



Shuswap North Okanagan
Division of Family Practice

A GPSC initiative

2019-2020
Mini Annual
REPORT



Highlights of the Year

- This year saw an **improvement in relationships with our Interior Health and community partners**. As a result, we are engaged in more meaningful dialogue and have planted the seeds for the **future collaborative work of developing Primary Care Networks**.
- We have **successfully recruited two Patient Voices partners to our Collaborative Services Committee (CSC)**. The patient voice brings a fresh perspective to the table and reminds us to keep focused on what is important, namely effective and efficient delivery of Primary Health Care services.
- **The Vernon Urgent Primary Care Centre (UPCC)** is an example of what can be achieved when there is an invitation to collaborate and partner on an initiative. The UPCC had a soft opening on October 1st 2019, and moved into their new space April 1st, 2020. Drs Reta Kutsche, Maggie McKnight and Mark Ansdell were instrumental in the development of the UPCC. The UPCC is a much-needed service for our vulnerable, marginalized population.
- With **Patient Medical Home funding**, the Division was able to continue to support:
 - Sullivan Campus and Eagle Valley Student Wellness Centres**
 - Salmon Arm Seniors Health and Wellness Centre**
 - Mainstreet Medical Clinic and the Integrated Care Team**
- **Our Physician Wellness Program – officially baptized as Calmer Suture Group** has been very active in bring physicians together in a safe space to discuss issues, share experiences and have some much-needed downtime.
- We held our first **Physician Mindfulness Wellness Retreat** in January 2020 with excellent feedback and requests to offer similar retreats on an annual basis.
- **Physician Digital Marketing Campaign** produced two recruitment videos which have been incredibly helpful as a recruitment tool. These videos have also been shared with Facility Engagement to support their recruitment efforts.
- **Three communities were successful in recruiting International Medical Graduates**. Vernon, Salmon Arm and Lumby will welcome their new physicians in Summer 2020.
- **Vernon Seniors Action Network** has successfully petitioned Vernon City Council with a request to pursue a provincial designation as an Age-Friendly Community in BC.
- Under the leadership of **Dr. Barb McKinnon** and musical direction from **Andrea Roberts, Salmon Arm's Intergenerational Choir** had another successful year but were unable to perform their year-end function due to COVID-19.
- **Physician collegiality and networking opportunities:** Evening with General Surgery; Internal Medicine (Salmon Arm), Men's Health evening, Child and Youth Mental Health evening with Compass, MRI and Lumbar imaging, ICBC presentation, MAiD and CME on the Run Series
- We **partnered with the City of Vernon and the Harm Reduction Team (HART)** to present an educational evening on the Opioid crisis. The presentation included Peer Mentors with lived experience and was a powerful reminder that the Opioid crisis is also in our communities.
- **Continue to build and foster relationships with our smaller rural communities** – Lumby, Sicamous and Sorrento as well as with our First Nations Partners – Splotsin First Nation and the Vernon Metis Association.
- **We successfully embarked on two Shared Care projects in Salmon Arm:** A Pain Passport for Patients and the development of a Maternity Network including Midwifery support.
- **MOA events** to promote networking and learning
- **3rd Annual Long Term Care Conference** held at Predator Ridge in October 2019
- **Ongoing support for FETCH and Pathways**

