



East Kootenay

Division of Family Practice

A GPSC initiative

ANNUAL REPORT 2020-2021

For the period ending March 31, 2021



Cranbrook
42

Creston
20

Sparwood
2

**WE ARE 127 MEMBERS STRONG
ACROSS 8 COMMUNITIES**

VISION

Progressive, fulfilled, healthy family physicians who are empowered and equipped to practice optimal primary care in support of healthy communities across the East Kootenay

MISSION

To empower and support family physicians as they work to optimize the health and wellness of their patients

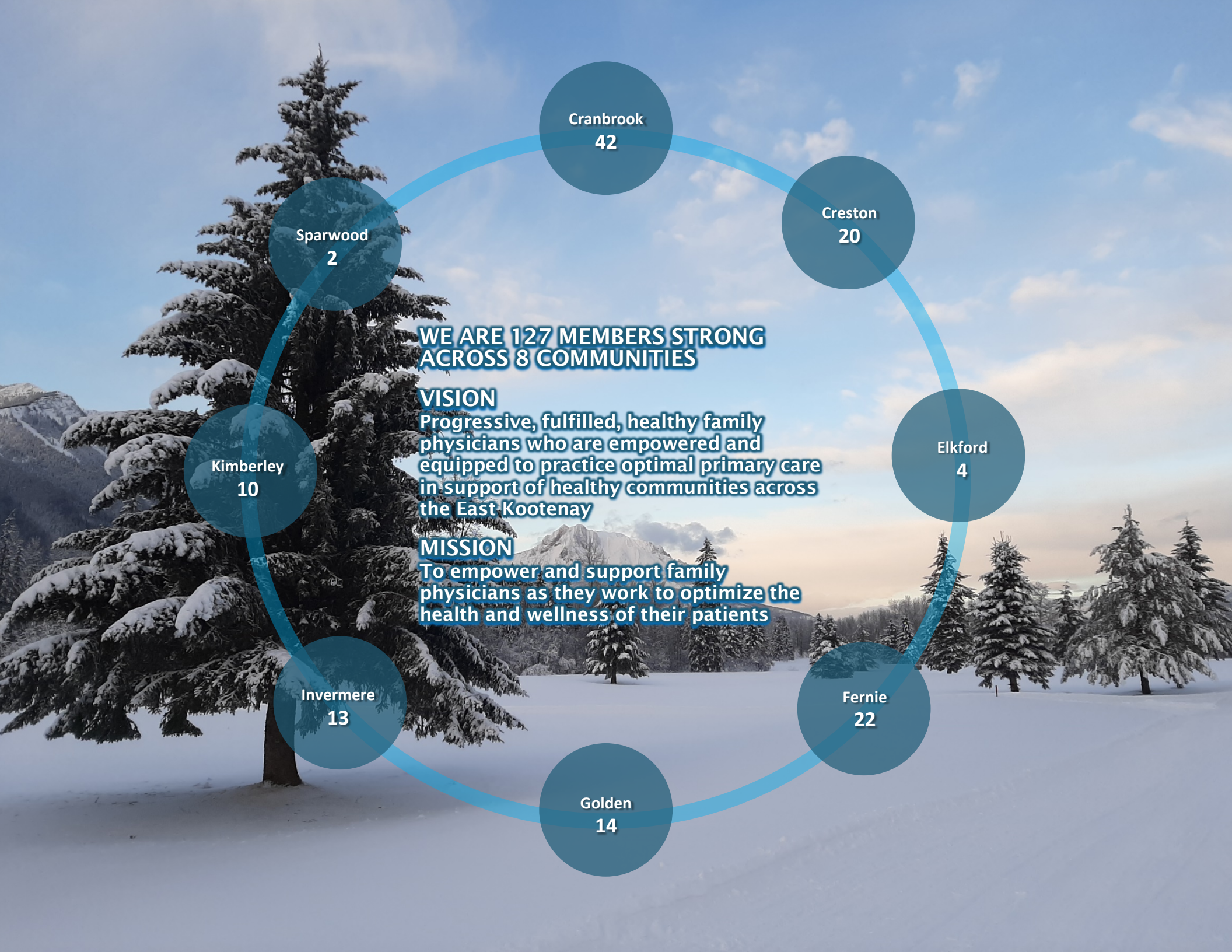
Elkford
4

Kimberley
10

Fernie
22

Invermere
13

Golden
14



LEADERSHIP REPORT

Dr. Shaun van Zyl, Chair
Dr. Michael J. Walsh, Physician Lead
Megan Purcell, Executive Director

