



South Okanagan Similkameen Division of Family Practice

2017 Annual Report



April 1 2017- March 31 2018

- Front cover: Quality Improvement Workshop participants from the South Okanagan Similkameen and Kootenay Boundary regions: Lisa Needoba, Patricia Park, Kathleen Jagger, Dr. Greg Selinger, Suzanne Moccia, Tracy St. Claire, Jennifer Ellis, Dr. Khati Hendry, Aarin Frigon, Dr. Elizabeth Watters, Dr. Jennifer Begin, Dr. Tim Phillips, Dr. Danielle Weisgarber, Dr. David Merry, Christina Clarke, Andrew Earnshaw
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PHYSICIAN LEAD AND EXECUTIVE DIRECTOR'S MESSAGE



In past years, we started our message by noting that this has been a year of great change. That seems to be one of the only constants. In late 2017, the Ministry of Health came out with papers outlining a change in direction for primary care delivery in our province. With that, we realized that even greater and quicker change is on the horizon for 2018.

We've worked hard to stay on top of almost daily change ideas coming down the pipe, and also to make sure our voice is heard and helps shape what will work locally for our physicians, our patients and our communities. Because we are one of the first five regions in the province to receive Primary Care Network funding, we are able to discuss and design how this opportunity fits in our community, and strengthens our physician network of care. Our focus will be to make sure that our physician community continues to work together while providing full-service practice — without everyone having to do everything.

Highlights from 2017

- A move to collaborative maternity care with family physicians working as a team with midwives.
- Designing and implementing the Division-contracted Community Inpatient Service to work alongside community physicians, complimenting the existing Doctor of the Day program.
- Bringing in an additional \$400,000 for family physician inpatient work.
- Developing strong community healthcare coalitions in rural communities, which will set us up well in a move towards team-based care.

Projection for 2018

We anticipate that we'll be increasingly focused on building primary care teams around patients, which will involve more than just physicians. This will mean leveraging resources such as Interior Health mental health services, home health services, as well as community nonprofit services. It may also include helping physicians to hire LPNs and work with pharmacists differently to increase the quality of care.

This is an exciting time for primary care, and we look forward to being at the forefront of finding local solutions to attract new physicians to the community, help physicians retire graciously, and continue to make improvements to healthcare for physicians and patients.

— Dr. Tim Phillips, SOS Division of Family Practice Physician Lead
and Tracy St. Claire, Executive Director

● Vision

A community of primary care physicians who are active, collaborative partners in promoting practical and innovative solutions to local community health needs built on a foundation of primary care excellence.

● Mission

To engage and support primary care physicians as collaborative and trusted partners to improve comprehensive primary patient care by promoting and strengthening the physician voice and influence on innovative local healthcare delivery.

● Aim

Foster a strong and healthy community of family physicians.
Improve the health of our communities.

Enhance the quality of patient care and the primary care relationship.

Physicians Supporting Physicians

- Attract and retain physicians to meet primary healthcare needs
- Provide educational opportunities to strengthen skills, knowledge and leadership
- Foster peer support, mentoring and networking
- Strengthen the interconnectivity between primary, specialists, and other healthcare providers
- Support residents and newly practicing physicians
- Improve GP satisfaction and work/life balance

Physicians Influencing the System

- Support meaningful physician leadership in primary care planning
- Improve access to primary care in rural communities and for vulnerable patients
- Identify local needs and advocate for improvements
- Maximize strategic partnerships and collaboration to pursue common goals
- Work with our partners to build a sustainable primary healthcare system

Physicians Working with Health Providers

- Foster partnerships to increase coordination of services and enable team-based care
- Optimize resources that support care being provided by the right provider, at the right time, and in the right place
- Collaborate in the development of technological solutions to improve patient care and communication
- Improve efficiencies and build primary care capacity
- Utilize quality improvement principles, best practice and the use of technology to better support clinical projects to improve patient care

● Values and Principles ●

Physician Health and Wellness ——— Collaboration and Partnership ———
——— Physician Leadership and Best Practice ——— Quality Improvement, Creativity and Innovation
Integrity and Transparency ——— Patient-Centred Care ——— Supporting Rural and Urban Physicians

MEMBER SERVICES

The SOS Division assists its members by administering programs that optimize the full-service physician network, supporting physicians making residential care improvements, helping with recruitment and retirement planning, and coordinating local opportunities for continuing medical education.

Inpatient Programs

We administer inpatient programs, including Doctor of the Day, for Penticton Regional Hospital, South Okanagan General Hospital and Princeton General Hospital.

In 2017, the number of unattached patients at PRH exceeded the capacity of local physicians. A working group, which included almost 20 physicians, helped to design a new model that supports the retention of family physicians in hospital without the full burden of unattached patients, is integrated into our community, and is administered by the Department of Family Medicine and the SOS Division.

As a part of this model, the Community Inpatient Service (see p.9 for details) integrates into the existing Doctor of the Day program, and is designed to continue to foster the unique culture in which our family physicians support each other, create a better work life balance for physicians, and ultimately maintain a high quality of care for our patients.

Residential Care Initiative

In 2017, we continued to support physicians who practice in residential care. These supports include:

Rotas: substantial lists of physicians willing to take on residents, implemented for all 13 facilities in our region, ensuring that every resident has a dedicated family physician.

New Incentives: offered with carryforward funding, the incentives address the loss of the Complex Care billing code 14074. Fifty-five percent of SOS physicians took on 72 longterm care residents that needed a doctor between Oct. 2017 and Mar. 2018.

House Physician Model: this new model promotes a shared, collaborative, and improvement-focused model of residential care, and is designed to make longterm care feel like less of a burden and more of a choice.

