

Email not displaying correctly? [View it in your browser.](#)



NDoFP Newsletter

SPRING EDITION: JUNE 2019

Find the latest news from the Nanaimo Division and complementary organizations in this spring issue of the NDoFP Newsletter.

IN THIS ISSUE

1. [A LETTER FROM THE BOARD CHAIR](#)
2. [DIVISION EVENTS](#)
3. [MEMBER PROFILE: DR. ARMON MOLAVI](#)
4. [RECOGNITION](#)
5. [FOR YOUR INFORMATION](#)
6. [COGNITIVE BEHAVIORAL THERAPY \(CBT\)](#)
7. [PATIENT MEDICAL HOME/ PRIMARY CARE NETWORK](#)
8. [RESIDENTIAL CARE INITIATIVE](#)
9. [WOUND CARE](#)
10. [RECRUITMENT and RETENTION PROGRAM](#)
11. [BeST](#)
12. [SUBSTANCE USE](#)
13. [PATHWAYS](#)
14. [OB COLLABORATIVE](#)
15. [EDUCATION OPPORTUNITIES & UPDATES](#)
16. [NEWS/ UPDATES FROM ISLAND HEALTH](#)
17. [THANK YOU TO OUR SUPPORTERS AND PARTNERS](#)

A LETTER FROM THE BOARD CHAIR

To view [Click Here](#).

DIVISION EVENTS

July 18, 2019: Annual Summer BBQ

Cottonwood Golf Course, 1800 - 2100 hrs.

Games, climbing wall, and prizes - an evening of fun for the whole family!!!

[Click Here](#) to view invitation.

[Click Here](#) to RSVP!

Save the Date!

October 1, 2019:

CME: Trauma Informed Practice: A Practical Approach*

Nanaimo Golf Club, 1800 - 2000 hrs.

October 22, 2019: Nanaimo Division AGM*

*Invitation & event details to follow via email.

MEMBER PROFILE: DR. ARMON MOLAVI

We are pleased to feature a new medical graduate in this edition. Please join the Division in congratulating **Dr. Armon Molavi** on his recent accomplishment! To learn more about Dr. Molavi [Click Here](#).

RECOGNITION

Congratulations to Dr. Chris Collins from Medical Arts Centre! Dr. Collins was recently chosen to receive the **BC Family Physician of the Year Award** from BCCFP for the Nanaimo region.

[Click Here to Learn More About Dr. Collins](#)

Congratulations to Dr. Tony Zacharo on his new appointment as UBC Medical Site Director.

Congratulations to Nanaimo's UBC Resident Graduates!

Dr. Charlie Breakey, Dr. Patricia Caddy, Dr. Shelly Chopra, Dr. Lindsay Diack, Dr. Sulara Guruge, Dr. Armon Molavi, Dr. Aaron Sobkowicz, Dr. Marc Sonntag, Dr. Jessica Tamura-Wells, and Dr. Timothy Walters.

It has been a privilege to see you all flourish over the past two years and we wish you continued success as you navigate the next stage of your career. For those who plan to stay in Nanaimo we look forward to working with you and to those who are moving away we wish you all the best in your new community!

Congratulations & Welcome to Nanaimo's newest UBC Residents!

Dr. Jessica Callin, Dr. Ryan Fyfe-Brown, Dr. Jake Gambling, Dr. Chelsea Hart, Dr. Duncan Macgillivray, Dr. Andrew Stanley, Dr. Alexander Suleiman, and Dr. Michelle Workun-Hill.

We look forward to meeting you all and hope to see you at the annual summer BBQ on July 18, 2019.

FOR YOUR INFORMATION

ICBC Update

Policy changes to ICBC effective April 1, 2019: ICBC changes take effect on April 1 and will impact how physicians treat motor vehicle accident injures. The key policy changes were [previously outlined on the Doctors of BC website](#) and include less paperwork, new and updated treatment fees, and greater clinical autonomy for Physicians. To read the news release [Click Here](#).

Health Care Inquiry Unit: To support Physicians ICBC is creating a Health Care Inquiry Unit – a group you can call if you have questions relating to treating ICBC customers, policies, or processes. The contact number is 604-587-7150 or 1-800-717-7150. Please see ICBC's [Business Partners page](#) for more information. To ensure full functionality of the upgraded Business Partners pages, refer to the [site requirements page](#).