Physicians throughout the world have faced significant challenges over the past year, as you have worked to care for patients throughout a global pandemic. It has required adaptability and resilience to change the way you practice, manage the risks for yourself and your family, and continue to provide exceptional patient care. The world has shifted in many ways, and many lessons have been learned that will serve us in the future.

The Division of Family Practice was also called to adapt and change how we supported physicians and the health system. When the COVID-19 pandemic began, the Interior Divisions Network quickly moved into action by ensuring that each Division had representation at Interior Health Emergency Response planning meetings. Family Physician voices were not initially included in the early planning, but through this advocacy work, they quickly became embedded in the emergency response process.

We want to acknowledge the many hours that physicians from each of our communities spent in virtual meetings to ensure that the pandemic response was meeting the immediate and future needs of their communities. Physician leaders went above and beyond during this time to support planning, public communication, and collaboration with partners.

Beyond COVID-19, other work also continued during this challenging year.

The Primary Care Network (PCN) is now in its second year of implementation. Working with our partners in the Ktunaxa Nation and Interior Health, new resources were implemented in each community and Support Coaches began to work with the clinics. Increasingly, physicians have access to more robust teams to support them and their patients.

Other important activities this past year have included:

- COVID-19 response
- Developed and/or supported the Cranbrook and Creston Virtual Clinics for Unattached Patients
- Distributed PPE to clinics
- Held pandemic coordinating meetings in Cranbrook and Kimberley
- Participated in countless planning meetings
- Disseminated information to clinics and physicians
- The East Kootenay Continuing Professional Development (EK CPD) program was adapted to offer a virtual approach to regional CPD
- Dr. Tyla Charbonneau, R. Psych., was contracted to support physicians through Resiliency workshops, as well as clinic staff with managing stress and conflict

- 8 Shared Care projects were implemented or developed during this period
- Supported the Cranbrook family physicians to address in-patient care challenges at EKRH
- Physician recruitment continued to be a priority across several EK communities

We would also like to acknowledge Dr. Michael J. Walsh, whose final term with the Board of Directors is ending. We thank Dr. Walsh for eight years of dedicated service to the Division. Thank you for contributing innovative ideas and supporting the board and executive director during challenging times, and especially for making sure we had some fun too! Dr. Walsh served as both the Board Chair and the Physician Lead during his terms, often representing the Division at regional and provincial meetings. We look forward to continuing to work with you, Dr. Walsh, on PCN and other endeavors in the future.

Thank you to our members, staff and partners for contributing to all the accomplishments of this past year. We feel honoured to work with you and support you.

