



Nurse Practitioners



Long-Term Care



Local Champions

Team-based Primary Care Clinic opening in November

Six family physicians, two nurse practitioners and two specialists have signed on to work out of the new team-based care clinic, located in the office formerly the home of Heartline Medical.

Opening Nov 4th as a part of our Primary Care Network implementation, we welcome Drs. Chris Toneff, Lloyd Westby, Jennifer Begin, David Van Den Berg, Jaco Calitz, Paul Cobbin, Alex McIntyre and James Mathers. For more information on the nurse practitioners joining the clinic, please see page 3.

The goal of the clinic is to strengthen team-based care in our community by having other health professionals working alongside physicians and nurse practitioners in a primary care setting. It is also designed to help with



Drs. Chris Toneff and Lloyd Westby sign on to join the team-based care clinic; Members of the clinic's working group include: Darlene Russell, Kevin Peters, Suzanne Moccia, Dr. David Van Den Berg, NP Tyrone Macguire, Kelly Hawes, Tracy St.Claire, Dr. Jen Begin, Susan Brown, Dr. Paul Cobbin, Izabela Szelest, Patricia Park and Dr. Jackie Bourdeaux.

recruiting new physicians who prefer to work in multi-provider clinics, to help transition physicians considering retirement, and to serve as a model for other team-based care clinics to open in our region.

The SOS Division hold the lease and will manage operations of

the clinic, with office workflow being collaboratively designed by a working group (pictured above). Huge thanks to Drs. Greg Selinger, Jen Begin and Tim Phillips for their early pioneering work.

Pending approvals, the clinic is tentatively set to be named Ponderosa Primary Care Clinic.

Coming Soon

Surgical Optimization Ask/Tell Event



**Support patients to be mentally and physically ready for surgery:
 Listen to specialists and experts, and share experiences**

**Wed., Oct 2nd, 5:30-8:30pm
 Linden Gardens**

More info: ali.duncan@sosdivision.ca or 778 476 1878

Congratulations on gaining momentum in local long-term care!

For the first time in recent years, all 13 of the care homes across our region have enough capacity to cover all new long-term care patients in need of a provider.

The Hamlets in Penticton were the last frontier and they are now up to 8 rota providers, from only 1 in 2017.

Physicians, care homes, patients, and families are feeling a great deal of relief — with support of the new long-term care patient incentive, 199 long-term care patients were attached in the region in the last year.

With enough providers dedicated to each facility, care home teams are better able to work on quality improvement initiatives like standardizing pre-arranged rounds, better coordinating care conferences, streamlining admissions, warm handovers, and in person medication reviews with the pharmacists.

98% of primary care providers in the area are practicing long-term care. 95% of GPs have been submitting

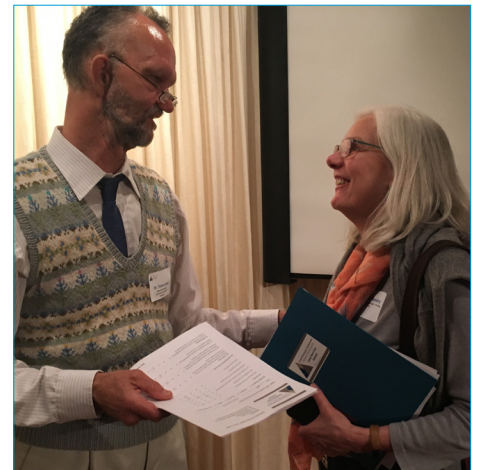
their preferences bi-annually around where they follow patients, the facilities where they are willing to take on new patients, what their capacity is, and what best practices they are working to improve. This information is contributing to better coordinated care and sustainability for all providers practicing in long-term care.

Long-Term Care Summit:

This past May, more than 60 health care providers from each of the communities in the region gathered to hear Dr. Trevor Janz, Dr. Niall Davidson, Dr. Said Jumaa and knowledge coordinator Janice Vance, present on topics including the palliative approach in long-term care, advanced Parkinson's disease, and how to support staff and residents when there are serious behavior concerns.

