



YOUR COMPLETE PRACTICE

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Thompson Region  
Division of Family Practice  
AGSC Initiative

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### September Snapshot

We invited you to A LOT of meetings in September. Here's a highlight of the major meetings that happened last month:

- 09/04, 05, 18 - **Health Service Planning** sessions on cancer, surgical, trans, palliative, urgent, and emergency cares and population, public, and mental health.
- 09/10 - **Alcohol Use Disorder** seminar on supporting patients from Dr. Jeff Harries
- 09/14 - **Welcome and Wellness Day** for Residents at Tod Mountain Thoroughbreds
- 09/17 - **Medical Termination of Pregnancy** guideline review from Dr. Angel Shan
- 09/19 - **Annual General Meeting** with feedback into Primary Care Network readiness for our community

EMPHASIZE  
WELLNESS  
AND  
ENGAGEMENT

### Family Practice Development Fund (FPDF) Successes

PRIORITIZE  
RECRUITMENT  
AND  
RETENTION

The FPDF provides one-time practice enhancement or start-up funding on a grant basis. Dr. Shane Barclay let us know what the Sun Peaks Health Centre did with the Family Practice Development Fund grant they received:

*"Using the funds, we set up a minor treatment room and casting room. We put in a sink and bought exam tables and other equipment. The room was used nearly daily in last year's ski season and in fact became so successful we ultimately outgrew it, and so we decided to move it to another larger room in the clinic."*

Dr. Barclay said that the area was eventually divided into two rooms: "One for doing minor procedures, lacerations, biopsies and point of care ultrasound. The other area has now become a fully equipped resuscitation room with capabilities to do intubation with use of a ventilator, insert IVs, chest tubes and other trauma and resuscitation procedures."

*The resuscitation room has now also been utilized as an 'Emergency Simulation' teaching room where I have started classes for the FP residents to learn Rural Emergency Medicine.*

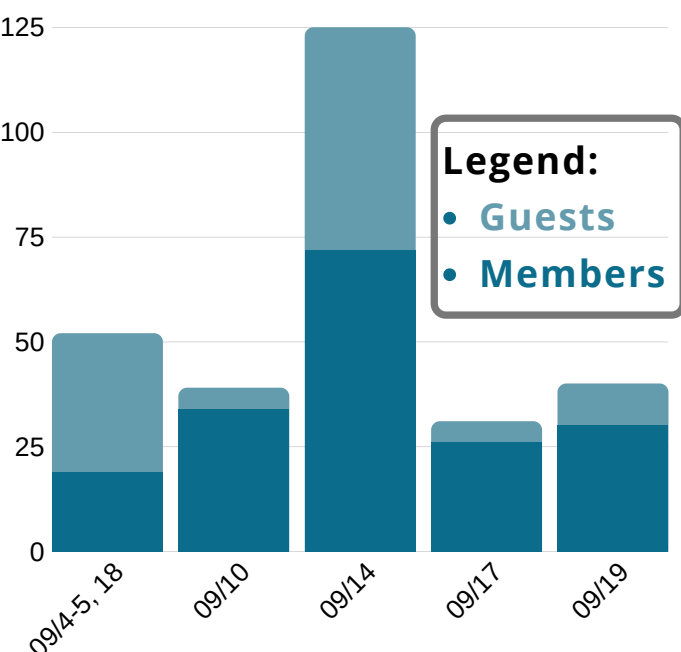
*So, the initial grant has led to a much broader and utilized space for patient care along with use as a teaching facility. **Overall an enormous success.**"*

The FPDF is now accepting new submissions! Application form and more information online: [bit.ly/2LK4SIE](https://bit.ly/2LK4SIE).

THE FUND HAS  
AWARDED  
**\$36,000** TO FOUR  
RECIPIENTS SINCE  
2017



### SEPTEMBER EVENT TURNOUT:



#### Legend:

- Guests
- Members

## In Practice Supports

Over the last year we have focused on providing additional practice support by launching an innovative in practice business support framework which complements the work of PSP. A component includes assisting practices with their development of organizational culture and change management.



**The Chase Medical Clinic** was the first group to engage in this body of work, which was supported by Rhonda Eden, Division Project Lead. The Chase Clinic team has six staff, plus four family physicians and a nurse practitioner.

Dr. Cornel Barnard, clinic lead, had reached out to the Division for assistance dealing with some interpersonal issues within their team and was hoping for human resources support to improve the culture in the building. Neither Dr. Barnard nor Sarah Turgeon-O'Brien, office manager, felt they had the skills to do this themselves.

In response to these challenges Rhonda facilitated an organizational culture, vision and values information session and a workshop to develop a team charter for the clinic. The team charter set the framework for a shared culture, as well as actions that needed to occur in order to create that culture.

A one-year change management strategy to assist with moving the clinic into their desired state was developed and shared with the Chase team. One of the biggest themes to come from the team charter was the commitment to improve communication. The Division conducted a subsequent workshop on mindful communication.

Benefits and changes were seen almost immediately. The team felt heard and can express themselves more freely. They've focused on mutual respect to ensure that everyone is an equal partner. They also grew as a team and got to know each other better.

Changes were made to how staff meetings are run to have a rotating chair so everyone has the opportunity to lead, and they re-structured their meeting agenda. Another positive change was the implementation of staff evaluations. All staff contracts and job descriptions were updated.

PRIORITIZE  
RECRUITMENT  
AND  
RETENTION

Dr. Barnard admitted he finds the management piece difficult and avoids it so it has been beneficial to have the support. He recommends other clinics take advantage of this service. "Most doctors don't have the skill set to do this part," he said. Sarah said the changes "provide a safe platform to voice things that others might not even know." Keltin Everett, nurse practitioner, says "I think we're doing great."

Interested in this service in your clinic or office? Contact us at [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca) to get connected.

## What is offered through business coaching and organizational change?

### 1. Strategic Planning

- Organizational culture, vision, and values session
- Building a team charter workshop
- Develop and facilitate implementation of clinic change management strategy to assess, monitor, and measure objectives in team charter with clinic leadership
- Team charter annual review with clinic

### 2. Organizational behaviour and change management

- Mindful communication workshop
- Navigating conflict with success
- Teamwork - building trust and leadership
- Support to conduct and deliver staff evaluations

### 3. Team building

- Develop a 'kit' for clinics
- Facilitation depending on the topic