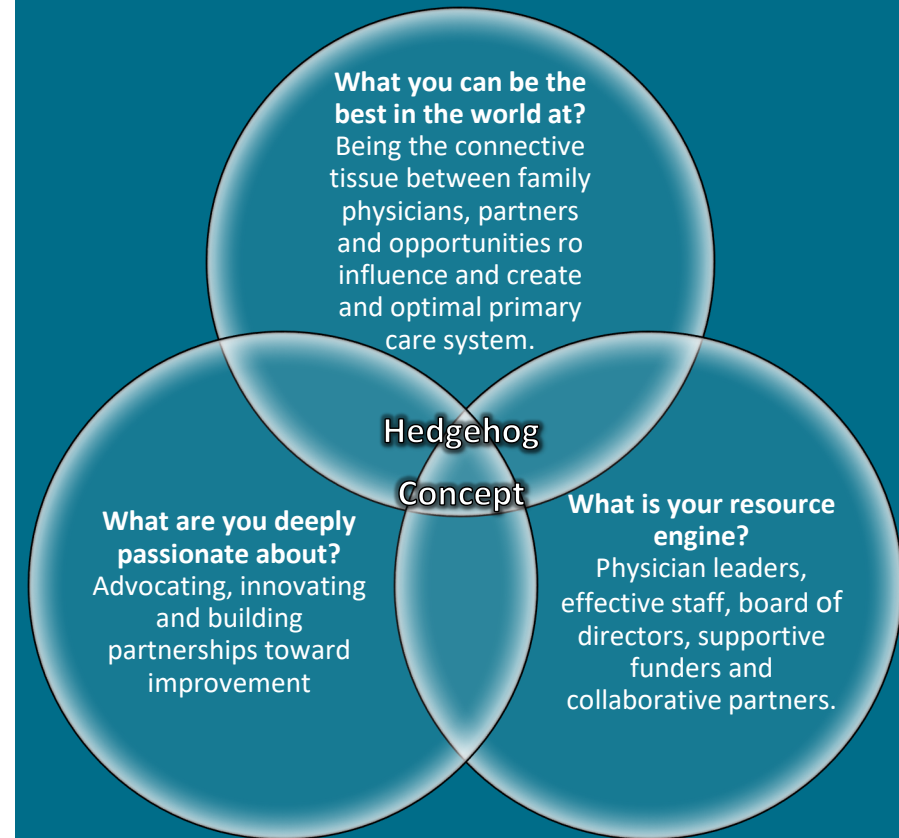
STRATEGIC PLANNING

The Board of Directors undertook a review of the organization's strategic plan. Using the model by Jim Collins in his book, *Good to Great*, we identified a Hedgehog Concept. This concept is a:

'simple, crystalline concept that flows from deep understanding about the intersection of three circles: 1) what you are deeply passionate about, 2) what you can be the best in the world at, and 3) what best drives your resource engine. Transformations from good to great come about by a series of good decisions made consistently with a Hedgehog Concept, supremely well executed, accumulating one upon another, over a long period of time' (Collins).

We identified the EK Division Hedgehog Concept as:

Connecting our engaged, creative family physician collective with the system levers to create change, lead improvement and support each other.



RECRUITMENT AND RETENTION

We helped to recruit and welcome 11 new family physicians to the East Kootenay region by working with communities and local recruiters. The following physicians became new members of the Division:

Drs. Ian Rodger, Jade Jensen, Katie McGregor, Chris Chan, Keirsten Wilson, Jasmine Osiowy, Chris Sveen, Elena Schroeder, JoyAnne Krupa, Winnie Yue, Stefanie McLellan.

Jacqui van Zyl, Program Manager, co-chaired and represented the EK Division on the Interior Recruitment and Retention Committee to raise the profile of East Kootenay recruitment needs in the Interior Health region.

GPSC MATERNITY CARE INITIATIVE

The GPSC provided funding for maternity care in vulnerable communities across BC to strengthen their commitment to family doctors who deliver and care for newborns.

Projects included:

Golden

- Improved access to ultrasound and explored options for a shared maternity space

Invermere

- Examined interprofessional practice feasibility

Fernie

- Integrated a midwife into maternity care in the community

Cranbrook/Kimberley

- Explored a shared maternity practice and a shared maternity space

Creston

- Supported the travel and accommodation needs of pregnant patients traveling to Cranbrook for specialist care.



SHARED CARE

Established the East Kootenay Shared Care Steering Committee
Supported eight Shared Care projects in the East Kootenays:

MBMD/Interior EASE (Microblogging MD)

- A clinical communications tool (app) that allows for secure texting, provides notifications (e.g., hospital admissions and discharges) and access to the on-call schedule.

Golden Interprofessional Collaborative Practice Maternity Spread

- Improved interprofessional collaboration and teamwork.
- Targeted gaps identified in patient care and provider experience through resource coordination and dissemination.
- The four key areas of quality improvement were: mental health, information dissemination, group pre-natal care and provider collaboration.

Elk Valley Chronic Pain

- Improved patient capacity to better cope with their pain due to an increased understanding of pain and easier access to self-management resources.
- Created a network of professionals to support patients with chronic pain.
- Facilitated chronic pain education opportunities for health providers.

