

Local primary care service plan developed for our communities

Team-based primary care is the foundation of the first phase of the South Okanagan Similkameen Primary Care Network Service Plan, submitted to the Ministry of Health on August 8th.

A move to team-based care will build primary care capacity in our communities to help more patients attain access to a primary care provider.

Under our locally-developed Service Plan, we proposed that teams would initially include nurse practitioners, social workers and community health workers. We also proposed the development of a new Team-based Care Clinic in Penticton to pilot integration of broader professional teams that may include registered nurses and physiotherapists.

The Team-based Care Clinic would house new family physicians and nurse practitioners, under the Ministry's new contracting initiative, working in cooperation with retiring family physicians to transition patients to new providers.

We will hear about the extent of funding for our Service Plan from the Ministry of Health on Sept. 17th, when a delegation meets in Victoria.

To develop our Service Plan, the SOS Division and local physicians, in partnership with Interior Health and the Penticton Indian Band, met



Primary Care Dialogue and Design Event Part Three

Tanya ter Keurs (NP) and Dr. Khathi Hendry (left); Dr. Danielle Weisgarber and Dr. Kirk Dixon (bottom left); Dr. Tim Phillips and Drs. Chris and Andrea Steyn (bottom right) discuss opportunities in primary care delivery



on several occasions to discuss and locally design what might work best for primary care delivery in our area.

The final Primary Care Network planning event, prior to the submission of the Service Plan, took place on July 16th at Linden Gardens.

In collaboration with Interior Health partners, our physician leads

presented the vision for the future of primary care in Penticton and Summerland and explored how it might fit in other South Okanagan Similkameen communities.

Physicians, nurse practitioners, and other health professionals from across the region were invited to take part in the conversation.

Survey

Thank you to the primary care providers and office staff who answered our last newsletter survey.

We have enclosed a second survey, and continue to offer a .5 sessional for completing and faxing it back to our office.

We look forward to hearing from you!

New resources to help patients with chronic pain

Locally-designed resources for physicians wanting to lead chronic pain group medical visits are now available.

Oliver physicians, Dr. Peter Entwistle and Dr. Jan Venter, along with physiotherapist Neil Pearson and pharmacist Connie Chan, developed a presentation resource package for conducting these chronic pain group medical visits.

Resources, which are designed to be presented in a 3-part series, include a step-by-step facilitator guide, a powerpoint presentation, audio recordings, videos and more.

The series was trialed with a public audience in early 2018, and the response from local physicians and patients was immediate.

In just three days they received 40 referrals for patients to take part in the group medical visits.

Topics covered in the presentation package include: understanding pain,



Neil Pearson and Dr. Peter Entwistle

self-care techniques, goal setting for pain management, medications, and nutrition. At each session, patients are given handouts and self-management techniques to try at home.

At the end of the third session, the patients are also asked to make an appointment with their family physician to follow up.

If you are interested in learning more about or piloting a chronic pain group medical visit in your area, please contact Division project coordinator, linda.andersson@sosdivision.ca.

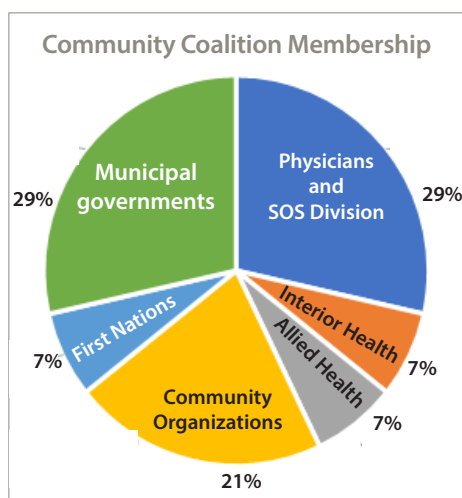
Rural physicians, politicians and community groups meet monthly to solve local healthcare issues

Are you wondering how to get your community to understand local healthcare issues from a physician's perspective? Or, how to get politicians on board with making your community more attractive to new physicians?

Rural physicians in Oliver, Osoyoos, Keremeos and Princeton are able to ask these questions and find answers, thanks to a rural community coalition formed two years ago with leadership from the SOS Division.

At monthly coalition meetings, rural physicians, municipal governments, First Nations representatives, health professionals and community organizations sit together to discuss topical healthcare issues and ways to improve and sustain local patient-focused care.

The various communities learn from



each other and find ways to work together to solve local issues.

As primary care delivery changes, the coalition will be a great foundation for upcoming Primary Care Network discussions, design and implementation.

