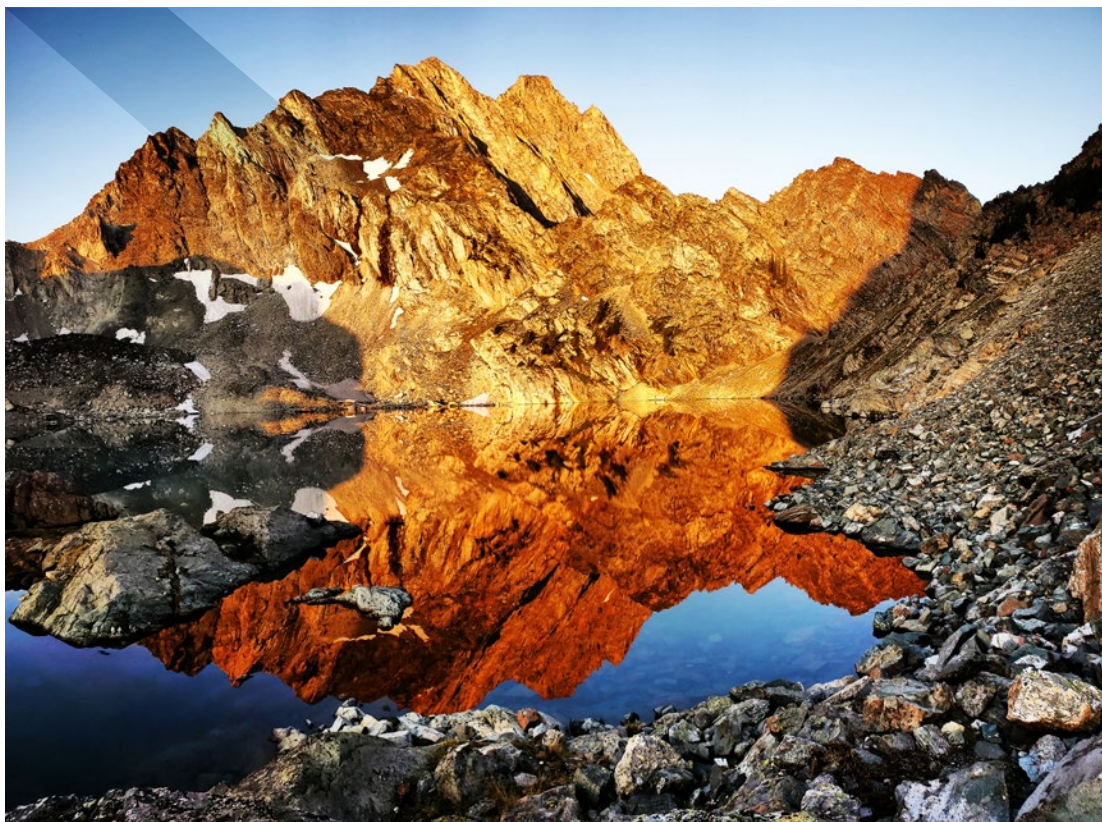




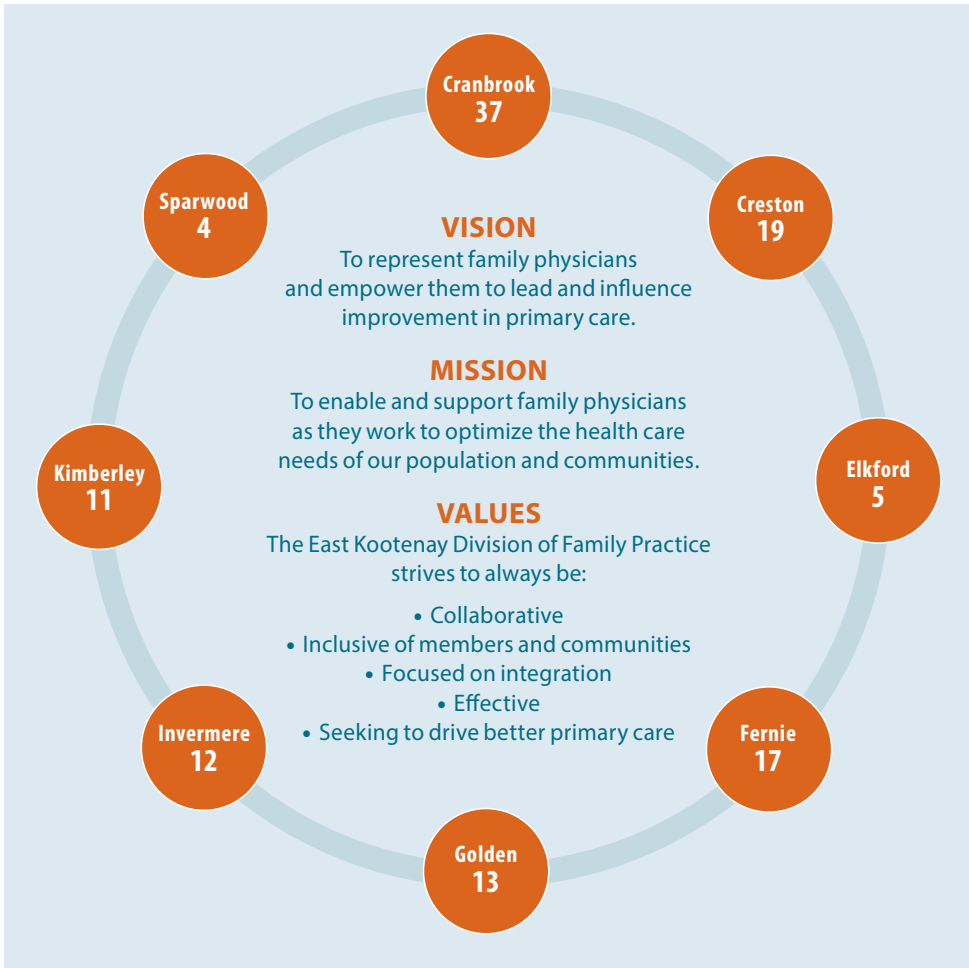
East Kootenay
Division of Family Practice