“I remember just feeling so impressed that there was this little team together in Cranbrook- it was just so awesome. To have the support locally made it so much more helpful”

– parent (Healed Together)



“Thanks for helping us create a safer, kinder world for our child”

– parent (Gender Affirming Care)

Open Conversations in Palliative Care

- Developed palliative care communities that helped create “the last best chapter” for palliative patients.
- Encouraged all palliative caregivers to be curious, to get to know, appreciate, and empathize with each patient’s personal story.

Healed Together: Evaluating the East Kootenay Pediatric Eating Disorder Clinic

- Conducted an extensive evaluation of the regional Eating Disorder program and implemented a quality improvement initiative to enhance the current service delivery model.

Golden Gender Affirming Care

- In the early phase of the project, the project team began to build relationships, explore how to improve access to gender affirming care in the East Kootenays, including tool development.

Acute Care Transitions

- Began an in-depth examination of relationships between acute care and community physicians in Cranbrook and will develop memorandums of understanding to improve patient care pathways.

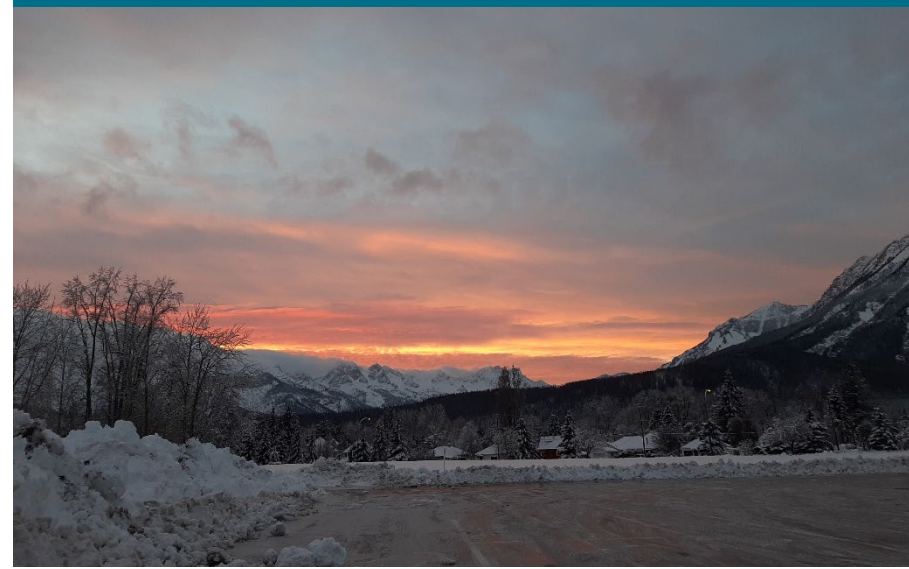
Access to Liver Care in the EK

- Initial exploration of how to improve access to liver care in the EK region and enhance community-based resources for patients diagnosed with non-alcoholic fatty liver disease.



“Perhaps the story ingredients we are all looking for at life’s end are empathy, vulnerability, and unconditional caring. We ask people to connect, to become a character in someone else’s story – hopefully, for the better.”

