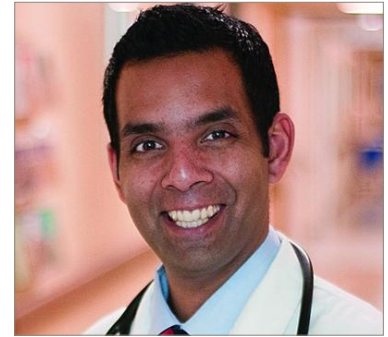




ONE PATIENT, ONE CHART



PRIMARY CARE NETWORK NEWS



GERONTOLOGY CME

State of the network: What will family practice look like in five years?

This spring we're inviting providers to an important engagement meeting to discuss the evolution of our region's unique and collaborative family practice network.

Building on what we learned at member engagement meetings held in each of our region's communities in late 2019, we will dive into how a changing network could impact your family practice and family medicine delivery in our communities in the future.

And, we'll discuss pressures created by changes we are seeing to the way primary care providers work within the network, both in our rural and our larger communities.

For example, over the past decade in Penticton, Summerland and Ok Falls, the percentage of family physicians providing full-service longitudinal care to patients primarily in their own clinic space, dropped from 90% to 64%.

Still working within the network, many physicians have shifted to working without a panel of patients in areas that were previously at risk, such as MHSU, inpatient and maternity.

By being proactive and working together, we aim to figure out how to maintain this evolving network so



The SOS Division plans to hold a member engagement meeting in spring 2020 to continue to discuss how local primary care providers see themselves working within our local family practice network. Shown above is a Penticton engagement meeting held in November 2019

that it achieves work/life balance and choice for all providers, is attractive to new physicians, and provides quality longitudinal care for our patients.

We would love to hear from as many members in our area as possible, so that we can plan for the future of primary care delivery in the region, find ways to create stability and balance physician workload, and discuss ways to address urgent gaps in services.

As the SOS Division approaches its 10 year anniversary this year, we're poised to reflect on our successes, and more importantly, to plan ahead together.

Please watch for an invitation to this upcoming event.

If you have suggestions or ideas

for what you'd like brought forward, please email: info@sosdivision.ca.

Incentives

The move away from traditional in-office practice has been felt province-wide. GPSC is beginning to address this issue with a new incentive called the Community Longitudinal Family Physician Payment (CLFP).

If physicians submitted to the GPSC Portal Code (G14070) in 2018 and 2019 (prior to June 2019), they will automatically receive the CLFP payment.

Incentives are also available for panel management and support. Questions? info@sosdivision.ca.

It's no longer just a dream: Piloting one patient, one chart, accessible from anywhere

Not long ago, it seemed only fantasy to imagine a world where a patient would have one chart, accessible from anywhere. But, it's coming. Seven clinics in our region are piloting a merge of their databases to test an initiative called Innovation Hub.

Innovation Hub solutions can help with better patient care and provider experiences:

1. *Imagine* a rural patient ending up in hospital in Penticton. The emergency physician, the CIS physician or Doctor of the Day has full access to their primary care provider chart.

2. *Imagine* having someone cover your patients, even if they don't work in the same clinic as you. They'd simply be able to access your patient charts from their own EMR. This would make it so much easier for OAT physicians to cover for each other.

3. *Imagine* being a locum and not having to set up MedAccess at every location where you work. You'd arrive to work and you'd be ready to go, with



Physicians, IH, Telus and SOS Division staff discuss merging databases as part of a pilot project called Innovation Hub

settings just as you like them.

4. *Imagine* your patient has been seen by a MHSU worker or the QRT (Quick Response Team) and the clinician notes and care plan automatically show up in your EMR.

5. *Imagine* when you send a referral, you receive a notification that it has been received.

6. *Imagine* a life without fax machines! Innovation Hub is working towards these solutions, and more.

"We're really excited to be piloting this project, looking at all the possibilities, and figuring out how it can be easily integrated into our region's clinics in the future," says Dr. Robin Masson, family physician at Penticton's White Clinic.

It's expected that the pilot will continue into the fall. If you'd like more information, or would like to give input, please email: aarin.frigon@sosdivision.ca.

Fine Tuning the Primary Care Network Service Plan for Oliver, Osoyoos, Keremeos, and Princeton

To date, 55 meetings with rural partners have taken place to plan a submission for Primary Care Network funding in rural communities.