Serious Illness Conversations:

Attendees greatly appreciated this CME held in collaboration with the UBC Residency Program, BC Palliative



Dr. Trevor Janz speaks with Dr. Khati Hendry at the 2019 Long-Term Care Summit

Society and SOS Division. This multidisciplinary event enhanced providers' skills in helping their patients cope with serious illnesses and what matters to them as their disease progresses.

Watch for future local opportunities, such as the Long-Term Care Update Conference in Vernon, Oct. 4-5th, which includes a serious illness course.

Summertime fun for UBC family medicine residents

In July, 16 residents and family physicians participated in the 3rd annual Amazing Race, organized by the UBC Okanagan South Family Medicine Residency program. The game led them through the community, included a stop at the SOS Division office for some nerf gun fun!

In August, 6 residents and 2 resident wellness mentors, Drs. Danielle Weisgarber and Jackie Bourdeaux, participated in a resident wellness event paddleboarding on Skaha Lake.



Physicians at the Foundry

The Foundry, which offers health and wellness resources, services and supports to youth, opened its doors in June. The primary care clinic within this building was set up through a partnership with SOS Division, the Foundry and One Sky.

It is open Tues and Thurs, 1-5pm, and is staffed on a rotating basis by founding physicians Drs. Mandi Clark, Kyle Stevens, Tarinder Grewal, JoyAnne Krupa, and Murali Venkataraman, with support from locum coverage.

Congratulations, welcomes and thank-yous!

A warm welcome to International Medical Graduates, Dr. Fathima Abdul Hameed and Dr. Negar Hafizi.

Congratulations to Dr. Mandi Clark and partner Matt who welcomed a second boy, Odie, to their family. Also congratulations to Dr. Tim Bowen-

Roberts and Dr. Deanna Kerrigan on the birth of baby Theodore; and to Dr. JoyAnne Krupa and partner, Josh, on the arrival of their baby girl!

Warm thanks to Drs. Cassidy Dahl and Alisha Zacharias who've been supporting Summerland clinics as

locums this summer. And, more heartfelt thanks to retiring Dr. Sheila Kindberg, a locum in Summerland.

Congratulations and thank you to Dr. Jamie Robertson, who recently retired, and welcome to Dr. Tyler Murphy who is taking over his practice.

Nurse practitioners welcomed to the primary care provider community

The SOS Division would like to welcome three nurse practitioners who recently started working in family practice in Penticton.

With hiring made possible through Primary Care Network funding, nurse practitioners Lindsay Redl, Kimberly Hayter, and Tyrone Maguire will each have their own patient panel, in an effort to begin to address the volume of unattached patients in our region.

Redl is working out of Fairview Medical Clinic, has hospital privileges and is on the long-term care rota. Thus far, she has attached more than 200 patients from a list of patients waiting for a primary care provider.

Kimberly Hayter and Tyrone Maguire were both hired to work at the new team-based care clinic, and are working out of the Medical Arts Building until the new clinic opens in November. Thank you to Dr. Kooy

*NPs
Lindsay Redl,
Tyrone Maguire
and
Kimberly Hayter*



for use of office space. Hayter and Macguire are also working part-time at the PIB's Snxastwilxtn Centre. Both NPs are thrilled to start their roles: "Staff, clinicians and the community at large are very supportive and welcoming," says Maguire. "It has been an amazing experience," adds Hayter.

Practitioners at Fairview Medical are also pleased with the addition of a nurse practitioner: "With an NP, we notice that our office is even more collegial and feels more like a team,"

says Dr. Jen Begin.

Nurse practitioners working at primary care offices are able to do similar diagnostic, prescribing and routine procedures, with the exception of obstetrical work.

We expect more hires as our community has Primary Care Network funding specifically allocated for the hiring of 5.5 NPs and 6 family physicians in Penticton and Summerland over the next 3 years, with planning in place for Primary Care Network funding in our rural regions.

Events help elected officials understand primary care needs in our region



More than 45 elected officials from across our region and their senior staff attended a Primary Care 101 Workshop on June 13th at the Penticton Community Centre.