*– Dr. Greg Andreas
(Palliative Care)*

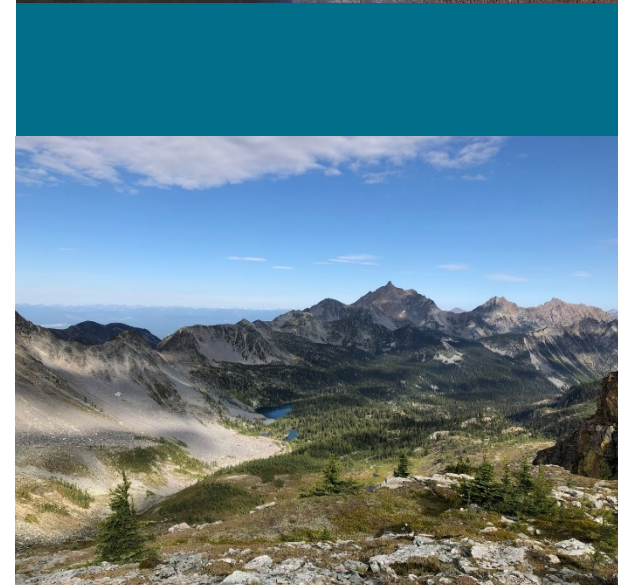
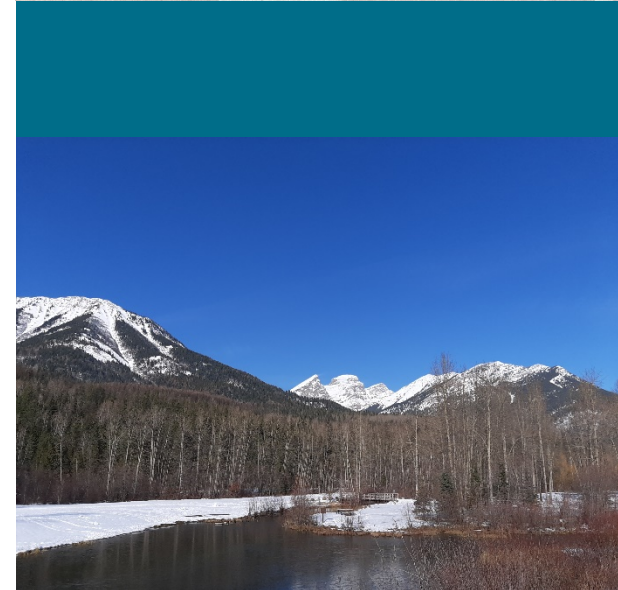


INTERPROFESSIONAL DEVELOPMENT WORKSHOPS

- 21 physicians from across the EK region participated in the virtual Professional Resiliency Workshop series. Two small groups of 10 and 11 physicians met via Zoom to work through the Forward-Facing® Professional Resilience: Prevention and Resolution of Burnout, Toxic Stress and Compassion Fatigue Program developed by Dr. Eric Gentry and facilitated by Dr. Tyla Charbonneau and Dr. Ron Nash. Workshops were accredited through UBC CPD.
- The Division continued to support the clinics and their staff through Interprofessional Development Workshops with Dr. Tyla Charbonneau. Workshops focused on soft skills like communication, delivering and receiving constructive criticism and skills for dealing with vulnerable patients.
- Five physicians accessed one-on-one physician coaching support offered through the Division. Physician Coaches offered support on a broad range of topics including life, work, future planning, stress management and other topics identified by the clients.

PATHWAYS

- 288 Pathways user accounts have been created, of which 165 have been activated and are actively used. 80% of specialists in the region are listed on Pathways.
- The Pathways Virtual Care Directory has shifted its focus from being a Directory on Virtual Care to a Medical Care Directory, listing physician practice information. We have over 70% of EK physicians listed on the Medical Care Directory.
- A Webinar was held in November to learn more on the benefits of Pathways and how to best use the resources hosted on Pathways. The recoding for the webinar is available on the Division YouTube channel.
- If you would like more information on Pathways or would like access to Pathways, please contact Hanlie Du Plessis (eastkootenay@pathwaysbc.ca), EK Pathways Administrator, or Dr. Ross Dawson, (dr.rossdawson@pathwaysbc.ca), Physician Lead.



CONTINUING PROFESSIONAL DEVELOPMENT

- Founded the EK CPD Steering Committee that includes physician leadership for each EK community including the specialist community.
- Hosted monthly Happy Hour and Learn webinars featuring presentations from local specialists, which were well attended and highly rated.
- The virtual platform helped to facilitate networking and learning and increased access for all physicians to attend.
- Developed and distributed the monthly EK CPD Newsletter that includes information about local, regional, and provincial CME.
- Created an online webinar repository on Pathways BC.