The Residential Care Initiative is leading to a sustainable system that allows house physician teams to collectively leverage each other as they tackle longterm care challenges in collaboration with facility staff and other healthcare professionals.



Dr. Bob Mack and Dr. Murali Venkataraman look over a residential care information package

Recruitment and Retirement Planning

The SOS Division assists physicians with recruiting to fill temporary or permanent vacancies, and with transitioning to retirement. The Division will find out about the practice and personal interests of potential candidates, facilitate introductions to clinics, and lead personalized tours of the area for candidates and their families.

We maintain a Division recruitment website, and also assist with advertising vacancies on HealthMatch BC, the Society of General Practitioners Locum jobs board, and on the UBC Family Medicine residency career opportunities notice board.

Looking ahead, we are exploring ways to support our locums and visiting physicians with housing, and partnering with municipalities and local services to create a welcoming environment for physicians.



Rosedale Clinic in Summerland profiled on recruitment website

MOA Supports

The Division provides education opportunities and training for MOAs including hosting networking events.

CME Coordination

The SOS Division plans and facilitates local CME opportunities for physicians in our region, ranging from residential care topics to addictions medicine. The events often feature the expertise of local specialists and family physicians, and are an opportunity to network. A complete listing of this year's CMEs can be found on p. 12.



Physicians attend the 2017 Ask a Specialist/Tell a Specialist CME

REGIONAL PROJECTS



Dr. Lisa Friesen, Dr. Catherine Botting, Susie Lobb (midwife), Dr. Jennifer Begin and Dr. Marius Snyman will staff the new South Okanagan Maternity Centre

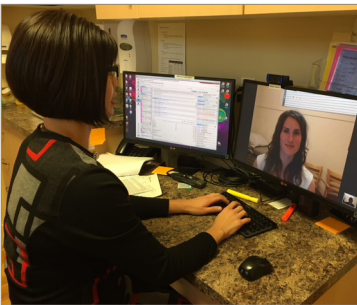
Primary Maternity Care

The Shared Care Primary Maternity Care Project (2013-2017) successfully developed a local, sustainable model of maternity care, which responded to declining physician numbers and supported patient choice.

In a move towards creating team-based, collaborative care, the group laid the groundwork and facilitated the opening of the South Okanagan Maternity Centre at Penticton Regional Hospital in April 2018.

This clinic will run as a one-year pilot, staffed by four family physicians and one midwife, and will be networked directly to obstetricians, paediatricians, and other maternity professionals.

When devising a new model of maternity care for the region, the Working Group recognized a need for more resources that allowed patients to easily access information about all available maternity options. A community maternity website and brochures outlining options for care will be available soon.



Dr. Michelle Teo demonstrates how to conduct distance appointments with patients using telemedicine

Telemedicine

With telemedicine, patients don't have to travel long distances, or in some cases even leave their home for follow-up appointments. Telemedicine can also reduce the amount of physician travel to rural communities.

To make it easier for physicians to use telemedicine in our region, the Shared Care Telemedicine Working Group created how-to guides for three different types of telemedicine software: ConsultDerm, Medeo and RealPresence. They also created user-friendly patient handouts.

In addition, the working group shared their experiences with and contributed data to an Interior Health study on virtual care.

Looking ahead, the working group will explore how telemedicine can be incorporated into Patient Medical Homes and Primary Care Networks.

Medication Wastage in Residential Care Facilities

The SOS Division, led by Dr. Bob Mack, partnered with Remedy's RX to conduct a four-week study on medication wastage in residential care facilities. The results of this study and recommendations will be published in the Aug. 2018 BC Medical Journal.

Patient Medical Home

In 2017, the Patient Medical Home project focused on helping clinics assess their strengths and make adjustments to their practice in order to work more efficiently, and to have their team members work at top of scope. In essence, clinics are starting to shift from working as a group to working as a team.

By generating a cohort of physician champions and early adopters, this project is opening up opportunities to retain and attract new physicians to clinics.

In many ways, this work has paved the way for clinics to be ready for Primary Care Network roll out, including having other health providers, such as LPNs, on the primary care team. In addition to LPNs, pharmacists are becoming a more integrated part of the care team. In Oliver, a pharmacist visits a multi-physician office once per month to conduct medication review appointments.

Primary Care Network

In late 2017, the South Okanagan Similkameen was selected as the first of five regions in the province to receive funding to explore new ways to deliver primary care in our communities.

To begin, we conducted Dialogue and Design sessions with family physicians, in partnership with the health authority and local First Nations, to discuss ways to address the growing number of unattached patients, how to sustain our full-service physician network, attract new physicians to our community, and help physicians retire while transitioning their patients.

The discussion and subsequent findings were used to design a Primary Care Network service plan and funding request that will sustain existing programs such as Martin Street Outreach Centre, and pave the way for a community shift to team-based primary care.

Child and Youth Mental Health and Substance Use

In 2017, with the help of local physicians and CYMHSU local action teams, the SOS Division created and hand-delivered CYMHSU resource packages to physician offices throughout the region. Resources included an interactive checklist for guiding a patient conversation and a guide on referring to local resources.

In 2018, SOS Division attended the First-Nations-hosted Pathway to Partnership Strengthening the Circle event to continue to support this group's work improving the aboriginal youth journey through hospital and back to community.



The Penticton White Clinic attends a PMH seminar to learn more about working as a team to enhance patient care



Primary Care Dialogue and Design session: Finding the pain points for physicians, and researching the attachment gap in order to explore new ways to deliver primary care in our region



RURAL PROJECTS

● Keremeos ● Oliver ● Osoyoos ● Princeton



Chronic Pain seminars for the public in Osoyoos and Keremeos

Community Engagement and Education

The SOS Division formed a community healthcare coalition, which brings together rural physicians and healthcare practitioners, municipal gov'ts, First Nations, Allied Health and additional community organizations for monthly meetings to discuss ways to improve and sustain patient-focused care. The coalition can serve as a foundation for upcoming Primary Care Network development.