The Year in Review

- APRIL**
- Educational Evening with General Surgery
 - Internal Medicine Evening with Salmon Arm Specialists
 - Long Term Care meeting in Salmon Arm
 - Physician Wellness Evening with Dr. Mark Sherman
 - Men's Health evening with Dr. Troy Schultz, Dr. Bill Tomm and Dr. Mike Murphy
 - Primary Care Network (PCN) Introductory Visits to Centreville Clinic, Mainstreet Medical and BX Clinic
 - CME on the run Salmon Arm
 - Meeting to support Pain Passport as a Shared Care Project
 - Inter-Divisional Strategic Council (ISC) meeting in Kelowna
 - Meeting with Practice Support Program Coordinators
 - Collaborative Services Committee meeting with Interior Health
- MAY**
- Initial Vernon Urgent Primary Care Centre (UPCC) discussions with Interior Health
 - Child and Youth Mental Health Evening with Dr. Jennifer Russel
 - Inaugural Intergeneration Choir performance
 - Inter-Divisional Recruitment and Retention Meeting in Kelowna
 - Primary Care Network Introductory (PCN) Visits to Lighthouse Medical Clinic
 - Collaborative Services Committee meeting with Interior Health
 - CME on the run Salmon Arm
- JUNE**
- Harm Reduction Team (HART) meeting in Vernon with Physicians and Peer Mentors
 - MRI evening with Dr. Adam Weathermon
 - Launch of Calmer Suture Group (Physician Wellness)
 - Urgent Primary Care Centre (UPCC) working group meeting
- JULY**
- Primary Care Network (PCN) Expression of Interest (EOI) meeting
 - Weekly Urgent Primary Care Centre (UPCC) working group meetings
 - Interviews for Patient Voices Partners for Collaborative Services Committee
- AUGUST**
- Weekly Urgent Primary Care Centre (UPCC) working group meetings
 - Primary Care Network (PCN) Wave 3 communities meeting in Vancouver
 - Salmon Arm MOA Session to introduce Pathways Referral Tracker
- SEPTEMBER**
- Initial Salmon Arm Urgent Primary Care Centre discussions with Interior Health
 - ICBC presentation on ICBC changes
 - Pathways Referral Tracker meeting with Salmon Arm Family Physicians and Specialists
 - Calmer Suture evening: The Impact of Multitasking and Digital Distraction with Dr. Paul Mohapel
 - Lumbar Imaging evening with Dr. Jan Splawinski and Dr. Adam Weathermon
 - Meeting in Sorrento to discuss Primary Care Networks in rural communities
 - Presentation to Salmon Arm Rotary on the Salmon Arm Seniors Wellness Centre
 - Meeting with Practice Support Program Coordinators
 - Patient Partner Orientation to our Collaborative Services Committee
 - Collaborative Services Committee meeting with Interior Health and our new Patient Partners
- OCTOBER**
- 3rd Annual SNO / UBC Long Term Care Conference at Predator Ridge
 - MOA ICBC presentation
 - Calmer Suture evening: "Art washes away from the soul the dust of everyday life." *Pablo Picasso*

The Year in Review

- Regional Recruitment and Retention Meeting in Kelowna
- Inter-Divisional Strategic Council (ISC) meeting in Kelowna
- Meeting to complete Primary Care Network Expression of Interest
- Vernon Urgent Primary Care Centre soft opening

NOVEMBER

- Medical Assistance in Dying (MAiD) presentation by Dr. Andrew Robertson
- Calmer Suture evening: Managing Time with Dr. Malcolm Ogborn
- Meeting with Dr. Francois Pretorius to discuss Psychiatry referrals and potential Educational Meet and Greet evening with new Psychiatrists
- Meeting in Lumby to discuss physician recruitment, NPs and Primary Care Networks
- Presentation to Blind Bay Probus Group
- Collaborative Services Committee meeting with Interior Health and our new Patient Partners
- CME on the run Salmon Arm

DECEMBER

- Calmer Suture Evening with Salmon Arm Facility Engagement: Kahoot session with Dr. Keith Hepburn
- Inter-Divisional Strategic Council (ISC) meeting in Kelowna
- Primary Care partnership meetings with:
 - Splatsin First Nation
 - Vernon Metis Association

JANUARY

- 9th Annual SNO AGM and Mindfulness Retreat with Dr. Mark Sherman
- Recruitment videos launched
- Long Term Care meeting in Salmon Arm
- Urgent Primary Care Centre Physician sessional contract discussions
- Collaborative Services Committee meeting with Interior Health and our new Patient Partners
- Interior Health managers visit Mainstreet Medical to observe Integrated Care Team meetings
- CME on the Run Salmon Arm

FEBRUARY

- MOA meeting in Vernon
- Calmer Suture Evening: Building Resilience through Sharing and Vulnerability
- Regional Recruitment and Retention meeting
- Meeting with owners and physicians working at Sterling Walk-in and North Okanagan Medical

MARCH

- Long Term Care meeting in Vernon: Introduction to Dr. Ching Yu
- Meeting with Practice Support Program Coordinators
- COVID Grand Rounds
- Shuswap Lake General Hospital COVID meeting
- COVID Grand Rounds: Ask an ER and Critical Care Specialist
- Establish Salmon Arm Respiratory Triage Clinic

