



ANNUAL REPORT

2019/2020

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REPORT FROM THE Co-CHAIRS AND THE EXECUTIVE DIRECTOR

Dr. Jennifer Rogerson, Dr. Shelly Eckland-Jeter and Geri McGrath

DIVISION RESPONSE TO COVID-19

We have moved into a new world, and our members have been the ones “running into the burning building”. The speed at which South Delta physicians moved to keep their patients, staff and themselves safe has been amazing!! The self-managed CDAC scheduling has showcased the nimbleness and commitment of our family physicians who have signed up for shifts. Thank you all.

The Division, in partnership with Fraser Health and the City of Delta, set up the COVID Dedicated Assessment Centre (CDAC) in Ladner and began swabbing patients on March 21st. Several our family physicians have filled all shifts and, to date, have swabbed approximately 2,600+ patients. The Centre is now accepting walk-ins and has expanded hours to accommodate the increase in requests for testing.

Family physicians and staff adapted quickly to virtual visits. We are planning to survey Division members to obtain input into how we can support you in your clinics, and to determine what would continue to make this new way of practice safe and equitable for you.

Public service announcements were placed in the local newspaper to provide information to the community regarding the CDAC and how patients could connect with their family doctor or walk-in clinics. “Right Care Right Place” and educational COVID information has been run in the paper several times to assist patients understand how to safely access the care they need.

Fraser Health has added a new layer of administration to help deal with COVID and we continue to meet with them to advocate for our community’s needs.

The Division purchased and distributed PPE to physicians and partnered with Fraser Health to provide additional supplies that could not be obtained through usual channels.

We have been working with Home Health and Delta Mental Health to ensure continued provision of essential services to patients, including those who are homebound and surveyed members to determine availability to assist in Delta Hospital Emergency Department if acute care staff become ill and how to become credentialed.

COMMITTEES/INITIATIVES

Primary Care Network (PCN)

Dr. Jennifer Rogerson, Physician Lead

The PCN Committee was struck in November 2019 and includes representatives from the Delta Division, Fraser Health (Home Health, Delta Mental Health, FH First Nations), Tsawwassen First Nation, and a patient partner.

The Committee held a half-day planning session in January to determine practical ways to prepare for change processes and assess key readiness factors. They identified priorities and developed a wish list of services and initiatives they would like for South Delta. Prior to the session, clinic visits were held to get physician input regarding their concerns and issues.

A survey was circulated to the Delta Healthier Communities Community to determine their understanding and comments on health care services in our community.

When COVID hit, all our focus changed, and the PCN Committee has been working to evolve along with our changing landscape.

The Committee will be requesting data from physicians, Fraser Health and Regional Health around mild to moderate patient populations. This will give us an understanding of physician needs, allow the Division to make application to fund the PCN work, and partner with Fraser Health, Delta Mental Health and other community health care providers to create plans that reflect the needs of our community.

Collaborative Services Committee (CSC)

Dr. Jennifer Rogerson, Co-chair

CSC is a collaborative working relationship between the Division, Fraser Health, Doctors of BC, General Practice Services Committee (GPSC), Ministry of Health, First Nations, and a patient representative. This year, discussions included determining strategic priorities and gathering population data for PCN, Home Health redesign, physician recruitment and retention, long term care, physician billing, and process around COVID-19, including home care/palliative care.

Long Term Care (LTC)

Dr. Richard James, Physician Lead

Thanks to the dedication of physicians and staff, residences have been successful in meeting the unprecedented challenges of managing the pandemic. We also wish to thank families for their cooperation and understanding.

A big thank you to all family physicians currently caring for residents. Statistics continue to remain excellent for Delta facilities with low complaints, ER transfers etc.

The introduction of Nurse Practitioner Heather Anderson into long term care has received positive feedback and Heather continues to increase the numbers of residents under her care.

Residents of West Shore Laylum were successfully moved to a residence in South Surrey and are tentatively scheduled to move back to a new facility at the original site in Ladner.