In 2017, the SOS Division hosted well-attended chronic pain seminars for the public in Osoyoos and Keremeos, with funding from the Joint Standing Committee on Rural Issues. Led by a panel of experts, the audience learned about self-management and care options.

Patient and Provider Support

To address the need for rural physicians to educate their patients about chronic pain management, the SOS Division facilitated the development of a complete presentation package of education resources for Chronic Pain Group Medical Visits. These resources are available for other physicians to pilot.

The Community Worker Project, which sees community workers work in physician offices to assist with patient psycho-social issues, spread to Keremeos in 2017.

We continue to promote recruitment and retention at conferences and on our recruitment website, as well as engage the media and local politicians to welcome new physicians to the area.

Physician Networking

We developed strong, mutually-rewarding, collegial relationships amongst SOS rural corridor physicians. Our key activities included:

- Hosting relationship building events such as the Get Connected physician meeting and family social.
- Supporting team approaches to care such as improving office efficiencies at the South Similkameen Health Centre in Keremeos, and supporting the integration of Community Paramedics into our primary care clinics.
- Supporting EMR integration, now a Division-wide focus.

Oliver/Osoyoos Polypharmacy Risk Reduction Mentoring

Almost 3/4 of the physicians practicing in residential care in Oliver and Osoyoos participated in mentored medication review sessions, along with a pharmacist and facility managers. Physicians agreed that attending the sessions was instrumental in improving care.



Osoyoos physician Dr. Robert Calder (pictured above with Dr. Margaret Myslek) was trained through Shared Care to deliver local polypharmacy risk reduction mentorship sessions. A Shared Care polypharmacy committee member described the project as the 'jewel in their crown', and the initiative was given the go-ahead to continue next year

PENTICTON/SUMMERLAND PROJECTS

Vulnerable Frail Elderly Discharge from Emergency

We completed the first year of this two-year project to improve the patient care pathway of vulnerable frail elderly patients through the Penticton Regional Hospital emergency department and back to the community.

The development of a Quick Response Team (QRT), in partnership with IH, became the early focus of this project. The QRT, which includes registered nurses, social workers, occupational therapists, a physiotherapist and a rehab assistant, fills the gap in community home health services, and aims to avoid crisis visits to the physician office or re-admission to the emergency department.

The working group also developed ways to connect emergency and family physicians with the QRT for better, seamless patient care.

PRH Community Inpatient Program

As part of the redesigned Penticton Regional Hospital Community Inpatient program, unattached inpatients are cared for by a group of Community Inpatient Service physicians, 16 hours/day, 7 days/week.

In 2017-18, the SOS Division contracted four CIS physicians, and are currently recruiting three to four more. This program, headed by Dr. Tom Oliver, was locally-designed by a physician-led working group to sustain our full service physician network, while reducing physician workload. The service is set to begin in April 2018.

Acute Polypharmacy Risk Reduction

Started in 2016, this Shared Care project aimed to improve medication reviews and discharge communication at PRH so that patients receive the right medications at the right time. It brought about:

- Increased awareness of the acute care pharmacist's role in helping physicians with meaningful medication reviews for their patients in PRH.
- More seamless procedures that give physicians easier access to information needed to complete discharge medication forms.
- Increased awareness of the need for discharging physicians to complete the discharge medication forms for patients to present to their community pharmacist and family physician.

Although this project officially ends in June 2018, SP3 nursing staff and PRH pharmacists, who were motivated and driving partners in this project, continue to spread the word about acute polypharmacy risk reduction.



The Vulnerable Frail Elderly Working Group includes: (from left, back row) Lisa Danby, Dr. Robin Masson, Susan Brown, Dr. Brent Harrold, Owen Partridge, Dr. Glen Burgoyne, (front row) Linda Andersson, Suzanne Moccia, Darlene Russell



Dr. Tom Oliver, the Community Inpatient Service Physician Lead, pictured with his wife, Dr. Miriam Oliver

PARTNERSHIPS

The SOS Division works collaboratively and in partnership with many organizations in order to facilitate physician-led healthcare improvements.

Collaborative Services Committee



(From left) Nancy Laramie, John Yarshenko, Carl Meadows, Dr. Murali Venkataraman, Dr. Tim Phillips, Susan Brown, Tracy St. Claire, Anne Marie Lucas, Dr. Curtis Bell, Greg Cutforth (Missing: Dr. Khati Hendry, Connie Hattum, Lori Motluk, Dr. Greg Selinger, Karen Leach-McLeod, Karla Warstock)

This committee brings forward healthcare service and systems-based issues of concern, co-determines priorities, co-designs solutions, and influences system re-design whenever possible. Membership includes SOS Division staff, physicians, Interior Health and GPSC representation.

Shared Care Steering Committee



(From left) Kathleen Jagger, Dr. Glen Burgoyne (retiring), Dr. Michelle Teo, Dr. Marius Snyman, Tracy St. Claire, Dr. Shannon Walker, Susan Brown, Dr. Jacqueline Stewart and John Yarschenko (Missing: Dr. Jeff Harries, Dr. Robin Masson, Dr. Rob Swan, Carl Meadows, Karen Leach-MacLeod, Deborah Runge, Robin Watt, Amy Woodruffe)

This committee guides Shared Care activities, which involve family and specialist physicians working together to improve patient outcomes and provider satisfaction. Membership includes SOS Division staff, physicians, Interior Health and the Penticton Physician Medical Society.