Welcome to SNO

The following physicians joined SNO this year:

VERNON

Dr. Laura Malley

SALMON ARM

Dr. Richard Oudin
Dr. Helen Imolele
Dr. Trevor Hedges

Dr. Rob McKeough
Dr. Elizabeth Montgomery

SICAMOUS

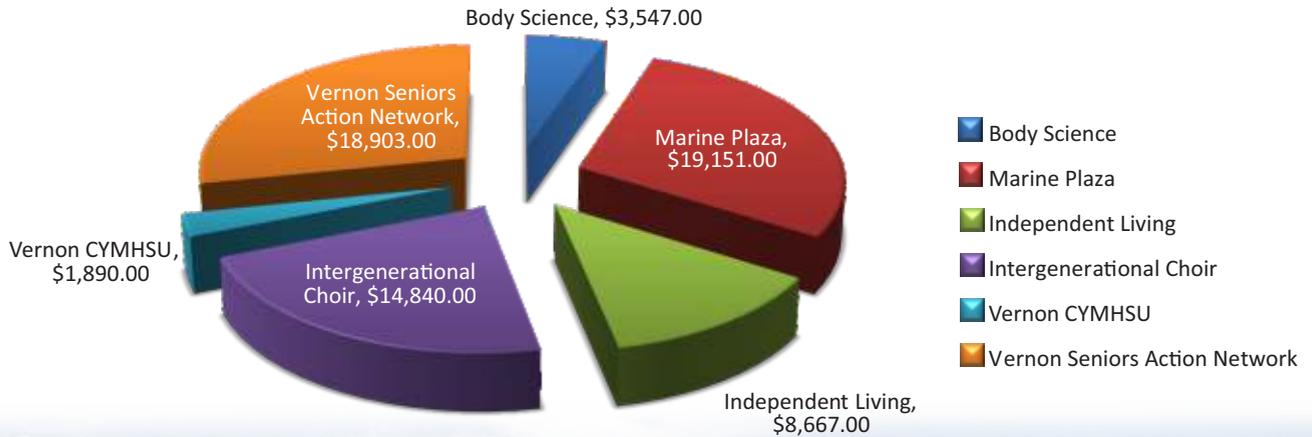
Dr. Carol Connick

Major Expenses

2019-2020 Support For Patients and Community Programs Linked to Division Initiatives

Community Program / Partner	Division Initiative	Financial Support
Body Science	Education	\$3,547.00
Independent Living Vernon	Support physicians and patients to complete Disability Insurance forms	\$8,667.00
Shuswap Intergenerational Choir	Intergenerational Health and Wellness	\$14,840.00
Vernon Local Action Team: Child Youth Mental Health Collaborative	LAT Coordinator	\$1,890.00
Vernon Community Agencies Supporting Seniors	Vernon Seniors Action Network	\$18,903.00
Marine Plaza	SNO Division Board Office and space available for community partners	\$19,151.00
Total Financial Support for 2019-2020		\$66,998.00