A GPSC initiative



ANNUAL REPORT
2018–2019

WE ARE **118** MEMBERS STRONG
ACROSS **8** COMMUNITIES



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LEADERSHIP REPORT

The East Kootenay Division has wrapped up another productive year, and looks forward to exciting opportunities ahead.

The year began with the election of our new board of directors at the last AGM. For the first time, we had four non-physician community members sitting as board members. This new structure brought a diverse range of perspectives to the conversations at our board meetings. We appreciate and value the contribution that our new board members have made to the division.

Our focus has been dominated by primary care network (PCN) planning for the East Kootenay. The division agreed to be a Wave 2 community in the provincial planning process for PCNs, as a mechanism to sustain the Primary Care Social Work program in our communities. As a result, the intensive planning process began February 1st and the proposal was submitted on July 3rd.

Through robust engagement with our members and collaboration with our partners, including Interior Health, the Ktunaxa Nation, and patient and community representatives, we have developed a strong PCN proposal that will bring significant new resources to each of our communities. We are working closely with our partners and the ministry to come to a final funding agreement and implementation of the proposed plan.

This year also saw the development of new Shared Care projects: maternity in Golden, palliative in Cranbrook with spread to other communities, as well as a chronic pain initiative in the Elk Valley.

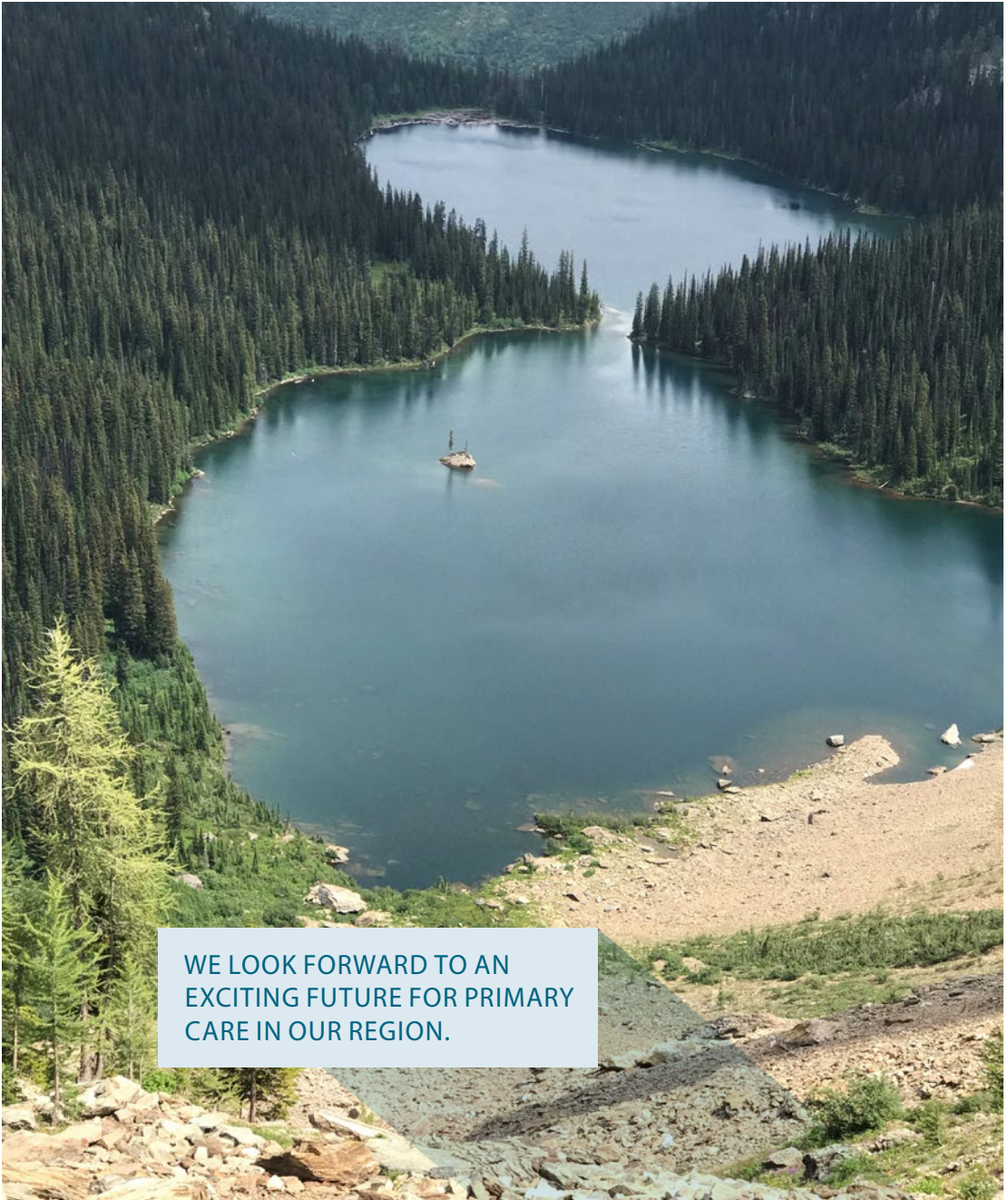
The Microblogging MD training has also continued across our communities.

We have been working hard to implement the Pathways web resource for our members and look forward to having that program launch soon.