Excellent local uptake of Residential Care Incentives

The House Physician Incentive opportunity rolled out in June in Penticton and Summerland, with an excellent response from those family physicians:

- 98%** submitted for the DoFP Residential Care MRP and House Physician Improvement Incentives
- 64%** have joined at least one of the RC House Physician Rotas
- 37%** indicated a residential care improvement focus. The interest was as follows:
 - 31%** Clustering
 - 27%** Prearranging proactive rounds
 - 12%** Working with pharmacist on medication reviews

The House Physician Improvement Incentive opportunity will be available to FPs in Oliver, Osoyoos, Keremeos and Princeton Sept. 30th. Physicians with 5 or more patients in one facility qualify for this new incentive.

Information will be faxed to the physician offices.

Physician to Physician Transfer Reminder

When transferring a patient to a new MRP, please remember that contact with the receiving physician for a warm handover is required as part of your medical summary.

Attend the 2019 Quality Forum

The Joint Collaborative Committees will once again sponsor any BC practicing physician wishing to attend all three days of the 2019 Quality forum, Feb. 26-28th. If interested, contact an SOS Division project lead.

Another amazing group of UBC family medicine residents rolls in with annual race

A new cohort of family medicine residents was welcomed to the South Okanagan Similkameen with an Amazing Race challenge on July 4th. Organized by UBC Okanagan South Family Medicine Residency program curriculum lead Dr. Murali Venkataraman, four teams of two participated in the event that took them by bike to Hoodoo Adventures, SOS Division, the library, the hospital and other exciting locations.

The new family medicine residents are: Dr. Nolan Rau (R1 Rep), Dr. Kimberley Higgins, Dr. Laura Tamblyn and Dr. Kirk Dixon.



Dr. Jennifer Begin and new family medicine resident Dr. Laura Tamblyn race up the Hoodoo Adventures climbing wall in Penticton as a part of an annual Amazing Race challenge

In a few simple steps, you can have a pharmacist come to your clinic to conduct monthly medication reviews with patients

Pharmacist, Brianna Benzer, visits an Oliver family physicians' office once per month to conduct medication reviews with patients.

Setting up the visits is relatively simple. The three physicians at the Oliver office spend a few minutes reviewing their polypharmacy patient panels, select suitable patients for a pharmacist consultation, and then book that patient for the pharmacist appointment at the clinic.

When the pharmacist consultation is complete, the physician meets with the patient and pharmacist for 5-10 minutes to review suggestions and changes.

"The medication reviews create better wrap-around care for patients," says Dr. Peter Entwistle. "Improved communication between the pharmacist and physician means that office staff spend less time taking calls for prescription or medication clarifications."



Pharmacist Brianna Benzer in Oliver

Physicians in Penticton or Summerland who are interested in trialling having a pharmacist visit their clinic can contact the Division office for support, help pairing up with a pharmacist, and information on billing incentives for conducting these medication reviews: suzanne.moccia@sosdivision.ca. Rural physicians can contact: aarin.frigon@sosdivision.ca.

Therapeutic Alliance Resident Scholar Project

Dr. Tyler Murphy, a second year family medicine resident, is researching how a therapeutic alliance is established between medical practitioners and patients. He will be contacting family physicians throughout the region regarding this study.

Conducted in partnership with SOS Division, The Centre for Collaboration, Motivation and Innovation (CCMI), and the University of British Columbia Okanagan, this study addresses gaps in how to improve therapeutic alliance, and aligns with the Patient Medical Home attribute of patient-centred care.

If you are interested in participating or learning more about this study, please email: tyler.murphy.1201@students.mwsu.edu

Welcomes, congratulations, thank-yous and well wishes

We would like to welcome Dr. Pardeep Dhillon (Desert Doctors, Osoyoos), Dr. Marlin Samuels (Cascade Medical Clinic, Princeton), Dr. Tara Dawn (Penticton), Dr. Andrew Daly (Oliver Family Services), Dr. Dan McIntosh

(locum) and Dr. Samantha Van Horn (locum for Dr. Paul Cobbin). Farewell and thank you to Dr. Yves Thomas (Oliver Family Services).

Congratulations to Drs. Tom and Miriam Oliver on the birth of their

baby girl, Brielle.

The SOS Division would like to extend our best wishes to Drs. Jeff and Leona Harries, and thank the physician community for their continued support.

Congratulations to the first graduates of the family medicine residency program!

Congratulations to Dr. JoyAnne Krupa and Dr. Travis Thompson, the first graduates from the UBC Okanagan South Family Medicine Residency program. The graduates were honoured at a celebration at Dr. Mark Lawrie's home in June.