2019-2020 Support for Community Programs

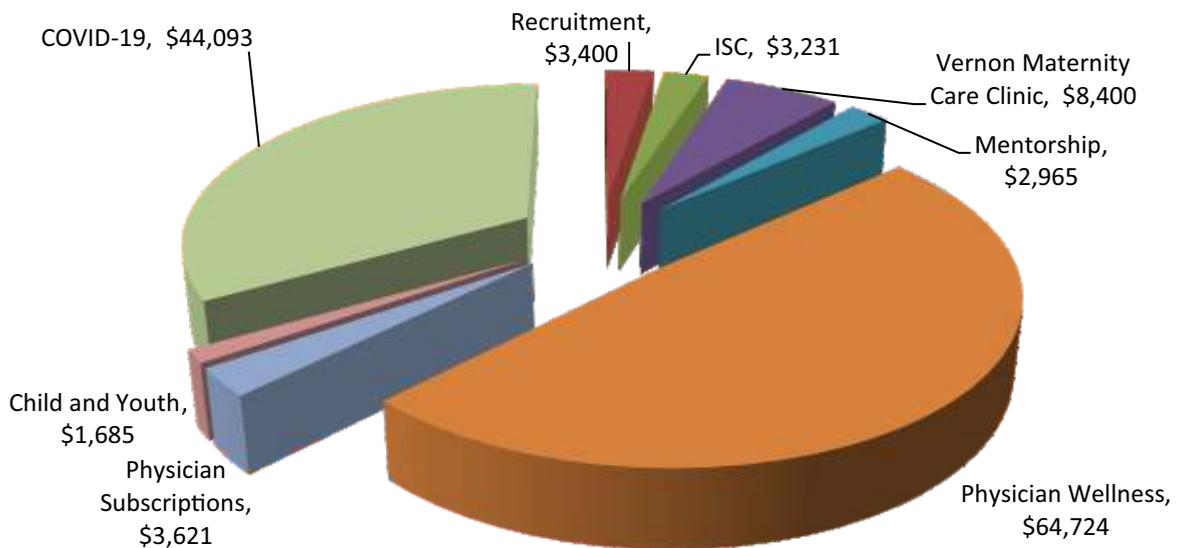


Major Expenses

2019-2020 Programs and Projects

	2019-2020
Recruitment	\$ 3,400.00
Inter-divisional Strategic Council	\$ 3,231.00
Vernon Primary Maternity Care Clinic	\$ 8,400.00
Mentorship	\$ 2,965.00
Physician Wellness	\$ 64,724.00
Physician Subscriptions	\$ 3,621.00
Child and Youth Mental Health	\$ 1,685.00
COVID-19 Expenses	\$ 44,093.00
Total	\$ 132,119.00

2019-2020 Programs and Projects



2019-2020 Director and Member Sessional Fees

	2019-2020
Board Meetings	\$ 56,356.00
Collaborative Services Committee	\$ 472.00
Total	\$ 56,828.00

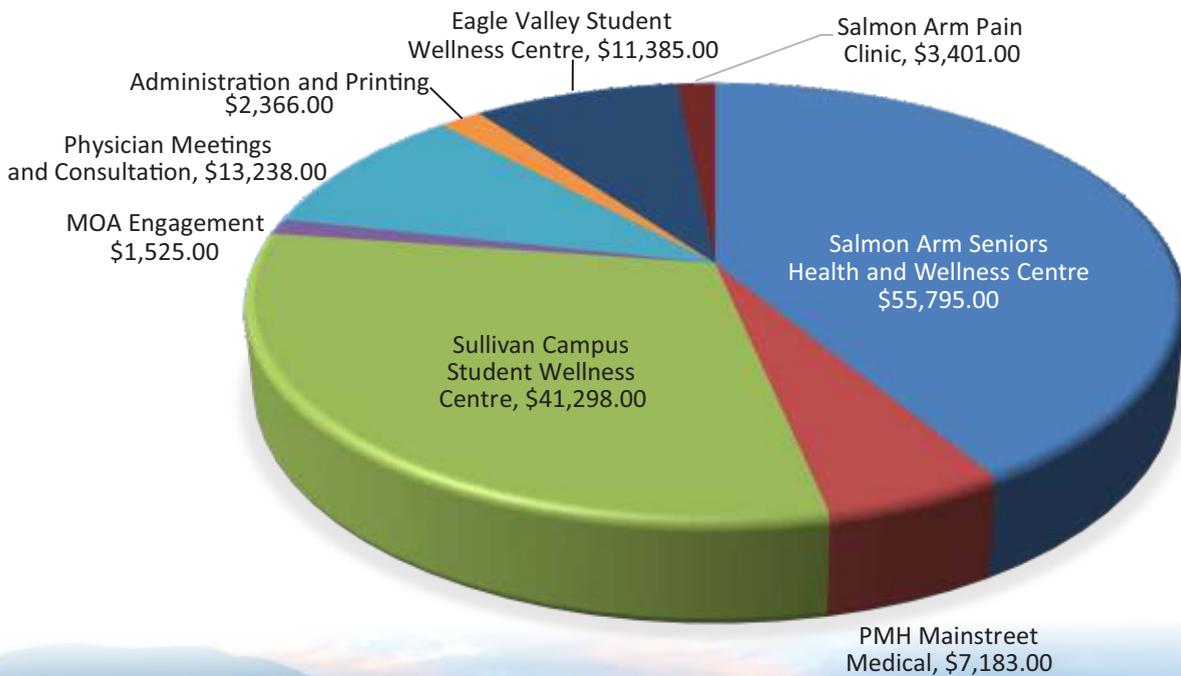
Major Expenses

2019-2020 Patient Medical Home (PMH) Funding

2019-2020

Salmon Arm Seniors Health and Wellness Centre	\$ 55,795.00
PMH Mainstreet Medical	\$ 7,183.00
Sullivan Campus Student Wellness Centre	\$ 41,298.00
Eagle Valley Student Wellness Centre	\$ 11,385.00
MOA Engagement	\$ 1,525.00
Physician Meetings and Consultation	\$ 13,238.00
Administration, Printing	\$ 2,366.00
Salmon Arm Pain Clinic	\$ 3,401.00
Total	\$ 136,191.00