Support and Resources: Doctors of BC is currently creating an updated Fee Guide that outlines new processes, rules, and FAQ's regarding invoicing and billing. For information on invoicing and reporting, ICBC's [Physician page](#) contains information on submitting invoices for patients, changes to reporting, and how to obtain your vendor number.

The new ICBC Report templates will be embedded in many common EMR solutions as of April 1, 2019. Additionally, the Reports may be accessed from the [Reports page](#) on ICBC's Business Partners site. ICBC will not be accepting submissions with these reports until April 1, 2019.

Webinars: To register for webinars that help guide Physicians and MOAs through the changes, go to the [UBC Continuing Professional Development website](#). Due to high demand, additional webinars will be offered if the sessions are full.

Further information: To address the FAQ's around the vendor number process, ICBC has developed a [vendor number FAQ document](#). For any

further information or questions, email icbc@doctorsofbc.ca.

The Canadian Mental Health Association

Now offering a new program for BC families called **Confident Parents: Thriving Kids - Anxiety Program**. This is a phone-based coaching service for parents and caregivers that effectively reduces mild to moderate anxiety in their children ages 3 – 12.

Eligible patients require a Physician referral. For more information [Click Here](#).

Bounce Back Newsletter now available. To view [Click Here](#).

BC Children's Hospital COMPASS Program

Offering support in treating children and youth with mental health and substance use concerns.

CompassBC.ca is a website where Community Care Providers can learn about services, register for the program and see upcoming events in the region at which Compass is either hosting, or will be present.

Summer 2019 Info-sessions are opportunities for community care providers to join a short webinar, learn about Compass as a service, how they can access it and ask the Compass team their questions on the goals of the service and how they can leverage it in their community. The format will be a short 15-20 minute presentation followed by time for Q&A.

[Click Here](#) for registration and event information.

The BC Emergency Medicine Network

To view update [Click Here](#).

COGNITIVE BEHAVIORAL THERAPY (CBT)

Cognitive Behavioral Therapy (CBT) Skills Group: A Year in Review – Leslie Keenan

CBT skills groups have been running in Nanaimo since April 2018, led by **Psychiatrist, Dr. Kehinde Oluyede**, who sees referred patients with mild to moderate anxiety and/or depression. The group also mentors interested Family Physicians in the work leaving them with enhanced skills to run CBT groups in their own practices. One Family Physician has already completed the training and another completes the training in November 2019 with another two Physicians on the wait list. **Dr. Jennifer Whyte**, a Family Physician from Victoria, who is trained in CBT and spends time in Nanaimo, provided a few CBT groups here last year which allowed us to include Family

Medicine Residents in the program – **Dr. Armon Molavi, Dr. Sulara Guruge, Dr. Aaron Sobkowicz and Dr. Joel Strautman.**

The sessions run for 7 weeks, 1.5 hours/week with a maximum of 15 patients per group. To be eligible, patients (with a PHQ-9 score less than 19) need to be referred by their Family Physician or Nurse Practitioner using the CBT referral [form](#). As an aside, any patients with a PHQ-9 score higher than 19 can be referred to IH mental health who run CBT groups for those with more severe symptoms.

Physicians who complete three 8-week groups have an opportunity to learn from Dr. Oluyede and apply the skills during the training while earning 156 Mainpro+ credits on completion. Please contact Leslie Keenan if you are interested in this training Lkeenan@divisionsbc.ca. The Division also has some basic billing information for Physicians wanting to run CBT group medical visits in their own clinics following CBT training.

Program Evaluation Summary (Apr '18 - Jan '19) with pre-post patient survey results demonstrating the impact the groups are having on patient lives.

- Out of 180 patient referrals received during this period, 65 patients registered for and completed the CBT skills training.
- [Click Here](#) to view pre and post patient survey responses.