Other key partnerships include:

- **Medical Staff Associations** at Penticton Regional Hospital, South Okanagan General Hospital and Princeton General Hospital, which, working with Interior Health, are responsible for physician engagement and facility improvements.
- **Interdivisional Strategic Council (ISC)**, which brings together the SOS Division and 6 other Divisions within Interior Health for quarterly meetings.
- **General Practice Services Committee (GPSC)**, which brings together all Divisions in the province for an annual summit.
- **Practice Support Program (PSP)**, which provides education and practice supports for physicians.

Martin Street Outreach Centre

Martin Street Outreach Centre is an innovative partnership between physicians and Interior Health, which allows people dealing with mental health and/or substance use issues to access multi-disciplinary health services in one low-barrier location. Since opening in 2015, it has attached more than 800 patients. Looking forward, it is planned that Martin Street will be sustained as part of the Primary Care Network initiative. Physicians who worked at the clinic in 2017: Drs. Heather Filek, Lisa Friesen, Leslie Lappalainen, Cathy Rooke, Kyle Stevens and David Stoll.

PRH Tuesday Rounds

Presented in conjunction with the Penticton Physician Medical Society, Tuesday Rounds feature local physicians and other professionals speaking on topics requested by their peers. Of the 27 presentations this year, topics included Lower Leg Ulcers, Anti-nauseants in Palliative Care, Statins in the Elderly, Eating Disorders and Concussion. This year we also drew local speakers from the fields of dentistry, dietetics, physiotherapy, social work and pharmacology, as well as six physician speakers from Kelowna (please see p.12 for a complete listing of presenters).

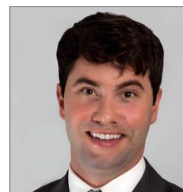
UBC Okanagan South Family Medicine Residency

In partnership with UBC, the SOS Division welcomed a second cohort of residents to the two-year Family Practice Residency program. Contributing physicians include Site Director, Dr. Margie Krabbe; Faculty Development and Behavioural Medicine, Dr. Mark Lawrie; Curriculum Director, Dr. Murali Venkataraman; Assessment and Evaluation, Dr. Richard Tatham (until fall 2017) and Dr. Khati Hendry (start fall 2017); Scholarship, Dr. Evelyn Cornelissen; and Resident Wellness Mentor, Dr. Danielle Weisgarber.

Family Practice Lead Preceptors include: Drs. Elizabeth Allen, Peter Bull, Margie Krabbe, Mark Lawrie, Perold Louw, Barb Main, Robin Masson, Tim Phillips, Greg Selinger, Kyle Stevens, Murali Venkataraman and Elizabeth Watters.

New UBCO family medicine residents class of 2017-2019

(From left) Drs. Andrew Ashley, Claire Lobsinger, Tyler Murphy and Zuzana Praslickova



Dr. Kyle Stevens receiving national award on behalf of Martin Street Outreach Centre



Family Medicine Resident, Dr. Travis Thompson (pictured left), UBC researchers, and SOS Division, partnered to develop and conduct a patient survey to understand why patients choose the PRH emergency dept. over other care options

CMEs, PRESENTATIONS, EVENTS



Ask a Specialist/ Tell a Specialist
CME is an opportunity to meet and hear from local specialists



Chronic Pain Group Medical Visits
pilot presentation was conducted
by physiotherapist Neil Pearson
and Dr. Peter Entwistle (right)

Continuing Medical Education

Ask a Specialist, Tell a Specialist

May 17th 2017

Linden Gardens, Kaleden

Speakers and Topics: Dr. Tracy Chandler, Radiology: Imaging Wisely

Dr. Trevor Connolly, Emergency: Concussion

Dr. Miriam (Katzman) Oliver, Paediatrics: Paediatric Growth Assessment

Dr. Leslie Lappalainen, Addictions: Smoking Cessation/ E-cigarettes

Dr. Shannon Walker, Respiriology: Obstructive Sleep Apnea

Dr. Majid Zolein, Pathology: Monoclonal Gammopathy

AGM and CME

Sept. 12th 2017

Penticton Lakeside

Seven Secrets and Strategies for Successful Investors by MD Financial

Investing and Incorporating by Peter McIntosh, White Kennedy

Tuesday Rounds

Mar. 2017- Mar. 2018 presenters: Dr. J. Stewart, Rheumatology; Dr. Winston Teo, Urology; Ruth Campbell, Pharmacy; Deena Thiede, Nursing; Dr. Brian Forzley, Internal Medicine; Dr. Sarah Broder, Respiriology; Dr. Wendy Ross, Oncology; Dr. Chris Little, Imaging; Dr. David Rhine & Rose Kristiansen, OT; Dr. Susan Tebbutt, Pathology; Dr. Alan Nixon, Palliative Care; Dr. Gurpal Buttar, Dentistry; Deneen Ollis, MCFD; Dr. Mandy Wong, Dermatology; Dr. Jeff Harries, Family Medicine; Dr. Sheena Sikora, Plastic Surgery; Dr. Bing Wang, Pathology; Dr. Bree Harris, ENT; Josh Havey, Physiotherapy; Dr. Mitch Hodgins, Hematology; Dr. Ron Cridland, Sleep Disorders; Dr. Mandi Clark, Family Practice; Dr. Elmine Statham, Paediatrics; Julie Gerhardt, Physiotherapy

Provincial Guidelines for the Clinical Management of Opioid Use Disorder

July 27th 2017 and Oct. 12th 2017

SOS Division Office

Presenter: Dr. Leslie Lappalainen

Presentations

Telemedicine: How-to Presentations

Dec. 8th and 15th 2017

PRH and SOGH

Presenters: Drs. Shannon Walker and Michelle Teo

Chronic Pain Management Seminars for the Public

Presenters: Dr. Peter Entwistle, Neil Pearson, physiotherapist, Connie Chan, pharmacist