This submission, called the SOS Rural Growth Plan, is an addendum to our first Primary Care Network funding request, which was granted in April, 2019 for the communities of Penticton, Summerland and OK Falls.

This addendum is designed to address identified gaps and needs in Oliver, Osoyoos, Keremeos and Princeton.

At present, the Division is fine tuning the SOS Rural Growth Plan and finalizing agreements on how to best put forth the request for services, with the aim of submitting the request in April 2020. Questions? mandeep.dhillon@sosdivision.ca.

Funding for Tenant Improvements

Funds are available through GPSC for our region's eligible Primary Care Network clinics to redesign space for team-based care.

GPSC covers 85%, up to \$82,000, if specific guidelines are met. The SOS Division is currently working with 3 interested clinics to put forth applications. For more info: mandeep.dhillon@sosdivision.ca.

Congratulations and welcomes!

Congratulations to Dr. Jeff Harries on his BC Patient Safety and Quality Council Every Champion award for his work spreading awareness of treatment and reduction of stigma around alcohol use disorder.

Warm welcomes to Dr. Kristy King, who took over Dr. Alistair Bannerman's practice, and to Dr.

Cassidy Dahl at Rosedale Medical Clinic in Summerland. We also extend a warm welcome to Dr. David van de Vosse who is practicing in Keremeos.

Congratulations to South Okanagan Similkameen Division of Family Practice project coordinator Kristen Hart on the birth of Madison Rose in December.



Ponderosa: first team-based care clinic opens in our region

Ponderosa Primary Care Centre, managed by the SOS Division of Family Practice, opened its doors in November, and celebrated with a ribbon cutting and clinic tours.

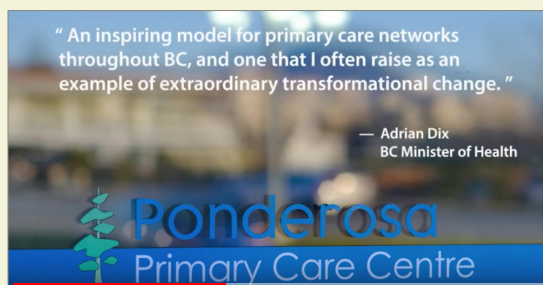
Although it's early days, the team at Ponderosa is optimistic about working in a team-based environment. "I do feel a lot happier, more content and more efficient," says Dr. Lloyd Westby, adding that he leaves the office everyday knowing that the team has his back.

This is the SOS Division's first experience operating a team-based care clinic in partnership with Interior Health.

To further the clinic's success, Division and IH staff are on site offering support with optimizing patient visits and handovers amongst the team of health professionals, which includes GPs, NPs, RNs, a dietitian, social worker and occupational therapist.

"The Ponderosa Clinic offers even more than I could have wished for, and is based on excellent planning," says one of the clinic's first patients. "It would be advantageous for every BC patient and, I'm sure, every BC caregiver, if there were many more clinics opened along these lines."

Celebrating Ponderosa
(top to bottom):
ribbon cutting;
video on
youtube; clinic
tours; and
presenting
partnership
artwork



Watch this one-minute Ponderosa celebration video:

Search youtube for Ponderosa Primary Care Centre Opening



More Primary Care Network resources are being integrated into local clinics

Local clinics are adding Primary Care Network resources, including nurse practitioners and a social worker, to enhance their team-based care environments.

NP Angel Macdonald is at Martin Street Outreach Centre, and NP Jessica Baskerville has joined Fairview Medical. Social worker, Shannon Stewart, is working at both Fairview and White Clinic.

"We really find that this team-based care model is working well at our clinic for patients and providers," says Fairview physician, Dr. Elizabeth Watters.

SOS Division is currently documenting these successes in order to make the case for more resources at other clinics. More info: suzanne.moccia@sosdivision.ca.



Welcome Nurse Practitioner Angel Macdonald

Welcome to NP Angel Macdonald, who has worked as an NP for six years, previously with several indigenous bands, a residential treatment centre, and now at Martin Street Outreach Centre.

"It's here that I have found my passion in providing not only primary care health services but also mental health and substance use disorders. I am happy to join this team of amazing health providers!"