We would like to thank this year's preceptors for teaching our residents: Drs. Elizabeth Allen, Jennifer Begin, Peter Bull, Jack Kooy, Margie Krabbe, Mark Lawrie, Barb Main, Robin Masson, Tim Phillips, Greg Selinger, Kyle Stevens, Murali Venkataraman and Elizabeth Watters.



Site Director Dr. Margie Krabbe presents Dr. JoyAnne Krupa with her certificate



Dr. Elizabeth Watters and Dr. Barb Main present to Dr. Travis Thompson

Residents learn about care at Martin Street Outreach Centre



(From left) Drs. Cathy Rooke, Lisa Friesen, David Stoll and Martin Street MOA Erin Millar

In late spring, Dr. David Stoll presented a CME at his Summerland residence for seven residents of the UBC Okanagan South Family Medicine Residency program, the physicians at Martin Street Outreach Centre and the Centre's two MOAs.

Supported by SOS Division, the CME attendees enjoyed a beautiful lakeview, patio dinner and education session.

In addition to other topics, Dr. Stoll spoke about Methadone prescribing, the treatment of various wounds, and about spider bites and their treatments. Residents also had the opportunity to learn more about the services that Martin Street offers to patients at its one-stop, low barrier location, and were invited to tour the facility.

Thanks to their success, panel management clean up and information sessions will be held again this fall

In May and June, a group of family physicians and MOAs met at the SOS Division office to learn about patient panel management, and to clean up their EMR data.

Led in collaboration with SOS Division, PSP, and peer mentor Shelley DesRoches, the group dove into their data. Individuals learned how to update active patient status, clean data, and reviewed EMR tools.

They also focused on overcoming common hassle issues in offices such as defining roles and responsibilities for data entry, and finding ways to ensure that data entry and coding is standardized.

Group participants found the sessions informative and full of practical tips, and feel confident that they know how to proceed at their offices.

Having clean data and knowing how to manage your patient panel is important, especially for physicians who are transitioning to retirement. It allows physicians to have precise information about their panel size, and a better understanding of their patients and chronic disease levels.

It also allows physicians to see if they have any gaps in services, patients that require additional care or recalls for tests or treatments. The data may

also provide evidence for the need for other allied professionals to be wrapped around the clinic to best meet patient needs and support physicians.

Five clinics participated in the initial spring user group sessions, and will regroup in the fall.

If you are interested in getting more information about panel management, attending the next group session, or getting one-to-one assistance, please contact Division project coordinator: linda.andersson@sosdivision.ca.

Incentives Offered for Panel Management

One-time incentive is:

- Valued at \$6,000
- For physicians using EMR system to manage patient information
- Paid in 3 installments

Physicians who are already undertaking panel management with PSP are eligible.

For details on the incentive, eligibility and how to apply, please contact: wendy.boyer@interiorhealth.ca.

Quick Response Team:

Emergency physician sees positive impact of team-based care

Vulnerable frail elderly patients that previously would have been admitted to hospital from the PRH emergency department are now more likely to be able to go home. This is, in large part, thanks to the new Quick Response Team, or QRT.

While an emergency physician is taking care of a patient's medical issues, the QRT, a team of care professionals including registered nurses, social workers, occupational therapists, a physiotherapist and a rehab assistant, is simultaneously finding solutions to social or other care issues. In fact, the QRT is often able to get supports in place before the end of a patient visit.

"The QRT is really addressing the highest needs patients presenting at the ED and looking to be admitted," says Dr. Brent Harrold. "The QRT gets the supports in place so they can



"I have noticed the benefits of the QRT, and have had a number of admissions that were avoided. In the past, without the QRT, I would have had to admit because there was no other support available."

— Dr. Brent Harrold, Emergency Room Physician

remain safely in the community."

The creation of the QRT is an excellent example of breaking down silos and establishing team-based care.

With this new team, emergency physicians feel confident that patients are getting appropriate care, and that hospital resources are being used more appropriately.

Working as a team also lifts the responsibility of care from one individual. "It has improved emergency room physicians' professional

satisfaction," says Harrold. "It helps providers and patients feel more supported and confident in the care."

After a visit to the emergency department, the QRT follows up with that patient's family physician to let them know what supports have been offered and when a follow-up appointment is needed.

The QRT is new but already working well. "I'm very satisfied and think the team and the handovers we are getting are high value."

New Surgical Optimization Project

It's frustrating for patients and care providers when a surgery has to be cancelled last minute due to poor glycemic levels.

Could something be done to help patients get control of their health prior to surgery?

A new Shared Care project led by Dr. Michelle Scheepers aims to create an integrated surgical care pathway for patients with poor glycemic control.

