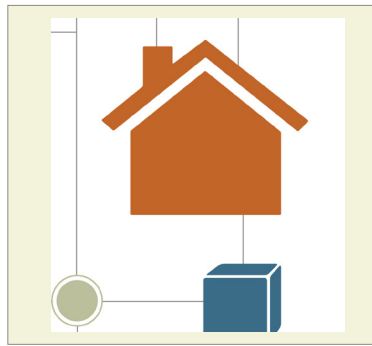




Retirement Planning + Recruitment



PULLOUT: Primary Care Network



Nurses in Family Practice Clinics

Community Inpatient Service: Open for admissions

Less than a year after starting, we are pleased to announce that the Community Inpatient Service is fully staffed through to the end of April, and will be open, except in cases of extreme volume.

The Community Inpatient Service (CIS) is an integral part of our locally-designed community inpatient program, in which CIS physicians work alongside our community of family physicians to provide care for all unattached GP MRP patients at Penticton Regional Hospital.

How CIS Works: Two physicians are scheduled daily, 7 days a week. CIS1 works 7-3 and CIS2 works 9-5. CIS1 vets all new admissions, except between 3pm and 5pm when CIS2 is responsible for new admissions.

CIS physicians share Doctor of the Day (DoD) call with community family physicians to care for all GP MRP inpatients after hours.

CIS physicians are contracted by the



Drs. Tiffany Burse and Simon Steunenberg, recently relocated from Ontario, and will be contributing to CIS.

SOS Division of Family Practice. As a part of this contract, CIS physicians are obligated to maintain a family medicine license, and contribute to family medicine in the community in some additional capacity, such as in a walk-in clinic, or as a locum.

The SOS Division assists with matching these physicians to locum opportunities.

The Community Inpatient Program, including CIS, is truly a grassroots solution to the issue of unattached

inpatient burden affecting all mid-sized communities.

We would like to thank the entire Dept. of Family Medicine for the success of the Community Inpatient Program.

We also extend our thanks to the working group which came up with the initial concept; the 17 local family physicians who took CIS shifts while the program got started; all of the DoD physicians who continued to take unattached admissions when CIS was overcapacity; and the staff of PRH that were accommodating with the speed and magnitude of this change.

As a result of the program:

- An additional \$500,000 was brought into our community to support inpatient care.
- 3 new physicians, specifically attracted by CIS, have joined our community of physicians.
- The majority of GPs have retained privileges.



South Okanagan Similkameen
Family Medicine Expo
Feb. 9th, 4:30-7:30pm
Cannery Brewing, Penticton

Local physicians and family medicine clinics are invited to present to residents from the Thompson Okanagan region who are interested in local work opportunities ... all in a fun and friendly environment!

To present your clinic, RSVP, or find out more: riley.gettens@sosdivision.ca

Planned retirement leads to welcoming new physician to Penticton

We would like to welcome Dr. Tara Dawn, who took over Dr. Vivian Maier's practice this January.

"I am overjoyed to have the care of my patients so seamlessly transferred to Dr. Tara Dawn," says Dr. Maier.

Dr. Maier and husband, Dr. John Surkan began planning for Dr. Maier's retirement years in advance, taking deliberate steps to prepare and make her practice attractive to a new physician.

"The SOS Division really helped us at each step along the way, providing ideas and support for this transition," says Dr. Surkan.

First Drs. Maier and Surkan made a full switch to MedAccess, updating their patient data in the process. This panel clean-up allowed them to generate an accurate analysis of Dr. Maier's patients, making it easier to find the right match for an incoming physician.

Knowing that new physicians are often attracted to multi-physician offices, Drs. Maier and Surkan explored several options before landing on the



Dr. Tara Dawn and family

solution of closing their office and relocating to Fairview Medical Clinic, which has five other physicians.

"I was only ever considering accepting a practice operating in a group setting," agrees Dr. Tara (Olfert) Dawn, who moved back to her home town of Penticton with her young son and husband. Dr. Andrew Dawn, is a dentist who recently started his practice at Eckhardt Dental.

The Division assisted Drs. Maier and Surkan with creating an ad for

HealthMatch BC, and once a good fit for the practice had been found, supported Dr. Dawn with the transition and getting settled in the community.

"I was grateful Dr. Surkan and Dr. Maier allowed me to guide how the transition occurred," says Dr. Dawn, who started with one and then two days a week in at the office. This allowed her to get a feel for the practice, culture and patient population, and continue work at the SO Maternity Centre.

"I feel very fortunate to be able to retire, knowing that my patients are in Dr. Dawn's capable hands," says Dr. Maier.

It's never too early to think about retirement planning

The SOS Division can help you strategize your retirement and optimize your practice so it's attractive to new physicians.

In addition, our recruitment team can be on the lookout for potential candidates. Please contact kelly.hawes@sosdivision.ca for more information and assistance.

Thank you to SOS Long Term Care Medical Coordinator, Dr. Bob Mack

We would like to extend a heartfelt thank you to Dr. Bob Mack (pictured at right with the Long Term Care Steering Committee) for his years of dedicated work in long term care.

Having started in 2012, in the early days of the Division, Dr. Mack has been instrumental in leading positive changes in local and provincial long term care. He was at the helm of the SOS prototype with Dr. Mark Lawrie, which contributed to the

framework for the provincial GPSC long term initiative. Among other accomplishments, Dr. Mack's work in polypharmacy led to researching medication wastage at long term care facilities. His findings were published in the BC Medical Journal in August, 2018.