2019-2020 Patient Medical Home (PMH) Funding



Financial Statements

2019-2020 Statement of Operations for the Year Ended March 31, 2020

REVENUE	2019-2020	2018-2019
Infrastructure	\$ 572,323.00	\$ 616,619.00
Unassigned In-patient Care Network (DOD)	\$ 183,000.00	\$ 182,500.00
GPSC Long Term Care Program	\$ 414,019.00	\$ 395,081.00
PMH Network Development	\$ 134,678.00	\$ 162,322.00
Shared Care Initiatives	\$ 11,707.00	\$ -
Total	\$ 1,315,727.00	\$ 1,356,522.00

EXPENSES

Long Term Care Program	\$ 414,019.00	\$ 395,081.00
Unassigned In-patient Care Network Fees (DOD)	\$ 183,000.00	\$ 182,500.00
Salaries and Wages	\$ 169,712.00	\$ 169,924.00
PMH Network Development	\$ 136,191.00	\$ 162,322.00
Programs and Projects	\$ 132,119.00	\$ 120,894.00
Continuing Medical Education	\$ 77,553.00	\$ 81,681.00
Division Collaboration with Community Agencies and Programs	\$ 72,182.00	\$ 83,040.00
Director and Member Sessional Fees	\$ 56,828.00	\$ 58,066.00
Events and Meeting Costs	\$ 32,971.00	\$ 63,211.00
Office	\$ 13,968.00	\$ 19,873.00
Auditor Fees	\$ 12,484.00	\$ 10,539.00
Shared Care Initiatives	\$ 11,707.00	\$ -
Travel	\$ 2,254.00	\$ 6,473.00
Amortization	\$ 2,183.00	\$ 1,582.00
Bank Charges and Interest	\$ 1,294.00	\$ 1,333.00
Insurance	\$ 956.00	\$ 1,585.00
Total	\$ 1,319,421.00	\$ 1,358,104.00

EXCESS (DEFICIENCY) of Revenues Over Expenses	\$ (3,694.00)	\$ (1,582.00)
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2019/20 Statement of Cash Flow from Operating Activities for the Year Ended March 31

Cash Receipts from Funders	\$ 1,275,935.00	\$ 1,450,117.00
Cash Paid to Suppliers and Employees	\$ (1,302,387.00)	\$ (1,357,610.00)
Bank Charges	\$ (1,294.00)	\$ (1,333.00)
Net (Decrease) Increase in Cash	\$ (27,746.00)	\$ 91,174.00
Cash at Beginning of the Year	\$ 244,705.00	\$ 153,531.00
Cash at the End of the Year	\$ 216,959.00	\$ 244,705.00
Cash (Unrestricted)	\$ 74,836.00	\$ 37,610.00
Cash (Restricted)	\$ 142,123.00	\$ 207,095.00

The full audit report is available upon request.



Our Vision

Healthy patients, communities and physicians.

Our Mission

Family Physicians working to provide better sustainable healthcare for our communities, thereby increasing physician satisfaction.

Board Members

March 2019 to January 2020

Dr. Mark Ansdell (Physician Lead)
 Dr. Henry Iredia (Treasurer)
 Dr. Liz Watson
 Dr. Brian Ayotte
 Dr. Barbara Rawlek Stone
 Dr. Shannon Rourke
 Dr. Elaine French

January 2020 to Present

Dr. Mark Ansdell (Physician Lead)
 Dr. Henry Iredia (Treasurer)
 Dr. Stephen Friesen
 Dr. Michelle Lehmkuhl
 Dr. Barbara Rawlek Stone
 Dr. Jennifer Roger
 Dr. Shannon Rourke
 Dr. Liz Watson