PATIENT MEDICAL HOME/ PRIMARY CARE NETWORK

Understanding the Jargon: Patient Medical Home (PMH) and Primary Care Network (PCN)

In hopes of cutting through some of the jargon surrounding efforts to enhance primary care in BC communities, the GPSC has released 2 new videos for Family Physicians explaining what PMH and PCN are. [Click here to view the videos](#)

In an effort to keep you informed on the progress towards enhancing primary care in Nanaimo and for you to know how to get involved, we are setting up a communications hub on the Nanaimo Division of Family Practice website. We expect to launch the hub shortly, but if you have any questions in the meantime please feel free to contact Project Manager, Laura Loudon at Lloudon@divisionsbc.ca.

[Click Here](#) to visit our current PMH & PCN Initiatives page on the Division website.

RESIDENTIAL CARE INITIATIVE

We are pleased to confirm the Residential Care Initiative will continue, following ratification of the new Physician Master Agreement. RCI Advisory committee members have set the strategic direction for the next year, as we continue to improve care for LTC patients.

In the last year, the RCI has surpassed it's goal of attaching 80% of LTC beds to an RCI Physician. The latest data shows over 91%, or 855 beds, are cared for by a RCI Physician. Now we have strong core teams, the RCI will provide sessional support for facility-based team meetings aimed at improving systems within a LTC home.

Continuing Medical Education: The RCI is collaborating with the Practice Support Program (PSP) to bring a Senior's Forum to Nanaimo. As soon as this is finalised we will let you know. RCI Physicians, and other Division members can benefit from education bursaries to attend CME events focused on Seniors care which take place outside Nanaimo. Please let us know in advance if there is an event which you think would support you in providing care to patients.

The RCI is open to all Division members and welcomes new physicians. In order to create sustainability and continuity of care, we are seeking Physicians who would be able to offer care to patients which meet the GPSC best practice expectations. Whether you have 1 or 2 patients, or would like a panel of 10, 20, or 30 patients, you could benefit from \$320/patient per annum, and the support of the RCI in your LTC practice. We are currently looking for Physicians for facilities in North and South Nanaimo.

For more information about the RCI, or any of the initiatives mentioned, please contact Beccy Robson at brobson@divisionsbc.ca.

WOUND CARE

Nanaimo Wound Care and Enhanced Services through Island Health, Community Health Services (CHS)

The strategic goal for the Wound Care (WC) Initiative was to improve the overall system of care in Nanaimo and improve the experience of both providers and patients. We heard through various activities that our system was fragmented and siloed, thus confusing Physicians on where to refer patients.

As a collaborative initiative, we've worked to address the system challenges collectively. On the one hand, we knew we needed a tool to help make sense of this complex system, which became our WC Algorithm, and on the other hand, we needed to make system changes to help streamline referrals. Through the process of developing the algorithm, our IH partners recognized the need to enhance the WC services they offered and hired a temporary Speciality WC Nurse within CHS. This role was intended to not only support patient care but build capacity within the CHS nursing team to

manage complex wounds. After a successful evaluation, this new role is now a permanent position. Thanks to these system changes, we can promote CHS as a primary referral for most wounds, significantly streamlining the final version of the algorithm.

Around the same time, CHS improved its central referral system. Now called Community Access, a new single referral form is sent directly to the community access team, who then contact the patient and determine the CHS that would benefit the patient. In this new system, a WC patient is set up with WC services, but they can also access smoking cessation programs or Occupational Therapy. Once services are established for the patient, a letter is sent back to the Family Doctor, indicating which services their patient is receiving.

A professional phone line is also available for GPs, NPs, Specialists, clinics and other health providers at **250-739-5748** or toll-free at **1-877-734-4141**.

It's a win-win with more wrap-around care for the patient while taking the burden off the primary care provider. Also, the new referral form is available EMR ready and can be accessed via your Practice Support Coordinator, Ian Carson at ian.carson@viha.ca or **(250) 713-3538** or directly from your EMR's main site and forms page.

The new form and further details on Community Health Services can be found on Pathwaysbc.ca.

RECRUITMENT and RETENTION PROGRAM

In May 2019, 3 Divisions attended the Pri Med conference in Toronto, ON to represent the Regional Recruitment Collaborative group: Regan Grill (Nanaimo), Helen Welch (Victoria), and Gary Clarke (South Island). Approximately, 60 GP leads were collected and divided for follow up. [Click Here](#) for photo.