Sept. 19th 2017, Osoyoos

Sept. 26th 2017, Keremeos

CMEs, PRESENTATIONS, EVENTS

Chronic Pain Group Medical Visits Pilot

Jan. 13th, Feb. 13th, Mar. 6th 2018

Oliver

Presenters: Dr. Peter Entwistle and Neil Pearson, physiotherapist

Quality Forum

Feb. 21-23rd 2018

Vancouver

Martin St. Outreach Centre: Innovative partnership at one-stop MHSU clinic

Medication Wastage at Residential Care Facilities by Dr. Bob Mack

Primary Maternity Care: Trust and Culture Change poster presentation

Events

Communities of Practice: How Primary Care is Changing

Mar. 14th 2017

SOS Division Office

Family Medicine Residency: Faculty and Preceptor Education Night

June 8th 2017

Poplar Grove Winery, Penticton

Get Connected Event

June 24th 2017

Watermark Beach Resort, Osoyoos

Patient Medical Home: Setting the Direction with physicians, IH and PSP

Aug. 30th 2017

Craft Corner Kitchen, Penticton

Physician Lead Appreciation Dinner

Nov. 15th 2017

Liquidity Winery, Okanagan Falls

Primary Maternity Care Advisory Group Celebration

Jan. 24th 2018

SOS Division Office

Quality Improvement Workshop

Feb. 2nd - 3rd 2018

SOS Division office

Presenter: Christina Clarke

SOS and Kootenay Boundary Division staff and physicians

Primary Care Network: Dialogue and Design Part One

Feb. 27th 2018

Linden Gardens, Kaleden

Patient Medical Home: Small and Solo Practitioners

Mar. 6th 2018

SOS Division office



Get Connected Event: SOS Rural Corridor physician meeting combined with a family social



Drs. Jose Goncalves, Catherine Botting; midwife Tiffany Holdsworth-Taylor; Project Lead Kathleen Jagger; and midwife Susie Lobb celebrate the successes of the Maternity Care project

MEMBERSHIP

Board of Directors



Dr. Tim Phillips
(Physician Lead)



Dr. Colleen Black



Dr. Ron Gans



Dr. Alan Gow



Dr. Brent Harrold



Dr. Margie Krabbe



Dr. Cathy Rooke



Dr. Greg Selinger



NP Viola Brown

Retiring Physicians

A heart-felt thank you to:

Dr. Martine Lebel

Dr. Glen Burgoyne

Dr. Sue Severide

Dr. Derek Barkhuizen

Physicians New to our Region

A warm welcome to:

Dr. Jennifer Begin, Fairview Medical Clinic, Penticton

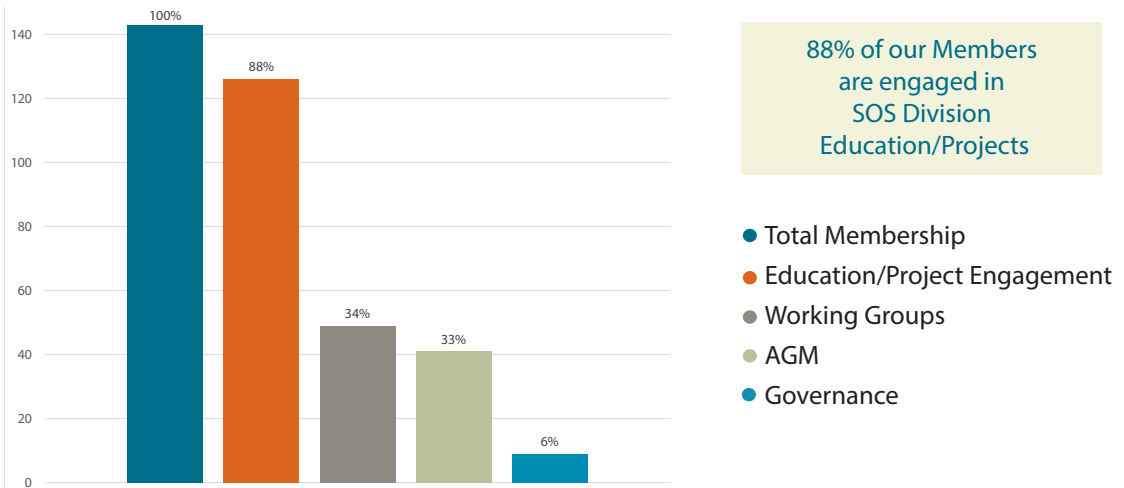
Dr. Andrew Daly, Family Health Clinic, Oliver

Dr. Tom Irvine, Rosedale Medical Clinic, Summerland

Dr. Jayden MacIntyre, Osoyoos Medical Centre

Dr. Thomas Oliver (CIS Lead)

SOS Division Membership Engagement



Physicians in Our Communities and their SOS Division Involvement

Keremeos

Dr. Mark Baillie

Family Physician, SOS Division member
Shared Care Frail Elderly ED Discharge

Dr. Michael Biggs

Retired Family Physician, Associate SOS Division member

Dr. Johan Boshoff

Family Physician, SOS Division member

Dr. Marina Louw

Family Physician, SOS Division member
Community Worker Program
JSC-DSPRC Community Coalition
RCI - Keremeos (Physician Champion)

Dr. Ifeju Omojuwa

Family Physician, SOS Division member

Oliver

Dr. Andrew Daly

Family Physician, SOS Division member

Dr. Ansunette de Vries

Family Physician, SOS Division member

Dr. Elzaan deWitt

Family Physician, SOS Division member

Dr. Peter Entwistle

Family Physician, SOS Division member
Community Worker Program
JSC-DSPRC Community Coalition