The East Kootenay CME Day, which includes the division AGM, has enhanced our partnerships with other community Medical Staff Associations and physicians across the region. This has allowed for more collaboration on CME throughout the year, as well as regional project support and development.

We are grateful to our members, staff, and partners for supporting the division's continued growth and development as a membership organization. We have made some of our most significant contributions to East Kootenay healthcare planning in this past year, and we look forward to an exciting future for primary care in our region.

Dr. Michael J. Walsh (Chair),
Dr. Todd Loewen (Physician Lead),
and Megan Purcell (Executive Director)



WE LOOK FORWARD TO AN
EXCITING FUTURE FOR PRIMARY
CARE IN OUR REGION.

PRIMARY CARE NETWORK

The East Kootenay PCN Service Plan was developed in partnership between the East Kootenay Division of Family Practice, Interior Health, and the Ktunaxa Nation between February and June 2019. Along with in-depth analysis of the available health care administration data, the East Kootenay PCN Planning Committee partook in several engagement meetings and events with various stakeholder groups in each community in their region to inform the plan's development.

The East Kootenay Service Plan proposes a mix of new resources for each community in the region including GPs, NPs, primary care nurses, social workers, mental wellness clinicians, physiotherapist, occupational therapist, respiratory therapists, dietitians, and Aboriginal health coordinators. In addition, the plan proposes regional resources including clinical pharmacists, a telehealth coordinator, a leadership team, and change management resources (e.g. coaches, educators, evaluator, etc.).

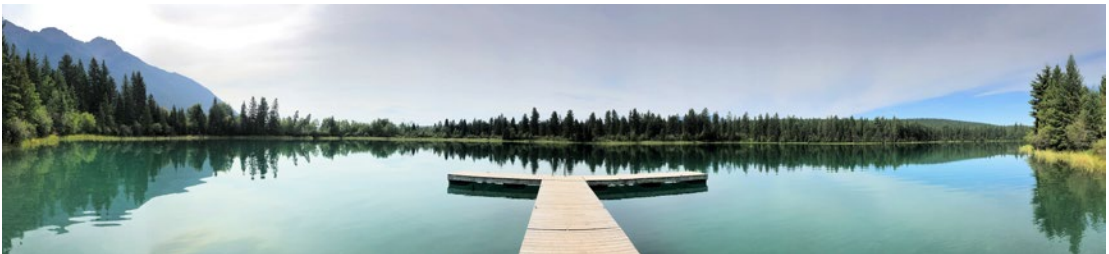
All clinics in the East Kootenay will be invited to participate in the PCN, and all patients and providers will have access to PCN resources.