The R&R Advisory Committee would like to thank **Dr. Armon Molavi** for his dedicated effort over the past year as a committee member. Dr. Molavi will be stepping down with the intention of continuing to have a Resident sitting on the committee. Thank you for a great year and we wish you all the best as you pursue your specialty studies in palliative care and addiction medicine.

On May 8, 2019 **Division Board Chair, Dr. Roger Walmsley** delivered a presentation to community leaders and stakeholders at the Nanaimo Chamber of Commerce. The presentation was intended to educate attendees on the need for community involvement with profiling Nanaimo to visiting Physicians.

The presentation was very well received and a number of attendees stepped

forward with an interest in getting involved. On June 13, 2019 the first brainstorming meeting with those interested will be held at the Nanaimo Chamber of Commerce. R&R Physician Lead Dr. John Trepess and Division Program Assistant Regan Grill will attend.

If you would like further information on the R&R program or would like to add a Physician Locum request to our Locum needs list please contact Regan Grill at recruit.nanaimo@divisionsbc.ca

BeST

BeST: Behavioural Support Team Care for Dementia Patients in Long Term Care.

A behavioural, team-based approach to dementia care was developed, with the support of Shared Care, to reduce the amount of inappropriate referrals to Geri-Psychiatry, manage urgent referrals and overall, improve patients outcomes. Pilot facilities are Eden Garden, Malaspina Chartwell, Avenir Memory Care (formerly Nanaimo Memory & Complex Care), and Kiwanis Lodge; all of whom have developed BeST Teams and implemented new documents and processes into the care of their residents with dementia.

Collaboration with Island Health's Geriatric Specialty Services has opened new opportunities for delivery of the provincial P.I.E.C.E.S.* behavioural approach training to facility staff, and information for an online P.I.E.C.E.S. course for Physicians is being developed by the Province and is scheduled for release in the Summer of 2019.

**P.I.E.C.E.S = Physical, Intellectual, and Emotional health, supportive strategies to maximize Capabilities, the individual's social and physical Environment, and his/her Social self*

During the development of this work, Nanaimo's Long Term Care community received news that access to Geri-Psychiatric support would become even more challenging. In response, a BeST Working Group led by Dr. Rusak and Beccy Robson has developed a Shared Rounds Initiative which provides a multi-disciplinary learning opportunity with a Geri-Psychiatry lens for LTC facility staff, Pharmacists, Physicians and MHSU clinicians. Patient care is improved by allowing swifter access to Psychiatry. Whilst still in a PDSA phase, feedback suggests this will be a valuable complement to Physicians and other health care workers caring for our seniors in LTC homes. Once refined Shared Rounds will be offered to other facilities who are ready to commit to building a culture of behavioural approach to care.

Whilst development work continues on Shared Rounds, the Behavioural Support Team (BeST) project pilot phase is wrapping up, and we are beginning to encapsulate the processes and documentation developed into user friendly "how to" or 'BeST in a Box'. This resource will be available to facilities that would like to create their own Behavioural Support Teams.

In addition, an online medication education module is being created to support families and staff. This module is being created in consultation with physicians, pharmacists, staff, and families of patients and aims to address their common questions and concerns.

For more information about BeST, please contact Beccy Robson at brobson@divisionsbc.ca or Brenda Adams at badams@divisionsbc.ca.

SUBSTANCE USE

Evolving Doors

The initial environmental scan stage of the Evolving Doors Project is coming to a close. Nearly all communities across the Island have been visited. A Central Island Advisory committee has already met, and a North Island Advisory Committee is planned for June 2019. The next phase of this project will involve mapping expertise and will also develop infrastructure (online) to support Physicians. The network aims to ensure OAT patients have a continuum of care in any location they call home.

If you would like to learn more about incorporating OAT prescribing into your practice, or anything else about this initiative, please contact Beccy Robson at brobson@divisionsbc.ca.

PATHWAYS

Pathways Referral Tracker: What is it?

While Pathways has always been used as a tool to inform decisions about patient referrals, the addition of this new platform within Pathways will now allow Physicians and their staff to send and track referrals as well!

