
Rene Pitts  
Dr. Rogan Thavarajah  
Stephen Thomson

### Recruitment & Retention

Dr. Werner Spangehl (Lead)  
Dr. Haneen Abu-Remaileh  
Dr. Glenn Anderson  
Dr. Mildred Chang  
Dr. Bob Cheyne  
Dr. Mariola Januszewska  
Dr. Martin Lebl

### Residential Care

Dr. Darryl Samoil (Chair)  
Dr. Sandra Derkach (Medical Coordinator)  
Dr. Antonio Benitez-Gomez  
Dr. Preeti Bolina  
Dr. Bob Cheyne  
Dr. Sidney Field  
Dr. Steve Larigakis  
Dr. Martin Lebl  
Dr. Robyn McKnight  
Dr. Fiona O'Brien  
Dr. John O'Brien  
Dr. Lourens Perold  
Dr. David Zayonc

### Social Committee

Dr. Elizabeth Clarke  
Dr. Liz Varughese

### Transitions in Care

Dr. Mildred Chang (Hospitalist Lead)  
Dr. Kasandra Harriman (GP Lead)  
Dr. Isaac Amankwe  
Silvia Brunner  
Dr. Robyn McKnight  
Dr. Valerie Raffle  
Dr. Sonia Singh

 **White Rock-South Surrey**  
**Division of Family Practice**  
A GPSC Initiative

3 - 1475 Anderson Street  
White Rock, BC, V4B 0A8  
Tel: 604.531.1888  
Email: [wrssdfp@divisionsbc.ca](mailto:wrssdfp@divisionsbc.ca)  
[www.wrssdivision.ca](http://www.wrssdivision.ca)

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.