Presenters, including local family physicians Drs. Tim Phillips, Greg Selinger, Kevin Hill and Jackie Bourdeaux, and First Nations and Interior Health representatives, spoke and facilitated a brainstorming session to talk about how community can best support the work of primary care providers.

Since June, we have had two more meetings with local elected representatives, who are eager to ensure that they are well prepared to engage in primary care issues at their local council tables, and at the upcoming Union of BC Municipalities Convention this September.

Incentives for cleaning patient panels

This summer 12 physicians and 12 MOAs attended the first of a 4-part small group series to clean their patient panels.

Participants in these sessions, designed to implement best practices in EMR patient data management, may qualify for \$6,000 in incentives and receive up to an additional 75 MainPro credits for time spent during this panel management process.

The final three small group sessions for this cohort will take place between Sept. 2019 and Jan. 2020.

Due to the success of this pilot, we are developing a second 4-part series for another cohort of interested physicians and MOAs.

Space will be limited, so please let kelly.hawes@sosdivision.ca or wendy.boyer@interiorhealth.ca know if you might like to attend. Please contact johanna.vien@interiorhealth.ca if you would like in-office panel support.

Patients sign up on centralized Patient Attachment List

In order to facilitate a fair, trackable and standardized system for patient attachment, the SOS Division has launched a patient attachment list on the SOS Division of Family Practice website.

We ask that physician offices (with the exception of the Similkameen, which has a slightly different process) continue to direct all new patient inquiries to the Division website. Please note: third parties such as friends and support providers can register for those without computer access.

Once the Care Coordinator at the Division office, Taunya Cossentine,

finds a potential attachment, the clinic will be contacted (automatically through EMR) to book an initial appointment.

All clinics attaching new patients in Penticton, Summerland and Ok Falls are asked to use the '97606 zero-fee code'. Providers in Oliver, Osoyoos, Princeton and Keremeos will use this code once Primary Care Service Plans are developed.

While this list is first-come-first-serve and is not meant to replace informal patient hand-offs, priority patients are currently being identified through the PRH emergency department and QRT.



South Okanagan Similkameen

Patient Attachment List

If you do not have a family physician or nurse practitioner, and would like to sign up on a centralized waitlist, please visit:

www.divisionsbc.ca/sos

South Okanagan Similkameen
Division of Family Practice

If your office needs more take-home cards shown above, or you would like more info, please email: info@sosdivision.ca

Having this regional list will help us ensure local process input and a seamless transfer when a long-awaited provincial registry rolls out.

Being a preceptor "is an important role and a gratifying experience"

Dr. Robin Masson has been a preceptor for UBC South Okanagan Family Medicine residents since the program's inception in 2016, and highly recommends the experience to his peers.

"I'm contributing to the final and most transformative years in my residents' formal medical education," explains Masson. "It's exciting to watch them grow and develop over such a short period of time."

While gratifying, being a preceptor requires a time commitment, and usually some changes in office operations.

To understand the role and be prepared, new preceptors are trained by site faculty, education sessions are regularly scheduled, and experienced preceptors mentor new preceptors on booking procedures, and integrating



Preceptor Dr. Robin Masson presenting graduation certificate to one of the residents he taught, Dr. Tyler Murphy

teaching and time for feedback into their practice.

Done well, having a resident can actually save time, increase the volume of patients being seen, and enhance practice satisfaction.

Dr. Masson has found numerous benefits: Teaching helps him stay up-to-date and committed to lifelong learning. "It's a great way to nurture that part of me professionally."

Masson adds that having learners present at physician offices helps strengthen the culture of collaboration within our medical community and makes education a normal part of the patient experience, which they enjoy.

He is hopeful that teaching residents will attract like-minded professionals to our area and help address the physician shortage. In fact, 2019 graduate, Dr. Tyler Murphy, has just taken over Dr. Jamie Robertson's practice in Okanagan Falls.

For more information or to find out more about being a preceptor, contact: Dr. Margie Krabbe, Site Director: krabbe@telus.net.