A new 200 bed facility planned to replace Mountain View Manor at Delta Hospital.

We would welcome new family physicians into the residential care initiative due to impending retirements. If you are interested, please contact the Division.

Assisted/Independent Living

Dr. Colleen Lee, Lead Physician

Since the successful expansion of the Health Hub to The Waterford last year, the HUB has rotated weekly between The Waterford and Augustine House. Negotiations to expand the HUB to KinVillage have been suspended due to COVID.

Seniors and their families have expressed appreciation for the ability to access services on site, including in-home geriatric assessments by Dr. Katalin Balogh. Patients on the Senior's Clinic wait list were assessed quicker via the HUB.

The resident's personal HUB binder has proven useful for them, their families and care givers as it allows them to track all appointments, health care visits and clinical supports provided to them.

The SBAR form provided to family physicians helped ease the referral process; we appreciate the communication with you.

We look forward to reconnecting with the seniors and their physicians.

Delta Hospital Physician Society

Dr. Colleen Lee, Lead Physician

This group is essentially a working group of physicians at Delta Hospital, including specialists, hospitalists, and emergency department.

Highlights:

- Activities include quality improvement initiatives for in-patients (COPD, CHF, Delirium, Pneumonia). Dr. Robert Shaw, Head of Internal Medicine/President of the Medical Staff, has begun various research projects.
- In July 2020, Internal Medicine doctors presented two CME sessions via Zoom, giving family physicians excellent opportunities to meet this keen group of young doctors, several of whom have moved into the Delta community. They welcome our consult requests.
- We continue to have Drs. Segal, Woodhead, Robibo, and Lewington operate out of Delta Hospital, but realize we do have other surgical specialities using DH surgical facilities. We hope to forward an updated list of those specialities in the future.

Delta Hospital Multi-Disciplinary Health Care Coordinating Committee

Dr. Colleen Lee, Lead Physician

The committee is made up of Fraser Health leads, Delta Hospital Clinical Operations and various department heads.

Highlights:

- The Imaging Department expanded with the addition of a new CT scanner. Unfortunately, the official opening was postponed because of COVID. There is ongoing discussion to introduce new imaging services in the future.
- Delta Hospital labs continued to provide outpatient tests when LifeLabs temporarily closed in Delta during the initial wave of COVID.
- All in-patient and outpatient clinical services adapted quickly to the pandemic. Our local COVID testing center helped to relieve COVID screening in the ER department.
- Business plan for the updating and expansion of Mountain View Manor residential care facility is nearing completion.
- For the newer doctors in the Division, there was a period of time when it seemed that Fraser Health was intent on reducing services at Delta Hospital, so it is refreshing to see that the trend is to maintain and expand core hospital services.

Pathways User Group

Dr. Colleen Lee, Lead Physician

All BC Divisions are now using Pathways. It is funded as a separate item in the most recent Physician Master Agreement which contributes to improved sustainability into the future. Pathways helped to launch a Community Service Directory in the Divisions that request them and, more recently has started work to create a Virtual Care Directory. In the future, I'm hopeful that Delta Division will be included in the third pilot expansion of the 'REFERRAL TRACKER'.

Recruitment & Retention

- **3** family physicians hired
- Awarded 1 ROS (Return of Service) Doctor for 2021
- **426** names forwarded to FPs for attachment

Delta Division's Recruitment Coordinator utilizes Zoom and social media along with traditional website advertising to continue to connect with new graduates and experienced family physicians across Canada and around the world.



Practice Support Program (PSP)

Henry Su, PSP

In March, the Division welcomed Henry Su as our new PSP representative. We wish to express our thanks to Byron Salahor for his years of assisting the Division in many initiatives.

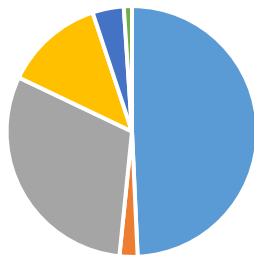
PSP work is currently focused around Panel Management. As shown in the chart below, progress is slowly moving the numbers to the right.