Features include:

- A collaborative dashboard (accessible through your existing account) where both GPs and Specialists can see patient referral status (ie. sent, received, patient wait listed or booked, seen).
- The ability to use your existing workflow to send a referral letter and accompanying documentation to the Specialist clinic.
- Secure messaging between GP and Specialist offices through the dashboard.
- Automated electronic patient notifications sent by email or text, which include patient instruction sets.

To view a NEW DEMONSTRATION VIDEO explaining how GP's and Specialists would use the Referral Tracker [Click Here](#).

In preparation for the launch of Pathways Referral Tracker we are asking that all Family Practitioners be added to Pathways by completing a short questionnaire.

For more information on Pathways and to access the fillable version of the questionnaire [Click Here](#).

OB COLLABORATIVE

Based on feedback from maternity care providers and patients in 2018, the OB Collaborative has put forward a proposal to Shared Care for additional funding for the development of a prenatal program that would be delivered in a blended model (in-person with online modules). This format would make the program easier to attend while still maintaining the very important group discussion/interaction component. There are a few communities who are working on Shared Care projects involving prenatal education so Shared Care is bringing all the Project Leads together to see if there is a way to leverage existing resources. We are really excited to see this work move forward and hope to have more details to share soon.

If you would like further information please contact Brenda Adams at badams@divisionsbc.ca.

EDUCATION OPPORTUNITIES & UPDATES

Thank you to the 78 members who responded to the Needs Assessment Poll! Some incredibly valuable information was discovered as a result of your answers and we look forward to scheduling future events on the topics you've indicated as your priorities.

Please [Click Here](#) for a summary of the survey results.

To provide further comments or receive more information please contact Karita Sedun at events.nanaimo@divisionsbc.ca.

The Nanaimo Division is often contacted by outside individuals and organizations who wish to share their opportunities with local medical professionals.

[Click Here](#) for a list of the opportunities we have been made aware of and please contact Karita Sedun at events.nanaimo@divisionsbc.ca if you have any further questions.

The Canadian Association of Orthopaedic Medicine has been organizing

annual conferences for physicians for 33 years in Canada. Their next conference on the treatment of chronic pain is scheduled for Oct 25 - 27, 2019 in Victoria, BC. For more information please [Click Here](#).

The Therapeutics Initiative, UBC is hosting a conference from October 4 - 5, 2019 in Vancouver BC. 13.5 Mainpro+ CPD credits offered. For detail;s and to register [Click Here](#).

NEWS/ UPDATES FROM ISLAND HEALTH

NRGH Medical Imaging Updates

- If GPs and NPs note on the imaging requisition that patients have mobility issues, the imaging department will be able to provide a suitable date and time that best accommodates them.
 - NRGH now performs standing leg length exams and scoliosis exams.
-

Island Health, Home Health Monitoring has expanded!

- Now offering monitoring for patients with heart failure, COPD and diabetes.
- New screening tools for anxiety, depression and chronic pain.
- Patients are provided with a tablet and biometric devices with which to complete a daily monitoring plan. A nurse monitors this information and provides ongoing education and coaching on self management, as well sharing key information with the Family Physician or Nurse Practitioner. The program has a high patient satisfaction rating and has shown to reduce ED visits, admissions and length of stay.

Refer through Community Health Services:

- Telephone 1.877.734.4141
 - Fax 1.877.754.2967
-

THANK YOU TO OUR SUPPORTERS AND PARTNERS

Thank you to the [Longwood Brew Pub](#) and [Crow & Gate Pub](#) for their generous support of the Division.

Thank you to Country Grocer (Bowen Rd) for your generous donation of Country Grocer gift cards. These will be given to the incoming UBC Resident Physicians in support of local business. [Click Here](#) for website.

Thank you and welcome to our new CORE partner Rockmoor Wealth Management (RWM). For more information on Rockmoor's generous offering in support of the Division [Click Here](#).

To contact RWM directly, please reach out to:

David LeNeveu, (250) 618-0386, david@rockmoorwealth.com

If you would like more information on a particular story, please contact the Division at recruit.nanaimo@divisionsbc.ca.

If you no longer wish to receive NDoFP Newsletter, please [click here to unsubscribe](#)

Nanaimo Division of Family Practice, #2137A - Bowen Road, Nanaimo, BC, V9S 1H8