Innovation helps information flow between EMRs for seamless communication

Innovation Hub, a partnership of the SOS Division, Ministry of Health, Interior Health and Telus, is developing solutions to ensure that information can easily flow between primary care providers' EMRs, including Meditech. This will mean that primary care teams can seamlessly communicate with each

other, and with acute care systems and other service providers.

More specifically, a clinical communication network will ensure that clinicians can share more complete and accurate patient information, can have better access to patient information, and can use a single library of forms, available to

the entire SOS region.

To date, 12 core clinics (65 providers) are piloting Innovation Hub solutions. A first set of forms is set to go live in November, CDX/Med Dialogue is set for December, and a first database merge in January, 2020.

For more info: aarin.frigon@sosdivision.ca.

Recognizing Champions: Celebrating local achievement

Residency program grads, mentors and teachers recognized

This year's UBC Family Medicine Residency program graduates, Drs. Andrew Ashley, Zuzana Praslickova, Tyler Murphy, Rebecca Psutka, Claire Lobsinger and Jackie Bourdeaux, and several other physicians were recognized at an awards ceremony at Linden Gardens in early summer.

Dr. Tarinder Grewal received the UBC Postgraduate Teaching Award to recognize her outstanding teaching in a clinical setting at the SOGH Emergency Department. "Her lectures are amongst some of the most relevant, engaging and educational many of us have ever experienced," agree Drs. Nolan Rau and Andrew Ashley.

As a first-year resident, Dr. Kirk Dixon received the Peter Grantham Resident Teaching Award to recognize his initiative and superb teaching skills. "Dr. Dixon is a role model and enjoys sharing his knowledge and passion for medicine," says Dr. Margie Krabbe.

Dr. Robin Masson received the Outstanding Teaching Award. "As a skilled physician, he is a wonderful teacher and mentor," says Krabbe. "He has a kind and gentle manner that makes learning easy. We are so pleased to have him as a physician in our community and as a teacher to our physicians to be." Congratulations, everyone!

Championing treatment for patients with Alcohol Use Disorder



Did you know that there are new, highly effective and inexpensive medicines available for treating patients with Alcohol Use Disorder?

Chances are that you do. All thanks to Dr. Jeff Harries, who for the past 2 1/2 years, has been spreading this news to physicians and nurse practitioners. In fact, he has spoken to 63 groups, and a total of 1,660 people in communities across BC, including at the 2019 Quality Forum, and at the 2019 Alberta Annual Addictions Day Conference.

Historically, AUD was understood to be due to a moral failing, a weakness of character or a poor upbringing, and only counselling or AA could help. Most physician's experience with AUD medication was for the one approved in 1949 and it rarely helped anyone.

But recently we understand naltrexone and at least 6 other medications that can help people recover, along with counselling, even if complete abstinence isn't their goal.

Through his small-group CME, Dr. Harries is spreading the word about treatment, and about reducing stigma surrounding AUD. Please visit the SOS Division website (under Our Impact) to view a presentation by Dr. Harries. Take-home cards for patients are also available at the SOS Division office.



Dr. Robin Masson; Dr. Kirk Dixon; Dr. Tarinder Grewal at awards dinner



Championing healthcare in our rural communities

Dr. Rob Calder was recently recognized as a champion in rural medicine, receiving a lifetime achievement award for excellence in rural medicine from the BC Rural Health Awards in Nanaimo, BC.

Dr. Robert Calder has spent most of his family medicine career in Osoyoos, providing office care as well as GP anesthesia, obstetric, and emergency medical care.

Over the years, as the local hospital downsized and his patients aged, he became the lead provider for long-term care, taught polypharmacy to peers, and provided medical assistance in dying (MAiD) when the practice was legalized.

He continues to learn to serve his patients, using technology to proactively review patient illnesses and promote screening. "His professionalism is outstanding and has been consistent over the years," says his colleague, Dr. Margaret Myslek.



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 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: suzanne.moccia@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: suzanne.moccia@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: 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

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