Feedback from Ministry of Health regarding the East Kootenay PCN Service Plan is anticipated to be received in Fall 2019.

PRIMARY CARE SOCIAL WORK PARTNERSHIP

Last year, the division partnered with the Ktunaxa Nation to fund primary care social workers across all of our communities. We received additional funding from the GPSC and the federal government for Jordan's Principle to sustain the program this year. We have requested ongoing funding through the Primary Care Network proposal to sustain and expand social work services.

There are currently five social workers working across the East Kootenay communities, all of whom are employees of the Ktunaxa Nation. They work in both the physician clinics and the Band Health Centres, and the division continues to be involved in the governance of the program.



CONTINUING PROFESSIONAL DEVELOPMENT

We continue to support CME events across the region. The division worked closely with physicians and the Rural Coordination Centre of BC (RCCbc) to provide input into the new rural continuing medical education (RCME) community program.

CME Highlights for 2018–2019 include:

- The 2nd Annual East Kootenay CME Day at Copper Point Resort in Invermere (20 October 2018)
- The Alcohol Use Disorder workshop in Cranbrook (7 March 2019)
- The Transforming Our Work Conference in Kimberley (27-28 April 2019)

RECRUITMENT AND RETENTION

The East Kootenay division partnered with the Regional District of the East Kootenays to provide ongoing support for recruitment and retention. In 2018–2019, ongoing relocations and retirements have resulted in seven family physician vacancies. The division hosted three visiting physicians and supported the recruitment of two new physicians to the East Kootenays.

PATIENT MEDICAL HOME

Strong physician leadership has been integral to developing and enhancing Patient Medical Homes. In 2018–19, the division supported physician leaders to trial tools for the development of the Patient Medical Home pilot sites in Golden and Invermere. The Golden Medical Clinic developed a leadership team, participated in the Clinic Business Supports Workshop, and identified opportunities for streamlining preventative care. The Invermere and Chisel Peak Clinics were supported by consultant Doug Smith in their use of a game theory-inspired survey to determine optimal allocation and utilization of primary care resources.

CLINIC BUSINESS SUPPORTS

The Clinic Business Supports workshop provided clinic staff with soft skills and business etiquette training. Dr. Tyla Charbonneau (PhD., R. Psych) was contracted by the East Kootenay Division of Family Practice to facilitate workshops across the region. Workshops have been held in two East Kootenay Communities and covered the following topics:

- Introduction and exploration of perspectives of service and conflict
- An overview of conflict transformation versus conflict resolution
- An exploration of personal service/conflict style (when it works, when it does not)
- Customer service skills (in person)- healthy boundaries, empathy, effective listening
- Customer service skills (on phone)- healthy boundaries, empathy, effective listening
- Communication strategies
- Strategies to reduce conflict and stress

PATHWAYS

The Pathways implementation is underway. Surveys have been created and distributed to all East Kootenay-based specialists. Pathways is an online resource that provides family doctors and their office staff quick access to current and accurate referral information, including wait times and specialists' areas of expertise. Pathways can also provide access to hundreds of patient and physician resources, as well as community service and allied health information that is categorized and searchable.



SPECIALIST AND GP COLLABORATION (SHARED CARE)

CHRONIC PAIN – ELK VALLEY

The goals of the Shared Care Chronic Pain Project were defined in the Expression of Interest letter at the beginning of 2019. The program's main objectives are to:

- help patients self-manage their pain
- create a supportive local network to improve chronic pain care in the Elk Valley
- increase chronic pain knowledge and facilitate educational opportunities for local allied health providers
- regulate opioid use

Thanks to Shared Care, an eight-month project was funded to reach these objectives and a team was formed at the beginning of June 2019. The team established priorities and developed a detailed action plan. Models of other successful practices in the province have been explored and contacts have been made with fellow divisions engaged in chronic pain programs.





PALLIATIVE CARE – CRANBROOK

The Open Conversations in Palliative Care Project has been working to bring together health professionals involved in palliative care to develop and adapt best practices and resources. This work will strengthen the palliative care conversation amongst professionals, as well as patients and their families. The project began in Cranbrook and has spread throughout the region. Engagement events were held in Cranbrook, Kimberley, and Creston. These events provided opportunities for connection and collaboration among interdisciplinary palliative care teams and provided opportunities for family members to share their stories with health care providers. Each community identified areas of strength and opportunities for improvement that will begin shifting practices to help develop a culture of collaborative conversations in palliative care. “It takes a community to support their own to die well”.

