



Annual Report

2023



Chilliwack
Division of Family Practice
An FPSC initiative

Welcome

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

The purpose is to improve patient care, increase influence on health care delivery and policy, and provide professional satisfaction for our Members.

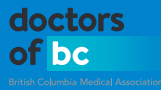


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We are honoured to provide health services within the shared ancestral, traditional, & unceded territories of the Tsel'weyeqw, Tiyt, Pilalt, Sto:lo & Nlaka'pamux indigenous peoples.

Leadership

A Message from the Executive Director



Dear Members,

It has been a pleasure serving you and serving alongside you over the past year. I am privileged to be in role where I see and hear about the multiplicity of efforts family physicians and nurse practitioners are undertaking to improve local health services and patient care, build an inclusive medical community, and creatively tackle some of the greatest challenges in family medicine. I can attest that there are countless unsung heroes in our midst who are chipping away at problems, applying insiders' knowledge to develop impactful healthcare solutions. For example, few people know about Dr. Madill's presentation she has been sharing on dementia care for family members and caregivers. The presentation captures the compassion, gentleness, and individualized care that any of us would want expressed for a parent or loved one. Dr. Page's diabetes toolkit app. supplies FPs and NPs with a quick and easy method for cost-effective prescribing, reducing financial burden and encouraging medication adherence. The development of HCP lines under Dr. VanderHorst's

leadership has kept the FPs providing inpatient care at CGH, as has his personal commitment to keeping the HCP 1 line covered for much of the year. These examples are a snapshot of everyday stories, which when multiplied by dozens of physicians and NPs, over a year or a decade, are like shifting tectonic plates; the movement is barely noticeable day-to-day but has a massive impact on the landscape over time. This report captures highlights of the year. It is sure to miss some of the many initiatives implemented by the dedicated FPs and NPs in the Chilliwack Division. Nonetheless, it does provide a snapshot of our thriving community of primary care practitioners striving to provide excellence in care. We hope you enjoy it.

Sincerely,



Daphne McRae, Executive Director
Chilliwack Division of Family Practice

A Message from the Board Chair



Ey swayel. The summary of our year might be, "there is still too much work to do, and not enough of us to do it", but changes and improvements have been coming our way.

In so many ways one year does roll into the next, and we seem to be doing the same work, the same job. Of the things that do change, we often wish they hadn't.

It is extraordinary how much work and energy goes into just keeping things going.

However one very welcome change for many of us has been the introduction of the LFP. The time we spend doing administration on our patients' behalf is now recognised and compensated, as well as teaching and managing our clinics. We look forward to the changes being extended to hospital work and maternity work, and can consider how these changes will affect recruitment and retention in the future.

Amongst other challenges that we face, are the growing population in the Chilliwack and Hope region, the Health Professions and Occupations Act, resulting in the

profession answering more directly to politicians in the future rather than being self-governing, and the rollout of "medical assistance in dying" to those with mental health problems. Stretching the definition of "healthcare", those whom we have striven before to protect from their illness and despair, next year will be offered instead to have their lives ended.

With such challenges, it is reassuring and uplifting to face them here in Chilliwack, with an outstanding group of peers, a supportive team of specialists and excellent ongoing support from our Fraser Health colleagues. We hope that the Division is also a source of support, but where there are gaps, do please let me know. It does exist for you, and I know the staff as well as the Directors strongly believe in, and want to fulfill that mandate.



Dr Dominic Black, Board Chair
Chilliwack Division of Family Practice

Board of Directors



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DR. ROBERT FOX
Director

Physician and Nurse Practitioner Leads



DR SCOTT BAKKER
New Hope Health & Wellness Clinic



DR JODIE LIPKA
Primary Care Network



DR DOMINIC BLACK
Primary Care Network



DR MEGAN MACKENZIE
Gender Care Clinic



DR RICHARD DARBY
Fraser Canyon Hospital, Hospital Care Program / Hope Long Term Care