Starting this fall, a working group will look for ways to integrate specialized hospital care, specialized community service programs, and family physician teams to guide patients from their family physician's office through acute care and back to community. For more info, contact: kathleen.jagger@sosdivision.ca.

In the news: Success at the South Okanagan Maternity Centre

The good news keeps on coming for the South Okanagan Maternity Centre, a new clinic that opened at Penticton Regional Hospital with four family physicians and one midwife on staff.

Since the pilot started in April 2018, a fifth family physician has joined the team, patient numbers are up 36%, and surveys show that the public is thrilled with the interdisciplinary care offered at the clinic.

Providers in the clinic are working hard to provide wrap-around standardized care for their patients. Weekly team meetings allow for collaborative decision making, exchange of expertise and quality assurance.

News of their success has been showcased in several local newspapers, on Global TV, the Shared Care provincial newsletter, and is featured in the current issue of the BC Medical Journal.



Dr. Lisa Friesen, Dr. Catherine Botting, midwife Susie Lobb, Dr. Jennifer Begin, Dr. Marius Snyman and Dr. Tara Dawn (missing from photo) staff the South Okanagan Maternity Centre

Sample patient feedback

"The mat clinic is amazing! The addition of the midwives was super cool and all the doctors were exceptional!"

"I felt supported throughout my pregnancy. The entire team was excellent!"

SOS Division in our Community

DIVISION INITIATIVES

Patient Medical Home	Supporting family practice offices to operate at their full potential Penticton/Summerland Project contact: suzanne.moccia@sosdivision.ca, tel: 778 476 5896 Oliver/Osoyoos/Keremeos/Princeton Project contact: aarin.frigon@sosdivision.ca, tel: 778 476 1878
Primary Care Network	Creating an integrated system of care Project contact: izabela.szelest@sosdivision.ca, tel: 778 476 5696
Developing Sustainable Rural Practice Communities (JSC)	Working to establish sustainable and patient-focused healthcare in the South Okanagan Similkameen rural corridor Project contact: aarin.frigon@sosdivision.ca, tel: 778 476 1878
Martin Street Outreach Centre	Primary care for complex MHSU patients in Penticton Project contact: aarin.frigon@sosdivision.ca, tel: 778 476 1878
South Okanagan Maternity Centre	Interdisciplinary care clinic now open at Penticton Regional Hospital Project contact: kathleen.jagger@sosdivision.ca, 778 476 5896
Residential Care Initiative	Supporting physicians to provide proactive and collaborative care, and enhance resident and provider experience Project contact: lisa.needoba@sosdivision.ca, tel: 778 476 5696
Inpatient Care Programs	Coordinating physician inpatient care in the South Okanagan Similkameen Project contact: Julie Young member.services@sosdivision.ca, tel: 778 476 5696
Recruitment and Retention	Helping attract and retain physicians in the South Okanagan Similkameen Project contact: Julie Young member.services@sosdivision.ca tel: 778 476 5696
CME Coordination	Helping family physicians and specialists get accreditation and local access to education opportunities Project contact: kristen.hart@sosdivision.ca, tel: 778 476 5696

SHARED CARE INITIATIVES

Steering Committee	Partnering with specialists , IH and PPMS to improve patient and provider satisfaction Project contact: kathleen.jagger@sosdivision.ca, tel: 778 476 5896
Vulnerable Frail Elderly Discharge from Emergency	Optimizing a care pathway for vulnerable frail elderly from the ED back to the community Project contact: suzanne.moccia@sosdivision.ca, tel: 778 476 5896
Primary Maternity Care	Bringing together primary maternity care providers to co-design a sustainable model of maternity care for the community Project contact: kathleen.jagger@sosdivision.ca, tel: 778 476 5896
Surgical Optimization for Glycemic Control	Creating an integrated surgical care pathway for patients with poor glycemic control Project contact: kathleen.jagger@sosdivision.ca, tel: 778 476 5896
Residential Care Polypharmacy	Oliver/Osoyoos physician mentorship to reduce polypharmacy risks in longterm care Project contact: lisa.needoba@sosdivision.ca, tel: 778 476 5896

Executive Director
Tracy St. Claire
778 476 5696 tracy.stclaire@sosdivision.ca

Operations Lead
Julie Young
778 476 5696 member.services@sosdivision.ca

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Drs. Tim Phillips (Physician Lead), Colleen Black, Ron Gans, Alan Gow, Brent Harrold, Margie Krabbe, Cathy Rooke, Greg Selinger; NP Tanya ter Keurs

SOS Division Fax: 778 476 5992