Welcome Nurse Practitioner Jessica Baskerville

Welcome to NP Jessica Baskerville, who comes to Fairview Medical with an extensive background in emergency medicine, and having worked as a hospital coordinator, travelling nurse and as a Justice Institute of BC instructor.

"I look forward to providing primary health care to both individuals and families in the South Okanagan."

Helping diabetic patients be ready for surgery

Work continues to ensure a clear pathway for glycemic optimization for local patients awaiting surgery. In early fall 2019, the SOS Division of Family Practice hosted a successful CME, with presenters Kelly Mayson (VGH Anesthesiologist) and Willem Prinsloo (Campbell River GP).

In addition, Drs. Michelle Scheepers and Jennifer Begin presented on local initiatives including the Glycemic Algorithm, which prompts local primary care providers to test patients' Hemoglobin A1c (HbA1c) levels at the time of a surgical referral.

The goal is for all local patients at risk of perioperative hyperglycemia to receive consults, treatment, and optimization advice from the Diabetes Clinic or Internal Medicine specialists prior to surgery in a standardized, streamlined pathway.

The algorithm is currently in its trial phase and should be available to all clinics this spring.

Surgical Optimization at this year's BC Quality Forum

Physician leads, Dr. Begin and Dr. Scheepers, along with SOS Division project lead Ali Duncan, are presenting on Surgical Optimization at this year's BC Quality Forum in February.

"We're excited to share the optimization measures we have created and implemented, especially with those who are experiencing similar concerns in other areas of the province," says Duncan.

For more information, please contact ali.duncan@sosdivision.ca.

New Habits for Effective DePrescribing: Dr. Lawrie's DocTalk Video



To view this presentation, which shares strategies for reducing patient risks from polypharmacy, visit the SOS Division website under Our Impact > Presentations. Or, visit the Shared Care website.

Follow the Pathway to easy specialist referrals

Pathways, a platform for locating information on specialists, their referral needs and wait times, is ready for use in our area.

"The website is so good that it is intuitive and not much teaching is needed," says Penticton family physician, Dr. Barbra Main.

To help local physicians, NPs and MOAs learn to navigate the platform, the SOS Division hosted a CME in December with Dr. Tracy Monk.

The platform includes capabilities such as hosting community resources for your patients; clinical resources and decision aids; as well as the ability to email patients directly.

If you're interested in learning more, contact Julie Young at member.services@sosdivision.ca.

Physicians learn they don't need to shoulder responsibility of capacity assessment of older adults alone



CME presenters included (from l) Brett Butchart, Mechele Ashby, Susan Dumontet, Jeannette Gordon, Dr. Jen Begin, and Dr. Said Jumaa

At a CME, held by the SOS Division in January, primary care providers learned that they don't have to shoulder the responsibility of capacity assessment of older adults on their own.

In fact, primary care providers can access supports for Incapability Assessments by referring to IH Home Health Central Intake (fax: 250-770-3470. Toll free: 1-844-770-3470). Help with determining a patient's capability to make health care, personal care or financial decisions and/or receive recommendations on care facility placement is available.

Also, as part of new legislation introduced in Nov. 2019, family physicians can now use the miscellaneous fee code 00199 (for \$225) for completing an Incapability Assessment and Report.

"The event was an excellent opportunity to better understand the resources available in our community and how other team members can support family practice in this often complex determination," says Dr. Jen Begin. More info: suzanne.moccia@sosdivision.ca.

BC Quality Forum Pre-forum Day, Feb. 25th 2020



The main two days of this year's Quality Forum are sold out. Visit the BC Patient Safety and Quality Council website to be added to a waitlist. There is still room in some pre-forum sessions.

Funding is available for physicians wishing to attend these pre-forum sessions, covered by the Joint Collaborative Committees. Please use the code: JCC20-Physician when signing up. More info: jcc@doctorsofbc.ca.

Internationally-renowned Canadian gerontologist presenting at local CME

Lack of access to a gerontologist is an ongoing concern in our region and, as it turns out, across the country.

That's why the SOS Division Long-Term Care Initiative is thrilled to bring renowned gerontologist, Dr. Samir Sinha, to speak in Penticton on June 3rd, 2020 at our annual Long-Term Care Summit.

Dr. Sinha will introduce innovative and well-researched ideas including providing team-based gerontology training to general practitioners and allied health professionals who are serving our seniors day in and day out.