DR STEFAN PETRASCU
Hope Long Term Care



DR DARA DONNELLY
Long Term Care, Hip Fracture Protocol



KIMBERLEY-ANNE REID
Primary Care Network



DR ROBERT FOX
Fraser Health Rural Addictions Care Network



DR ALLISON SALTER
Recruitment Lead



DR ASEEM GROVER
Fraser Health Rural Addictions Care Network



DR JEFF SCHULZ
Fraser Canyon Hospital Hospital Care Program



DR DARREN JONESON
Primary Care Network



DR JAMES VANDERHORST
Chilliwack General Hospital Hospital Care Program



DR JESSICA KENNEDY
Primary Care Network

Finance



The Chilliwack Division of Family Practice can look back to this as a year in which operations became more normalized as programs and structures were reestablished during this past fiscal year. This did not mean that we were not faced with challenges as we reestablished programs and dealt with the issues that went along with this

process. Overall, with the work done by the Division and the Members the organization had another year in which we had many successes.

Revenue for the year increased by 1.1% from the previous year. Essentially, the revenue was consistent over the prior years. The result was that the Division's overall expenditures were consistent year over year. This points to the fact that the Division's programs and operations have been consistent over the years. Income for the year was a loss of \$28,872 (2022- (\$89,001)) Of this loss, \$26,151 related to the amortization of the capital assets of the Division.

Overall, the Division is in a strong position, with the Division having positive cash flow from operations. This year, the

operating cash flow was \$155,251 (2022 - \$12,706). For the current year, the positive operating cashflows was impacted by the receipt of government funding that was outstanding in the previous year.

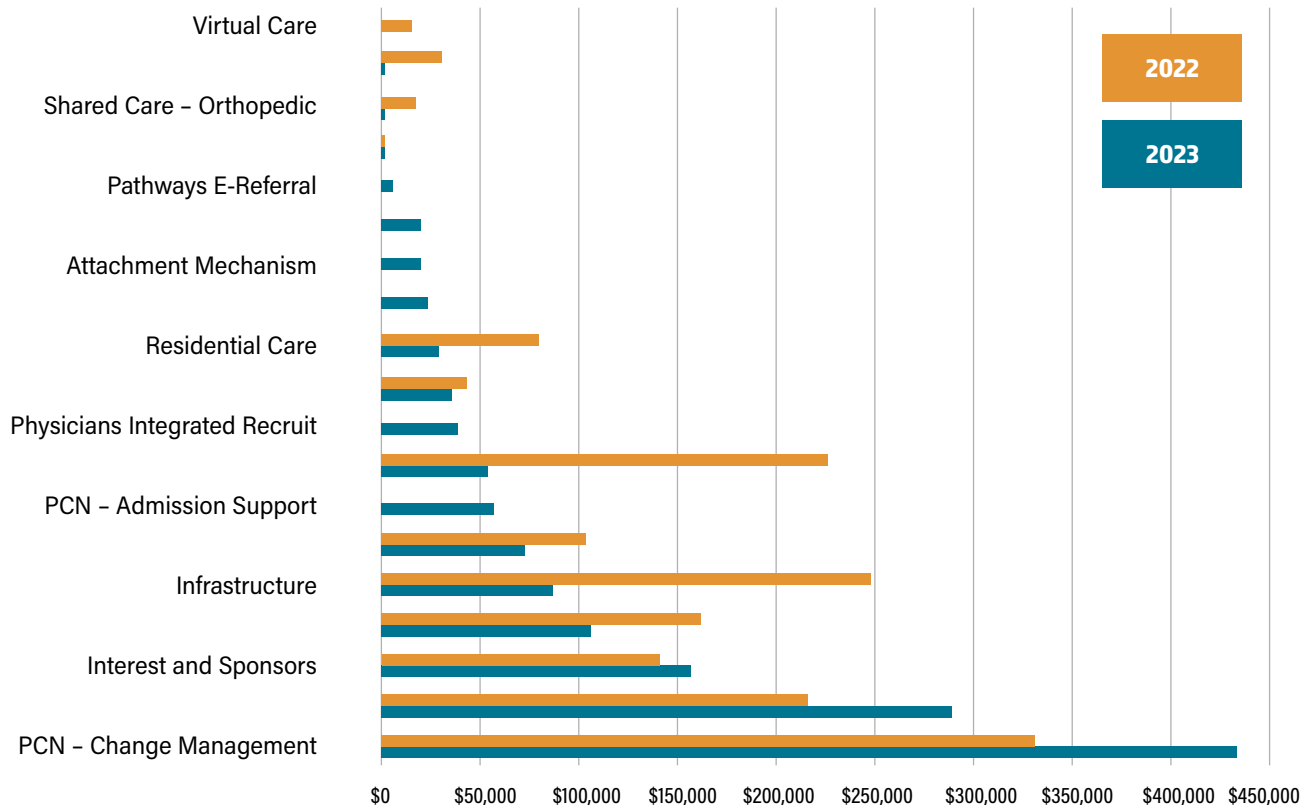
One of the considerations for the Division is each year there is a carry forward of funds that are to be spent in coming years. These funds that are to be spent are within deferred revenue. As in the prior year, the main program with funds that are to be spent in the coming year is the Primary Care Network with \$719,197 (2021 - \$823,805). The chart below illustrates the changes over the prior years.