Month-year	# MSOC	Working on Phase 1	Working on Phase 2	Working on Phase 3	Complete	Complete (% of MSOC)
Jan-20	39	19	1	2	1	3%
Feb-20	39	18	1	3	1	3%
Mar-20	38	15	1	5	1	3%
Apr-20	37	13	1	7	1	3%
May-20	37	14	1	5	3	8%
Jun-20	35	13	2	5	3	9%
Jul-20	35	13	1	6	3	9%
Aug-20	35	13	1	6	3	9%

PSP's focus will be Practice Facilitation Action Plan (PFAP), a new initiative that will compensate physicians with up to 15 sessional hours and provide up to 45 CMEs for implementation of their concepts to enhance their panel/practice. PSP representative Henry Su will be available to provide coaching, QI, and change management support.

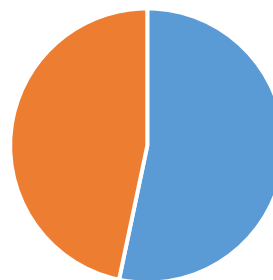
FINANCIALS

Revenue 2019/2020



■ Infrastructure ■ EPMH ■ RCI ■ PMH ■ AL ■ PAC

Expenses 2019/2020



■ 2019 ■ 2020

EVENTS

- ❖ MOAs participated in CPR-C-AED certification training, Immunization Storage with LifeLabs, and Office Security presented by Divisions Technology Office
- ❖ Dr. Jeff Harries presented on the Provincial Guidelines for the Clinical Management of Alcohol Use Disorder, an update on the prevalence of alcohol related harms, screening and treatments.
- ❖ Very successful seniors fair “Transition Years & Healthy Living” held in Ladner in October. Presentations included preventing social isolation, mental health, long term care, estate planning, and others. Excellent participation from community health care providers.
- ❖ A breakfast meeting was held in November to provide primary care and PCN updates to members. The roles of the FH nurse practitioner, Rapid Access nurse and Seniors Community Connector were introduced.
- ❖ Internists from Delta Hospital presented two “Clinical Pearls” sessions with topics including oncology, thrombosis and CHF.
- ❖ In July, physicians and MOAs attended a UCI (Unifying Clinical Information) training session presented by the Division and Fraser Health with the assistance of PSP.
- ❖ Christmas Party - The Coast Tsawwassen Inn once again provided an excellent venue and buffet meal for our members and their guests. Team “Doc Martins” fought hard to win “Family Feud” and were awarded a brand new (really small) Corvette!



Team Doc Martins takes the prize!



A big thank you to Dr. Sandy Cheung for serving as a board member as well as board chair. Sandy was on the board for six years and unfortunately, we have to say goodbye. We hope to continue to work with Sandy on various project to gain her insight, skills and leadership.

Our thanks also to Dr. Melissa Tan for her work on our Board. Melissa was an essential voice linking us to a better understanding with ER physicians.

We look forward to meeting with all of you via zoom and eventually in person again.

Board of Directors

Dr. Jennifer Rogerson – Co-chair
Dr. Shelly Eckland Jetzer - Co-chair
Dr. Barbara McFarland - Treasurer
Dr. Colleen Lee
Dr. Rui Li
Dr. Sandy Chuang

Team

Geri McGrath - Executive Director
Judith McLeod - Executive Assistant
Debby McKenzie - Recruitment & Retention Coordinator
Youla Thomas - Events Coordinator
Henry Su – PSP

Strategic Advisory Committee

Dr. Richard James
Dr. Jennifer Rogerson
Dr. Colleen Lee
Dr. Rui Li

The Divisions of Family Practice Initiative is sponsored by The General Practice Services Committee, a joint committee of the BC Ministry of Health and Doctors of BC

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