Dr. Steven Evans

Family Physician, SOS Division member

Dr. Bill Ford

Retired Family Physician, Associate SOS Division member

Dr. Tarinder Grewal

Family Physician, SOS Division member

Dr. Mark Hamilton

Family Physician, SOS Division member

MEMBERSHIP

Dr. Kevin Hill

Family Physician, SOS Division member

Dr. Stuart Johnston

Family Physician, SOS Division member

Dr. Claire Kuzmochka

Family Physician, SOS Division member

Dr. Margaret Myslek

Family Physician, SOS Division member
RCI - Oliver and Osoyoos (Physician Champion)

Dr. Alan Ruddiman

Family Physician, SOS Division member

Dr. David Shaw

Family Physician, SOS Division member

Dr. Madia Smallwood

Family Physician, SOS Division member
JSC-DSPRC Community Coalition

Dr. Robert Swan

Family Physician, SOS Division member
Shared Care Steering Committee
Shared Care Telemedicine

Dr. Yves Thomas

Family Physician, SOS Division member
JSC-DSPRC Community Coalition

Dr. Jan Venter

Family Physician, SOS Division member
Inpatient Care Program

Osoyoos

Dr. Jaco Bellingan

Family Physician, SOS Division member

Dr. Robert Calder

Family Physician, SOS Division member
Oliver and Osoyoos Polypharmacy Risk Reduction
RCI Oliver and Osoyoos (Physician Champion)

Dr. Matthys De Vries

Family Physician, SOS Division member
SOGH CME Rounds Coordinator

Dr. Schalk DeWitt

Family Physician, SOS Division member

Dr. Alan Gow

Retired Family Physician, Associate SOS Division member
SOS Division Board Director
SOS Division Board (Board Member Recruitment)

Dr. Lorraine Kane

Family Physician, SOS Division member

Dr. Jayden McIntyre

Family Physician, SOS Division member

Dr. Diana Silva

Family Physician, SOS Division member

Dr. Garnett Tarr

Family Physician, SOS Division member
Inpatient Care Program

Penticton

Dr. Donella Anderson

Family Physician, SOS Division member

Dr. Andrew Ashley

UBC FM Resident, Associate SOS Division member

Dr. Jim Atkins

Family Physician, SOS Division member

Dr. Richard Beever

Family Physician, SOS Division member

Dr. Jennifer Begin

Family Physician, SOS Division member
Primary Care Network Steering Committee
Shared Care Primary Maternity Care Advisory Committee

Dr. Jackie Bourdeaux

UBC FM Resident, Associate SOS Division member

Dr. Catherine Botting

Family Physician, SOS Division member
Shared Care Primary Maternity Care Advisory Committee

Dr. Glen Burgoyne

Family Physician, SOS Division member
PRH Inpatient Improvement
Shared Care Frail Elderly ED Discharge
Shared Care Steering Committee

Dr. Jaco Calitz

Family Physician, SOS Division member

Dr. Bill Caskey

Family Physician, SOS Division member

Dr. Mandi Clark

Family Physician, SOS Division member

Dr. Randy Cleveland

Family Physician, SOS Division member

Dr. Paul Cobbin

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Steve Collyer

Family Physician, SOS Division member

Dr. Sandra Congram

Family Physician, SOS Division member

Dr. Trevor Connolly

Family Physician, SOS Division member

Dr. Andrew Dargie

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Johan de Kock

Family Physician, SOS Division member

Dr. David Dutchman

Family Physician, SOS Division member

Dr. Heather Filek

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Tom Francis

Family Physician, SOS Division member

Dr. Alicja Frasinski

Family Physician, SOS Division member

Dr. Lisa Friesen

Family Physician, SOS Division member
Martin Street Outreach Centre Advisory Committee
Shared Care Primary Maternity Care Advisory Committee

Dr. Lucy Gans

Family Physician, SOS Division member

Dr. Ron Gans

Family Physician, SOS Division member
SOS Division Board of Directors

Dr. Dale Gatenby

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Steve Hardwicke

Family Physician, SOS Division member

Dr. Jeff Harries

Family Physician, SOS Division member
PRH Inpatient Improvement
Shared Care Steering Committee

Dr. Leona Harries

Family Physician, SOS Division member

Dr. Brent Harrold

Family Physician, SOS Division member
SOS Division Board Director
SOS Division Board (Finance)
SOS Division Board (Policies)
Shared Care Frail Elderly ED Discharge

Dr. Laura Hodgson

Family Physician, SOS Division member

Dr. Allen Hooper

Family Physician, SOS Division member

Dr. Heidi Ingram

Family Physician, SOS Division member

Dr. James Johnston

Family Physician, SOS Division member

Dr. John Kennedy

Family Physician, SOS Division member

MEMBERSHIP

Dr. Daniel Kilian

Family Physician, SOS Division member

Dr. Karin Kilpatrick

Family Physician, SOS Division member

Dr. Jack Kooy

Family Physician, SOS Division member
CME Planning Committee

Dr. JoyAnne Krupa

UBC FM Resident, Associate SOS Division member

Dr. Leslie Lappalainen

Family Physician, SOS Division member
Martin Street Outreach Centre Advisory Committee

Dr. Mark Lawrie

Family Physician, SOS Division member
RCI Penticton + Summerland Coordination Group
RCI Penticton + Summerland Physician Champions Group
Shared Care Acute Polypharmacy Risk Reduction