I would like to take the opportunity to thank the Division's operational team which have done an excellent job throughout the year. The Division would not be as strong without the staff's continued support. Additionally, I would like to thank the Members who are instrumental in the success of the organization.

Michael Olson

Mike Olson, CPA, CA
Board Treasurer

Deferred Revenue



Provider Support

Menu of Services:



311
REQUESTS



31
CLINICS



285.75
HOURS

REQUEST TYPES:

- ▶ Billing, EMR and E-form support
- ▶ MOA Training

NEW THIS YEAR

- ▶ Division meetings qualify for Continuing Medical Education (CME) credits: Meeting summaries provided to Members upon request every June



Patient Attachment

- ▶ Support available to assist with adding patients to your practice

11

Providers working with Health Connect Registry

MOA & Practice Manager Network

- ▶ MOA of the Month
- ▶ 5 evening networking events
 1. Privacy Toolkit
 2. Medical Office Emergencies
 3. Respectful Communications & Cultural Safety
 4. Christmas Social
 5. Positive Approaches to Challenging Behaviours - Regional Division event



“Putting myself in other’s shoes; we are all from different walks of life. Being more empathetic/sympathetic and positive.”



Pathways

- ▶ 216,000 annual page visits by 420 Division Members, specialists MOAs, clinic and Division staff

Cortico/CliniCall Pilot

- ▶ 6 clinics and 27 primary care providers piloting this online booking system



Primary Care Network Resources:

- ▶ 86 primary care providers have referred through PCN
- ▶ 792 patient referrals to allied health totalling 2,632 visits
- ▶ 5 registered nurses in practice co-located in our communities



Developed an NP network for our 17 NPs

“Having the NPs meet up, I like that, it is really important. I’m really happy to have that and hope that it continues.”

15 allied health care workers hired to provide FREE services to patients referred by primary care providers through the Primary Care Network



Building Indigenous Relations

Indigenous Relations

- Developing cultural safety & humility awareness of the Truth & Reconciliation Commission Calls to Action and United Nations Declaration on the Rights of Indigenous Peoples with local Chilliwack organizations
- Hosted 6 Indigenous community driving tours for Members to get to know the local Indigenous communities
- Halq'emeylem 'Welcome' signs and 'Every Heart Matters' posters were provided to all clinics, creating a welcoming environment. Elders and community members have expressed appreciation at seeing these displayed on clinic walls.
- Supporting cultural and experiential learning opportunities within the Resident program



Traditional Wellness

- Hosted 16 plant walks where participants foraged and learned about plant identification and uses
- Supported over 75 clients with herbal remedies and 1-on-1 mentor support and over 35 community members through sharing circles and themed workshops
- Supported many local Indigenous events with sharing of teachings, stories, and teas throughout the local 22 First Nations communities