As Dr. Mack takes a step back, his colleagues and team members have expressed their gratitude for his exceptional leadership.



Please Note:

Out of respect for aboriginal peoples, Residential Care is now called Long Term Care in BC.

Thank you and Welcome!

We would like to thank Dr. Vivian Maier (mentioned above), and Dr. Jamie Robertson who, after many years of service, will be retiring in March. Welcome to Dr. Jeff Hoekstra, who is relocating his practice to Kelly Ave. Clinic, Summerland.

Alcohol Use Disorder Cards

Patient information handout cards, designed by Dr. Jeff Harries

**Available for free
at the Penticton Regional Hospital
Doctor's Lounge**

Pick up a bundle for your office!

Serious Illness Care: more, earlier, better conversations

*Palliative Care Training with Dr. Brian Forzley and Dr. Gillian Fyles
Feb.8th 2019*

2-4:30pm, Penticton Health Centre, Room 138

More info: kristen.hart@sosdivision.ca

Take the LPN Quiz

How much do you know about what a LPN can do for you?

- 1 A LPN can perform the following services through fee-for-service:**
 - a. Patient phone calls (14076)
 - b. Injections/immunizations (10/33a)
 - c. Wart Treatment (00190)
 - d. Urine Test (15130)
 - e. All of the above
- 2 A LPN can spend most of their time on billable activities:**

True False
- 3 To hire a LPN, the office needs to have an extra exam room:**

True False
- 4 How many hours per day can the LPN save a family physician?**
 - a. 1 hour
 - b. 2-3 hours
 - c. 3-4 hours
 - d. 4-5 hours
- 5 A LPN is affordable for a physician to hire:**

True False

Answers:

- 1 e. All of the above**
- 2 True** Depending on how you choose to incorporate the LPN, they can easily spend more than 50% of their time doing billable activities, helping to save you time and provide good patient care.
- 3 False** It is not necessary to have an extra exam room for an LPN.
- 4 c. 3-4 hours** Hours saved: 1 hr for patient phone calls +2 hrs patient time + other additional time.
- 5. True** If used effectively, an LPN can be revenue neutral, and in some cases can bill out as much as 2-3 times more than cost in wages.

Local clinics benefit from integrating nurses into their practices



White Clinic physicians, staff and nurses recently met with Dr. Michelle Teo to learn more about models of care that include nurses as part of the team. (Pictured from left back row): Dr. Michelle Teo; Dr. Robin Masson; Sybilla Bartram (office manager), Cecelia McCarthy (LPN); (front row) Joel Shaw (RN), Dr. Marius Snyman, Dr. Greg Selinger and Amanda Clarke (LPN)

The White Clinic in Penticton is one of a growing list of local family practices that are incorporating nurses into their clinics.

"Having nurses incorporated into a family practice under the current fee-for-service model can really increase workplace efficiency, patient access, work/life balance and decrease societal costs," explains Dr. Michelle Teo, who recently gave a presentation to White Clinic staff on the benefits of having nurses in practice.

"We are finding that we can delegate a lot of tasks that are best suited to the LPN, which not only improves patient care but saves so much physician time that could be better spent on complex issues," agrees White Clinic physician, Dr. Robin Masson.

LPNs are well qualified to perform many patient care activities such as ear syringing, suture removal, wart treatments, immunizations, and phone call follow-ups.

LPNs also triage patients, update patient profiles in the EMR, fill out reports, lab reqs, forms and referrals, and can help connect patients to resources in the community.

Depending on one's practice, there's lots of flexibility for a clinic's use of an LPN.

Having an LPN at the clinic doesn't need to cost the clinic. In fact, it can be cost positive.

A recent local Quality Improvement project identified that if an LPN takes 12-15 patient phone calls per day, this alone can be enough to cover the LPN's wages within a family medicine practice. This cost recovery is possible because each family physician is allowed to bill for 1,500 patient phone calls annually.

These calls, as well as other daily billable activities, free up physician time, ease the physician's daily load, allow for better flow, and ultimately create an easier day.

Patients welcome the opportunity to see a nurse. "The nurse recognizes me and makes me feel very at home and comfortable," commented a patient during the QI project.

"It's a unique and fulfilling opportunity to work alongside a group of doctors, and extremely rewarding to be involved in day-to-day patient care," says White Clinic LPN, Amanda Clarke.

If you're interested in finding out more, exploring options for hiring a LPN, or have ideas on optimizing a LPN's role at a clinic, please contact Suzanne.moccia@sosdivision.ca.

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 team-based care Project contact: tracy.stclair@sosdivision.ca tel: 778 476 5696
Developing Sustainable Rural Practice Communities (JSC)	Working to establish sustainable and patient-focused healthcare in the South Okanagan Simlikameen 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	Supporting the interdisciplinary care clinic now open at Penticton Regional Hospital Project contact: kathleen.jagger@sosdivision.ca 778 476 5896
Long Term 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
Long Term Care Polypharmacy	Oliver/Osoyoos physician mentorship to reduce polypharmacy risks in long term care Project contact: lisa.needoba@sosdivision.ca tel: 778 476 5896

Executive Director
Tracy St. Claire
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Operations 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