Dr. Doug Leitner

Family Physician, SOS Division member

Dr. Claire Lobsinger

UBC FM Resident, Associate SOS Division member

Dr. Perold Louw

Family Physician, SOS Division member

Dr. Robert Mack

Retired Family Physician, Associate SOS Division member
RCI Medication Wastage
RCI Medical Coordinator
RCI Penticton and Summerland Coordination Group

Dr. Vivian Maier

Family Physician, SOS Division member

Dr. Barb Main

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Blair Main

Family Physician, SOS Division member

Dr. Sheena Manning

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Robin Masson

Family Physician, SOS Division member
Shared Care Frail Elderly ED Discharge
Shared Care Steering Committee

Dr. Rob McIntosh

Family Physician, SOS Division member

Dr. Morag McMillan

Family Physician, SOS Division member

Dr. Tyler Murphy

UBC FM Resident, Associate SOS Division member

Dr. Ross O'Neil

Family Physician, SOS Division member

Dr. Alan Nixon

Family Physician, SOS Division member

Dr. Tom Oliver

Family Physician, SOS Division member
PRH Inpatient Improvement
CIS Physician Lead

Dr. David Paisley

Family Physician, SOS Division member
CME Planning Committee
PRH Inpatient Improvement

Dr. Sandra Pansegrouw

Family Physician, SOS Division member

Dr. Tim Phillips

Family Physician, SOS Division member
SOS Division Board Director (Physician Lead)
SOS Division Board (Board Member Recruitment)
Collaborative Services Committee
Interdivision Strategic Council
Patient Medical Home
Primary Care Network Steering Committee
PRH Inpatient Improvement

Dr. Zuzana Praslickova

UBC FM Resident, Associate SOS Division member

MEMBERSHIP

Dr. Rebecca Psutka

UBC FM Resident, Associate SOS Division member

Dr. Alex Pugachev

Family Physician, SOS Division member

Dr. James Robertson

Family Physician, SOS Division member

Dr. Andrew Robertson

Family Physician, SOS Division member

Dr. Cathy Rooke

Family Physician, SOS Division member
SOS Division Board Director
SOS Division Board (Policies)
Martin Street Outreach Centre Advisory Committee

Dr. Wendy Ross

Family Physician, SOS Division member

Dr. Stephan Samoyloff

Family Physician, SOS Division member

Dr. Tim Seipp

Family Physician, SOS Division member

Dr. Greg Selinger

Family Physician, SOS Division member
SOS Division Board Director
Collaborative Services Committee
Interdivision Strategic Council
Patient Medical Home
Primary Care Network Steering Committee
Shared Care Primary Maternity Care Advisory Committee

Dr. Cathy Sheehan

Family Physician, SOS Division member

Dr. Marius Snyman

Family Physician, SOS Division member
Shared Care Acute Polypharmacy Risk Reduction
Shared Care Primary Maternity Care Advisory Committee
Shared Care Steering Committee

Dr. David Stoll

Family physician, SOS Division member
Martin Street Outreach Centre Advisory Committee

Dr. David Surkan

Family Physician, SOS Division member

Dr. Michael Surkan

Retired Family Physician, Associate SOS Division member

Dr. John Surkan

Family Physician, SOS Division member

Dr. Richard Tatham

Family Physician, SOS Division member
RCI Penticton + Summerland Physician Champions Group

Dr. Travis Thompson

UBC FM Resident, Associate SOS Division member

Dr. Chris Toneff

Family Physician, SOS Division member
CME Planning Committee

Dr. David Van Den Berg

Family Physician, SOS Division member

Dr. Izak Van Der Westhuizen

Family Physician, SOS Division member

Dr. Tertius Walters

Family Physician, SOS Division member

Dr. Elizabeth Watters

Family Physician, SOS Division member
CME Planning Committee
PRH Inpatient Improvement
RCI Penticton + Summerland Physician Champions Group

Dr. Lloyd Westby

Family Physician, SOS Division member
RCI Penticton and Summerland Physician Champions Group

Dr. Marianne Willis

Family Physician, SOS Division member

Dr. Colwyn Wren

Family Physician, SOS Division member

MEMBERSHIP

Princeton

Dr. Colleen Black

Family Physician, SOS Division member
SOS Division Board Director
RCI Princeton (Physician Champion)

Dr. Ella Monro

Family Physician, SOS Division member
Shared Care Telemedicine

Dr. Mahrous Mousa

Family Physician, SOS Division member

Dr. Tim Van der Heide

Family Physician, SOS Division member
Community Worker Program
Inpatient Care Program
JSC-DSRPC Community Coalition

Summerland

Dr. Larry Achtem

Family Physician, SOS Division member

Dr. Elizabeth Allen

Family Physician, SOS Division member

Dr. Alistair Bannerman

Family Physician, SOS Division member

Dr. Peter Bennett

Family Physician, SOS Division member
RCI Penticton + Summerland Physician Champions Group

Dr. Peter Bull

Family Physician, SOS Division member
RCI Penticton + Summerland Physician Champions Group

Dr. Neil Guenther

Family Physician, SOS Division member

Dr. Cathy Harrold

Family Physician, SOS Division member

Dr. Khati Hendry

Family Physician, SOS Division member
Collaborative Services Committee
PRH Inpatient Improvement

Dr. Tom Irvine

Family Physician, SOS Division member

Dr. Warren Julien

Family Physician, SOS Division member

Dr. Sheila Kindberg

Family Physician, SOS Division member

Dr. Margie Krabbe

Family Physician, SOS Division member
SOS Division Board Director
SOS Division Board (Board Member Recruitment)
PRH Inpatient Improvement

Dr. Martine Lebel

Retired Family Physician, Associate SOS Division member

Dr. Wendy Richardson

Family Physician, SOS Division member

Dr. Susan Severide

Family Physician, SOS Division member

Dr. Kyle Stevens

Family Physician, SOS Division member
Martin Street Outreach Centre Advisory Committee