Indigenous Supports

- 1 PCN nurse practitioner, located at Seabird Island Health Centre
- 1 PCN Mental Health & Substance Use counsellor located at Sto:lo Health

Member Engagement

Deepen our understanding of Member needs:

165

Member visits made by Chilliwack Division staff this past year

34



Clinic visits by a staff member this year



Meetings in 2022-2023

5 All Members Meetings and our Annual General Meeting

64 individual Members attended at least 1 or more All Members Meetings and our AGM

September 2022

In Practice Supports

Presentation by Burnaby Division on CliniCall/ Cortico

 Virtual

October 2022

AGM

First in person gathering since Covid

November 2022

Digital Health Presentations

Including Dr David Page, Diabetes toolkit

 Virtual

January 2023

New Longitudinal Billing Model

Presentation by Dr Josh Greggain, President of DoBC

 Virtual

March 2023

Urgent Primary Care and RNs in Practice

Partnership with CMSA

May 2023

Patient Action vs Medical Advice

Presentation by Dr Sarah Smith

 Virtual

Program & Project Support

▶ Long Term Care Initiative

- 20 cluster FPs & 2 cluster NPs
- 65% of residents have cluster Most Responsible Practitioner
- Supported 4 quality improvement projects:
 1. My Grandparents Wear Pink/Communicare (Dr. Ling Low)
 2. Dementia Care – Nurturing Wellbeing (Dr. Melanie Madill)
 3. Transitions in Care (Dr. Dara Donnelly)
 4. Dementia Roadmap (Dr. Melanie Madill)

▶ Hospital Care Program

- Admin. support to Members and Physician Lead to enable functioning HCP

Chilliwack General Hospital

271 Unattached patients cared for each month at CGH

Longitudinal Providers

38



23 Providers on the F-Call Rota

16 Locums Working Here

▶ Shared Care

- Fraser Health Rural Addictions Care Network, launched Teams network for 50 FPs, NPs, Fraser Health employees, and community service providers
- Long Term Care Hip Fracture Protocol

▶ Quality Improvement Projects

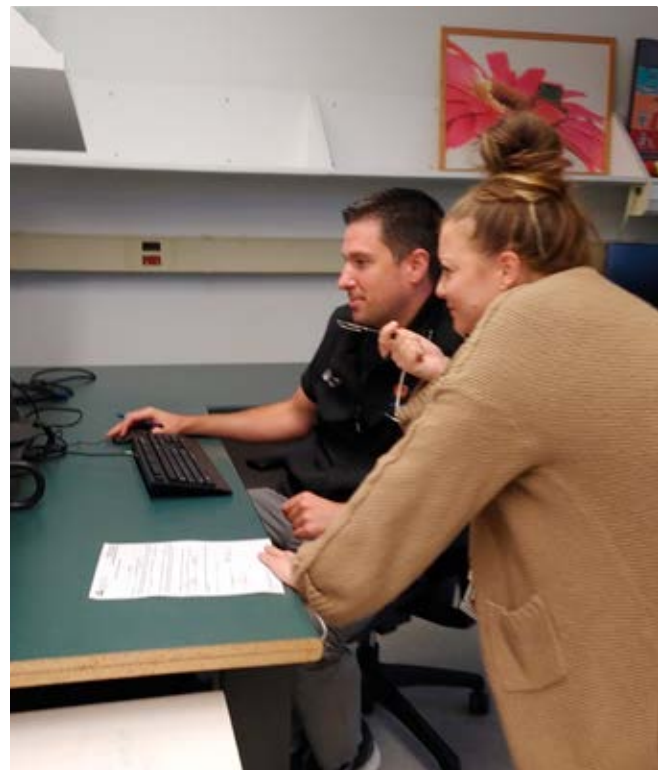
- Improving Inpatient Access to Suboxone at CGH (Dr. Diala El-Zammar and Dr. Ralph Jones)
- Triage Service for Urgent Appointments (Dr. Astrid Wells)

▶ Community/Outreach Clinics

- New Hope Health & Wellness Clinic (Ruth & Naomi's Mission clinic site)
 - Supporting patients with housing insecurity and other vulnerabilities
- Gender Care Clinic
 - Providing gender affirming resources and services

