



MOA Appreciation Night



Family Medicine Expo



Surgical Optimization

Primary Care Network roll out in Penticton and Summerland

It's official. The Primary Care Network is rolling out in Penticton and Summerland. The agreement was signed in February at the Penticton Indian Band Snxastwiltxtn Centre, and was announced to the public by BC Health Minister Adrian Dix on April 12th.

In essence, the Primary Care Network has been developed so that over the next three years, many more patients in our region will be in the care of a family physician or nurse practitioner.

In the first phase of the Primary Care Network rollout, up to 5.5 full-time nurse practitioners and 6 full-time physicians will be hired in Penticton and Summerland.

Most of these providers will work in existing physician clinics, with the plan to also open a new team-based care clinic in early 2020.

Penticton and Summerland patients looking for a primary care provider can register on a centralized waitlist on the SOS Division of Family Practice website.

As we have more news about patient registration, and the province-wide system, we will ensure that physician offices, physicians and MOAs are updated.



Susan Brown, Lynn Kruger and Dr. Greg Selinger sign the Primary Care Network agreement at a ceremony in February. Back row witnesses: Tracy St. Claire, Dr. Jennifer Begin, Ali Duncan, Izabela Szelest and Greg Cutforth. Visit the SOS Division website to watch a short video of the event, and to read other Primary Care Network news: www.divisionsbc.ca/sos

Primary Care Network planning in our rural communities

Are you interested in shaping how Phase 2 of the Primary Care Network will roll out in the communities of Oliver, Osoyoos, Princeton and Keremeos?

Engagement in Oliver and Osoyoos has just started. Your input is needed. Engagement in Princeton and Keremeos will begin in the fall 2019.

To get involved, contact:

Mandeep Dhillon: mandeep.dhillon@sosdivision.ca

Residents and local physicians share info and a laugh at local family medicine expo

In the midst of a road-closing rockslide and a late winter snowstorm, the SOS Division hosted a resident event and family medicine expo in early spring.

Even with the inclement weather, many residents, new-to-the-area locums and physicians gathered at the Cannery Brewing Company to listen to rapid fire presentations by 13 local physicians and special clinics.

Over beverages, appetizers and some of the best brownies ever, new physicians also had a chance to ask questions and get to know local physicians.

While recruiting physicians can take months and often years, those who attended said that our local doctors were a very welcoming and collegial



group, that our recruitment team was knowledgeable and helpful, and that they saw good potential opportunities in the region. Attendees asked that this become an annual event. Presentations

included clinics from Keremeos, Oliver, Penticton, Summerland along with the South Okanagan Maternity Clinic, Penticton Correctional Centre and South Okanagan General Hospital.

CME Opportunity: Learn how to have more, earlier and better serious illness conversations

On June 13th, you're invited to a CME with presenters Dr. Brian Forzley and Dr. Gillian Fyles for case-based exercises and discussion about serious illness conversations.

Learn to understand the rationale

for a systematic approach to conversations, learn about serious illness care intervention and its components, and practice structured conversations that consider patient values and priorities.

The event takes place at the Penticton Health Centre, June 13th (5-8:30pm). Dinner is provided. For more information or to RSVP, please contact Kristen Hart: kristen.hart@sosdivision.ca.

Celebrating our MOAs and sharing primary care network news

Forty local MOAs attended a recent appreciation night at the Mile Zero Wine Bar. In addition to great conversation over dinner, the SOS Division listened to our MOAs most pressing concerns, and shared information about the planning and implementation of the Primary Care Network.

Having fun at the photo station are (front row, from left): Chris Leardo, Jen Karlson, Kristy Messier, Tara DeMitri, (back row) Amanda Harbor, Erin Millar, and Kelly Pagliocchini.



Naloxone training events held for the public

Naloxone training events are being held for the public in the communities of Oliver, Osoyoos, Keremeos and Princeton in May.

Hosted by the SOS Division and the SOS Rural Healthcare Community Coalition, attendees receive training from community paramedics, nurses and RCMP.

They also receive free naloxone kits, and listen to harm reduction presentations.

Celebrate our residents!

The latest graduates of the Okanagan South UBC Family Medicine Program:

Drs. Rebecca Psutka, Jackie Bourdeaux, Andrew Ashley, Claire Lobsinger, Zuzana Praslickova and Tyler Murphy

will receive their certificates on June 7th at Linden Gardens

Congratulations!

Is your diabetic patient scheduled for surgery?

Are you referring a patient for surgery who has diagnosed diabetes or risk factors associated with developing hyperglycemia?

Up-to-date HbA1C testing for diabetics is especially important pre-surgery. Results from the HbA1C tests, which should be performed every 3 months, serve as a useful benchmark throughout the patient's surgical journey.

It's also helpful for HbA1C testing to be done on all patients with risk factors for diabetes.

Patients who develop perioperative hyperglycemia (whether caused by known diabetes, undiagnosed diabetes or by the stress of surgery) are at major risk for poor outcomes and longer recovery times.

To simplify testing requirements and standardize the referral process, Dr. Michelle Scheepers and a multidisciplinary surgical working group, are designing an evidence-based decision-making tool, which can be used at all stages of an at-risk patient's surgical journey, starting at



Dr. Michelle Scheepers

the family physician clinic.

If you are interested in trialing the decision-making tool at your clinic, please contact kathleen.jagger@sosdivision.ca.