Dr. Driaan van der Vyver

Family Physician, SOS Division member

Dr. Murali Venkataraman

Family Physician, SOS Division member
Patient Medical Home
PRH Inpatient Improvement

Dr. Danielle Weisgarber

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Kevin Wilson

Family Physician, SOS Division member

Specialists and Non-SOS Division Member Physicians: Project Involvement

Dr. Zoe Ayling

Specialist
Shared Care Frail Elderly ED Discharge

Dr. Curtis Bell

Family Physician
Collaborative Services Committee
JSC-DSRPC Community Coalition
Primary Care Network Steering Committee

Dr. Armelie dela Cruz

Specialist
Shared Care Primary Maternity Care Advisory Committee

Dr. Chad Dyck

Specialist
Shared Care Acute Polypharmacy Risk Reduction

Dr. Farindokht Foroodi

Family Physician
PRH Inpatient Improvement

Dr. Jose Goncalves

Specialist
Shared Care Primary Maternity Care Advisory Committee

Dr. Manoj Parameshwar

Specialist
Shared Care Primary Maternity Care Advisory Committee

Dr. Brad Raison

Family Physician
PRH Inpatient Care Program
PRH Inpatient Improvement

Dr. Chris Rauscher

Specialist
Shared Care Acute Polypharmacy Risk Reduction

Dr. Doug Smith

Family Physician
RCI Oliver and Working Group
RCI Penticton and Summerland Coordination Group

Dr. Jacqueline Stewart

Specialist
CME Planning Committee
Shared Care Steering Committee

Dr. Michelle Teo

Specialist
Shared Care Steering Committee
Shared Care Telemedicine

Dr. Shannon Walker

Specialist
Shared Care Acute Polypharmacy Risk Reduction
Shared Care Frail Elderly ED Discharge
Shared Care Steering Committee
Shared Care Telemedicine

SOS Division Staff



Tracy St. Claire

Executive Director
Julie Young
Operations Coordinator
Penny McLeod
Operations Assistant
Anne Goedhart
Operations Clerk
Aarin Frigon
Project Manager
Kathleen Jagger
Project Lead
Suzanne Moccia
Project Lead

Lisa Needoba

Project Lead
Izabela Szelest
Project Lead
Renate Hayden
Project Coordinator
Kristen Hart
Project Assistant
Ida Keller
Project Assistant
Kate Harris
Project Evaluator
Heather Allen
Communications Lead

STATEMENT OF FINANCIAL POSITION

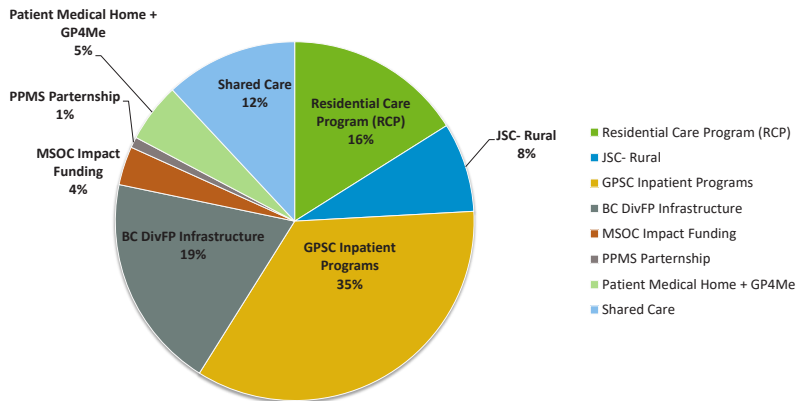
March 31 2018

	2017	2018
Assets		
Current:		
Cash and short term deposits	\$ 232,170	\$ 607,358
Guaranteed investment certificate	650,000	652,523
Accounts receivable	63,997	58,202
Prepaid expenses	6,570	4,361
	952,737	1,322,444
Tangible capital assets	18,353	23,533
	\$ 971,090	\$ 1,345,977
Liabilities and Net assets		
Current:		
Accounts payable	\$ 264,218	\$ 326,691
Deferred revenue	656,077	966,974
	920,295	1,293,665
Deferred capital contributions	3,496	4,439
	\$ 923,791	\$ 1,298,104
Net assets:		
Invested in tangible capital assets	\$ 14,857	\$ 19,094
Unrestricted	32,442	28,779
	47,299	47,873
	\$ 971,090	\$ 1,345,977

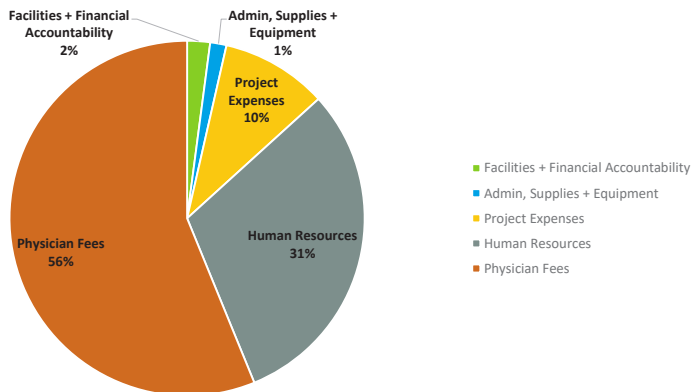


STATEMENT OF FINANCIAL POSITION

2017/18 REVENUE



2017/18 EXPENSES



- Photo Credits:
- Shutterjoy Photography: pages 2, 4, 5,12
- Iannone Photography: pages 7, 14

**South Okanagan Similkameen
Division of Family Practice**

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