▶ Emergency Management

- Through emergency planning we supported Members in 5 instances:
 1. Heatwave
 2. Wildfire
 3. Snowstorm
 4. Code Silver
 5. Maternity Care
- Developed a program to support Members to generate lists of vulnerable patients for conducting wellness calls in the event of an emergency



Member Engagement

Foster unified community and cohesion among ALL primary care providers:
Host social events in partnership with Fraser Canyon Hospital & Chilliwack Medical Staff Associations



October 8, 2022
**Camp Squeah
Family Fun Day**

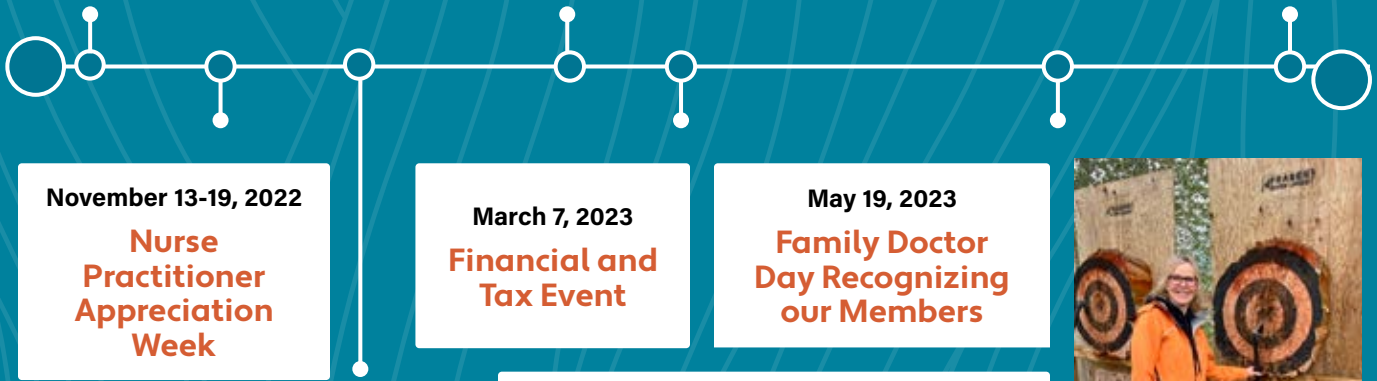
February 24-26, 2023
**Wellness Conference
"Burnout Proof"**
With Dr. Dike Drummond & "Fostering Gratitude" with Dr. Anne Nguyen
41 member participants + families,
Harrison Hot Springs Resort



"A wonderful opportunity to connect, recharge and learn."



August 12, 2023
**First Five
& Resident
BBQ**



November 13-19, 2022
**Nurse
Practitioner
Appreciation
Week**

March 7, 2023
**Financial and
Tax Event**

May 19, 2023
**Family Doctor
Day Recognizing
our Members**

December 9, 2022
Christmas Party



May 10, 2023
**Walk with Your Doc -
Community Engagement**



May 5, 2023
**Axe Throwing
at Fraser River
Lodge**

Recruitment & Retirement

Respond strategically to member needs to enhance recruitment and retirement cycles:



Chilliwack Division represented at three conferences/job fairs for FP and NP recruitment

R&R Team hosted as follows:

- ▶ Annual Christmas Party
- ▶ Axe Throwing at Fraser River Lodge
- ▶ Locum 101
- ▶ NP Networking Events
- ▶ Resident Welcome BBQ
- ▶ Snacks in the Docs Lounge

14 FPs recruited

5.5 NPs recruited

5 FPs retired and patient panels transferred to other providers

5 Locums recruited





2022-23 Chilliwack Division Team

Left to Right: Preet Toor, Muriel Victor, Patti Scott, Elly Meyerink, Gracie Kelly, Daphne McRae, Jennica Grenier, Kristin Gill, Paula Reguly, Carol Van Muyen, Heidi Massie, Tracey Arsenault



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