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Dr. Scheepers and her team are also creating acute care protocols for standardized glycemic testing for patients at risk.

Watch for a fall CME event for all clinicians that are part of the surgical pathway.

Visit www.theprehabproject.ca for useful resources for patients waiting for surgery.

Congratulations to our Long-Term Care Teams!

We would like to celebrate the success that 11 out of 12 facilities in the South Okanagan Similkameen now have full physician rotations for patients needing an MRP.

We are still looking for a few physicians to join the team at the Hamlets in Penticton. Dr. Jennifer Begin and the care team will be hosting a facility orientation for interested physicians on June 6th.

We'd also like to celebrate the fact that 74% of our region's family physicians have 5 or more patients in one facility. This means physicians are working together to share the load, with the benefit of making proactive visits more achievable.

The Long-Term Care Initiative groups for Penticton and Summerland, and Oliver/Osoyoos, Keremeos and Princeton will meet in May to determine the best use of the resources to support best practices going forward. If you'd like to participate in these discussions or the Hamlets orientation, please contact: lisa.needoba@sosdivision.ca.

Healthcare improvements and patient satisfaction documented in Princeton

A collaborative team of physicians, medical staff, and the local municipality in Princeton have worked together to address specific needs and concerns for this patient population group.

A recent SOS Division survey has shown constructive and positive results. The 2018 survey measured access to care, therapeutic

relationships, interactions with the healthcare team, coordination of care, and informed patient self-management.

Almost all areas reflected more than 70% patient satisfaction.

"We've implemented many changes to better serve our patients and improve the quality of care," says Dr. Colleen Black. "It's encouraging to

see success in the exact areas where we set out our goals. Some of these improvements include extending clinic hours, Cascade website and newsletter for information sharing, and community worker engagement."

Maternity brochures for patients living in Princeton are now available. For copies, contact: mandeep.dhillon@sosdivision.ca

Congratulations, Welcomes!

Congratulations to Dr. Danielle Weisgarber who gave birth to her baby Miles on Jan 23rd. Welcome to Dr. Jeff Hoekstra who relocated his practice to Summerland. Thank you to this year's preceptors for family medicine residents: Drs. Jack Kooy, Murali Venkataraman, Kyle Stevens, Margie Krabbe, Peter Bull, Elizabeth Allen, Jennifer Begin, Greg Selinger, Robin Masson, Mark Lawrie, Tim Phillips, Elizabeth Watters and Barb Main.

New Roles at the SOS Division Office

Julie Young, a familiar face at the SOS Division office, will now be working full time as the SOS Division Member Services Lead.

In this role, she will be focusing on recruitment efforts, creating primary care provider job ads, locum placements, helping Division staff plan CME related to their projects,

answering member questions, and much more.

We would also like to welcome Michelle Bush, who is taking on the operations lead role at the SOS Division of Family Practice, as well as Mandeep Dhillon, who will be working as a project lead in our rural communities.

SOS Division in our Community

DIVISION INITIATIVES	
Primary Care Network	Creating an integrated system of team-based care Project contact: tracy.stclaire@sosdivision.ca
Patient Medical Home	Supporting family practice offices to operate at their full potential Penticton/Summerland Project contact: suzanne.moccia@sosdivision.ca Oliver/Osoyoos/Keremeos/Princeton Project contact: aarin.frigon@sosdivision.ca
Developing Sustainable Rural Practice Communities (JSC)	Working to establish sustainable and patient-focused healthcare in the South Okanagan Similkameen rural corridor Project contact: mandeep.dhillon@sosdivision.ca
Martin Street Outreach Centre	Primary care for complex MHSU patients Project contact: aarin.frigon@sosdivision.ca
South Okanagan Maternity Centre	Supporting interdisciplinary maternity care in the region Project contact: kathleen.jagger@sosdivision.ca
Long-Term Care Initiative	Supporting physicians to provide proactive and collaborative care, and enhance resident and provider experience Project contact: lisa.needoba@sosdivision.ca
Inpatient Care Programs	Coordinating physician inpatient care in the South Okanagan Similkameen Project contact: Julie Young, member.services@sosdivision.ca
Recruitment and Retention	Helping attract and retain physicians in the South Okanagan Similkameen Project contact: Julie Young, member.services@sosdivision.ca
CME Coordination	Helping family physicians and specialists get accreditation and local access to education opportunities Project contact: Julie Young, member.services@sosdivision.ca

SHARED CARE INITIATIVES	
Steering Committee	Partnering with specialists, IH and PPMS to improve patient and provider satisfaction Project contact: kathleen.jagger@sosdivision.ca
Seniors Coordinated Care	Collaborating with specialists and other specialty services to support seniors care Project contact: suzanne.moccia@sosdivision.ca
Surgical Optimization for Glycemic Control	Creating an integrated surgical care pathway for patients with poor glycemic control Project contact: kathleen.jagger@sosdivision.ca

Executive Director
Tracy St. Claire
tracy.stclaire@sosdivision.ca

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

SOS Division of Family Practice Board of Directors
Dr. Greg Selinger (Chair), Dr. Tim Phillips (Co-Chair/Physician Lead), NP Tanya Ter Keurs (Secretary/Treasurer), Dr. Colleen Black, Dr. Alan Gow, Chris Hawkins, Dr. Kevin Hill, Dr. Said Jumaa, and Eliza Terbasket

SOS Division Fax: 778 476 5992

SOS Division Website: www.divisionsbc.ca/sos