MOA NETWORK

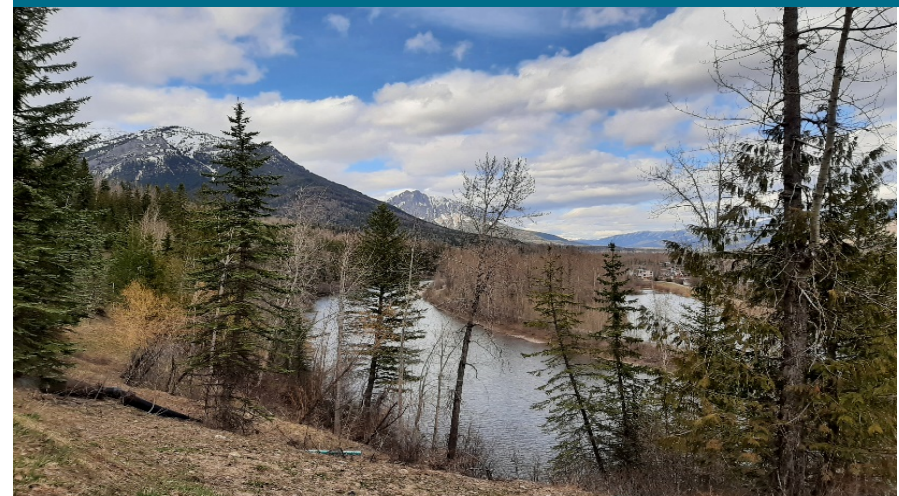
- Partnered with the Practice Support Program to facilitate virtual monthly meetings for medical office assistants.
- Goals included:
 - building relationships between partners,
 - empowering MOAs with tools and resources that would have a direct impact on the quality of patient care,
 - providing a safe and supportive network for frontline clinic staff
- Topics covered included, but not limited to: Burnout and Resiliency, Pathways BC, Public Health protocols, Cultural Safety in Clinics, Gender Affirming Care, Eating Disorders, Emergency Preparedness.



“We are all vulnerable, exposed to stress and pressure. Meeting with people that have had the same experiences helps us navigate through these difficulties and alleviate stress.”

“It made me stop and reflect on parts of my day where I can refocus. I don’t feel particularly burnt out, but I still found this course very valuable for evaluating how my day is going in an effort to reduce any daily stress.”

*– physician attendees
(Professional Resilience Workshop)*



PRIMARY CARE NETWORK

Partnership and Governance

- Collaboration between the EK PCN partners (EK Division of Family Practice, Interior Health, Ktunaxa Nation) continued to strengthen. At its foundation, a tripartite management structure was established, consisting of a manager hired through each of the partner organizations that work closely together to plan and implement PCN operations.
- A PCN Steering Committee has been formed to provide operational oversight. The committee is made up of equal representation from the PCN partners, as well as a nurse practitioner and Patient Voices Network representatives.
- The EK Collaborative Steering Committee (CSC) continues to provide strategic oversight to the PCN.

New PCN Providers

- Despite provider shortages throughout the province, we successfully implemented 65% of the clinical resources planned for Year 1. These resources included: 1 FTE nurse practitioner, 1.7 FTE RNs, and 5.5 FTE allied health professionals.
- Recruitment and implementation efforts for Year 1 resources will continue until positions are filled.
- PCN managers met with physician leads in each community and IH managers to discuss their community's primary care priorities for the upcoming year. Based on information collected at these meetings and engagement with the Ktunaxa Nation, a plan was created outlining what new PCN team members will be hired in Year 2 (April 1, 2021 - March 31, 2022).

PCN Support Coaches

- Three coaches are supporting the implementation of the PCN throughout the region. They have met with physicians, clinic and health centre staff, and PCN team members to introduce their role, and are now working to understand and meet the individual community and clinic/health centre needs.
- The coaches support local as well as regional PCN initiatives and work closely with Practice Support Program (PSP) coordinators.

Cultural Safety Training

- Providing culturally safe care is at the centre of the EK PCN model of care. Thus, it is the PCN goal to create and provide training and learning opportunities around cultural safety for all providers and staff working within the PCN.
- The Ktunaxa Nation is leading this work with the aim to have workshops and other opportunities available to new and existing providers and staff in Year 2 of the PCN implementation.

PCN Evaluation

- An evaluation lead was hired to support the development and implementation of a PCN evaluation plan. Information we gather through evaluation activities will help us determine the effectiveness of the various aspects of the PCN, identify ways to make improvements, and share successes, challenges, and barriers with our partners, stakeholders, and funders.