MATERNITY SPREAD NETWORK – GOLDEN

The aim of the Golden Maternity Shared Care project is to improve patient and provider experience by developing and expanding the multidisciplinary, collaborative approach to perinatal care. The project got underway in February of 2019 and since then, the team has explored the needs of maternity patients and maternity care providers, and the partnerships between primary providers, regional specialists, perinatal services, and allied health providers (alongside patient voice). Thus far, the project has engaged these groups through surveys, focus groups, interviews, a community forum, and a provider engagement event. The engagement event was attended by Interior Health administration, primary providers, acute care nurses, public health nurses, mental health providers, the Infant Development Program, a women’s health physiotherapist, and patient representatives.

Action plans and deliverables are being developed to enhance prenatal service coordination and improve team communication and collaboration, both at a local level and with the regional obstetric and pediatric providers in Cranbrook. The intended result is a collaborative and integrated system of practice between the local primary provider team, the Golden District Hospital, allied health professionals, and the regional obstetricians and pediatricians.

CHILD AND YOUTH COLLABORATIVE

The East Kootenay Division continues to recognise the positive work done by local action teams that developed out of the Child and Youth Collaborative by offering monthly sessionals for physician community leads.



MICROBLOGGING MD AND RACE

MBMD (Microblogging MD) is Interior Health's secure messaging application. MBMD helps improve communication between family physicians, specialists, and health care teams. The East Kootenay Division of Family Practice together with Shared Care worked in partnership with Interior Health to host MBMD training sessions in four communities. 88% of the people who trained in the East Kootenays sessions are physicians. The East Kootenay Region was represented on the RACE Steering Committee where provincial focus and decision making is applied to the RACE phone line, technical applications, and secure messaging platforms.

ANNUAL FINANCIAL REPORT

EAST KOOTENAY DIVISION OF FAMILY PRACTICE SOCIETY: AUDITED INCOME AND EXPENSE STATEMENT

for Year Ending March 31, 2019

INCOME

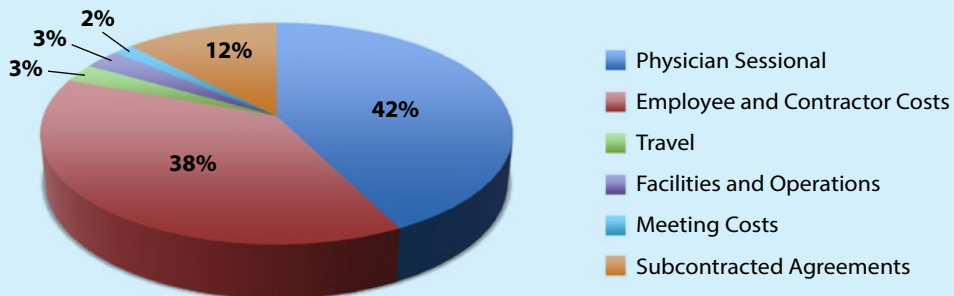
2017–18 Funding Carried Forward	\$	127,490
2018–19 New Funding	\$	2,190,193
Total Funding	\$	2,317,683
Less funds returned	– \$	3,705
Plus interest	\$	7,075
Less amortization	– \$	6,236
Total Income after Adjustments	\$	2,314,817

EXPENSES

Physician Sessional	\$	728,839
Employee and Contractor costs	\$	653,127
Travel	\$	46,329
Facilities and Operations	\$	49,493
Meeting Costs	\$	26,966
Subcontracted Agreements	\$	209,800
Total Expenses	\$	1,714,554
Unused Funds Forward	\$	600,263
Total Expenses and Unused Funds	\$	2,314,817

**Note: Audited financials for the year ended March 31, 2019 have been distributed to all members. If you did not receive these and wish a copy, please contact Laura Vanlerberg, Finance Coordinator at: 250-426-4890, or lvanlerberg@divisionsbc.ca*

EAST KOOTENAY DIVISION EXPENSES SUMMARY 2018–2019





BOARD OF DIRECTORS

Dr. Michael Walsh – Invermere

Dr. Kimberley Barden – Elkford

Dr. Todd Loewen – Fernie

Jo Ann Lamb – Kimberley

Greg Wanke – Creston

Helena Oosthoek – Golden

Mike Adams – Cranbrook

CONTACT US

East Kootenay Division of Family Practice

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Phone: 250-426-4890

Fax: 250-417-4664

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Photo credits: Sean Mills, Rene Kowalchuk, and Kevin Hogg

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/east-kootenay