Join us for a rich discussion about how to tackle this need, knowing we don't have access to a local gerontologist.

Dr. Samir Sinha



Dr. Sinha has a long list of credentials. He is a co-principal researcher behind the development of a National Strategy for Seniors in Canada (nationalseniorsstrategy.ca).

A Rhodes Scholar, Dr. Sinha's breadth of international training and expertise in health policy and the delivery of services related to the care of the elderly makes him a highly-regarded

and sought-after expert in the care of older adults.

He is known for his expertise around the implementation and administration of unique, integrated and innovative models of geriatric care that reduce disease burden, improve access and capacity and ultimately promote health.

All this to say: **Mark your calendars for the Long-Term Care Summit, June 3rd** to take in this rare local opportunity. Registration and venue details will be announced in April.

SOS Division is partnering with the Central Okanagan Division to bring Dr. Sinha to the region. Questions? lisa.needoba@sosdivision.ca.

Hundreds of physicians coming to Penticton in May for Rural Conference

Mark your calendars, May 29-31st, when 100s of new and future physicians will be coming to Penticton to learn about rural health.

Conference audiences include practicing physicians, residents, medical students and allied health professionals.

Highlights for this year's conference include interactive rurality-relevant CME, hands-on skills workshops, add-on courses such as HOUSE-OB, HOUSE-EM, CASTED, The CARE Course and more.

The conference also offers provider wellness opportunities and complimentary child care. The SOS Division will be hosting a networking evening at a local winery for registrants attending the pre-conference workshops.

South Okanagan Similkameen
Division of Family Practice

An Evening on the Naramata Bench

Join the SOS Division of Family Practice for a private evening reception at Bench 1775. Enjoy wine tasting and appetizers on the Naramata Bench, one of the top wine destinations in the world. Ticket includes transportation to/from the Penticton Trade and Convention Centre, tasting fee and appetizers.

Details coming soon on EventBrite

"Everything MOA" Event Series off to great start!

The SOS Division is offering a free, 3-event series for MOAs to learn and connect with peers in the MOA community, with the next event set for Feb. 20th at Match Eatery.

The first event in January, which combined learning about PAL and patient attachment, peer mentoring, and MOA pooling, also featured lots of time to get to know each other, play games, award prizes and enjoy the relaxed atmosphere at Cannery Brewing.

"We know how hard MOAs work, and want to make sure there's a good balance between learning and time to chat, eat and enjoy," says Kristine Robbins, SOS Division Clinic Support.

Whether you made it to the first event or not, we hope you can join us next time! Invites will be sent via EventBrite and fax.

The Feb. 20th event will feature panel and achieving clean data, e-referral vs. med dialogue, discussion about MOA pooling and much more.

"We all know about having to come to work sick, or bringing the kids in tow, and we can work on better solutions together," says Robbins. In March, we plan to offer CPR training.



Time for learning, recognition and fun: Sybilla Bartram receives an "Everything MOA" award from SOS Division's Aarin Frigon

We received lots of great feedback at the first event, including a wish to have an MOA Corner on the Division website. We'll start on this, and ask for more feedback at the upcoming event.

In January, we handed out "Everything MOA" awards for MOAs who go above and beyond in their work: Jill Patton: The 97606 Award; Erin Hale/Nancy Keenan: Highest Patient Attachment from PAL; Sybilla Bartram: Most Willing to Trial New Projects; Shelley Desroches: Longest Standing Peer Mentor.

We'd also like to thank our panel: Chris Leardo, Jen Karlson, Erin Millar, Nancy Keenan, and Sybilla Bartram.

Sessionals are provided for attending each event. Spread the word! More info: kristine.robbins@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 Oliver/Osoyoos/Keremeos/Princeton Project contact: mandeep.dhillon@sosdivision.ca
Primary Care Network	Creating an integrated system of team-based care Project contact: tracy.stclaire@sosdivision.ca
Developing Sustainable Rural Practice Communities	Working to establish sustainable and patient-focused healthcare in the South Okanagan Simlikameen 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: suzanne.moccia@sosdivision.ca
Long-Term Care Initiative	Supporting primary care providers with proactive and collaborative care, and enhancing 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
Clinic Support	Optimizing clinics with EMR support, training opportunities, and managing clinic staff Project contact: kelly.hawes@sosdivision.ca

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

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