FINANCIAL STATEMENTS

East Kootenay Division of Family Practice Society

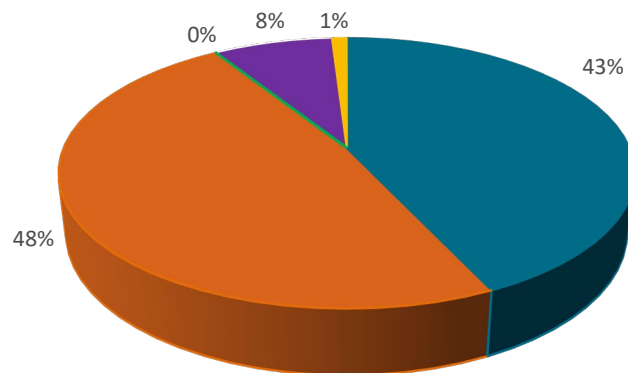
Audited Income and Expense Statement for Year Ending March 31 2021

Income

2020-21 Funding Received	\$2,719,548.00
Plus: 2019-20 Funding Carried Forward	\$446,626.00
Less: Funding to be Carried Forward to 2021-22	(\$1,214,478.00)
Total Income after adjustments	\$1,951,696.00

Expenses

Physician Sessional	\$821,778.00
Employee and Contractor costs	\$921,607.00
Travel	\$4,908.00
Facilities and Operations	\$150,718.00
Meeting Costs	\$8,685.00
Total Expenses	\$1,907,696.00
Excess (deficiency) of revenues over expenses	\$44,000.00
Total Expenses and Unused Funds	\$1,951,696.00



Expenses Summary

- Physician Sessional
- Employee and Contractor Costs
- Travel
- Facilities and Operations
- Meeting Costs





Board of Directors

Dr. Shaun van Zyl, Kimberley – Chair
Dr. Michael J. Walsh, Invermere - Physician Lead
Helena Oosthoek, Golden – Vice-Chair
Mike Adams, Cranbrook – Treasurer/Secretary
Greg Wanke, Creston – Director
Jo Ann Lamb, Kimberley - Director

Regional Physician

Representative Committee

Dr. Todd Loewen, Fernie
Dr. Katherine Wight, Cranbrook
Dr. Suzanne Hopkins, Creston
Dr. Shaun van Zyl, Kimberley
Dr. Allison Clare, Golden
Dr. Gareth Mannheimer, Invermere
Dr. Lori Gadsden, Fernie
Dr. Greg Andreas, Cranbrook
Dr. Michael J. Walsh, Invermere

Staff

Megan Purcell, Executive Director
Laura Vanlerberg, Operations Lead
Jacqui van Zyl, Program Manager
Tina Hochart, Finance Coordinator
Hanlie du Plessis, Pathways and CME Coordinator
Kerry Stanley, Administrative Support
Kelsey Brown, Evaluation Lead

Shared Care Project Leads

Dr. Greg Andreas and Shannon Girling-Hebert, Regional Palliative
Dr. Meghan Guy, Dr. Virginia Clark and Melissa Weber, Golden Maternity
Dr. Cecile Andreas and Laura Cain, EK Eating Disorder Evaluation
Dr. Jessica Chiles and Louise Vaile, Golden Gender Affirming Care
Dr. Katherine Wight, Dr. Mia Tait, Dr. Sophia Bianchi and Kelsey Brown, Cranbrook Acute Transitions
Dr. Tara Chalmers-Nixon, Dr. Kim Allen and Michael Slater, EK Access to Liver Care
Dr. Joel Stimson, Dr. Todd Loewen and Anne-Charlotte Sawatzky, Chronic Pain
Dr. Anneline du Preez, MicroBlogging MD

Maternity Care Initiative Leads

Melissa Weber, Golden
Jacqueline Arling, Fernie
Anne-Charlotte Sawatzky, Cranbrook/Kimberley
Nancy Rainey, Creston
Sophie Timmermans, Invermere

PCN Team

Sarah Loehr, PCN Strategic Manager
Dave Berlando, Support Coach
Tracy Brown, Support Coach
Caitlyn Flint, Support Coach
Trina Ayling, PCN Administrator



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.



divisionsbc.ca/east-kootenay



eastkootenay@divisionsbc.ca



@EKDoFP



East Kootenay Division of Family Practice