



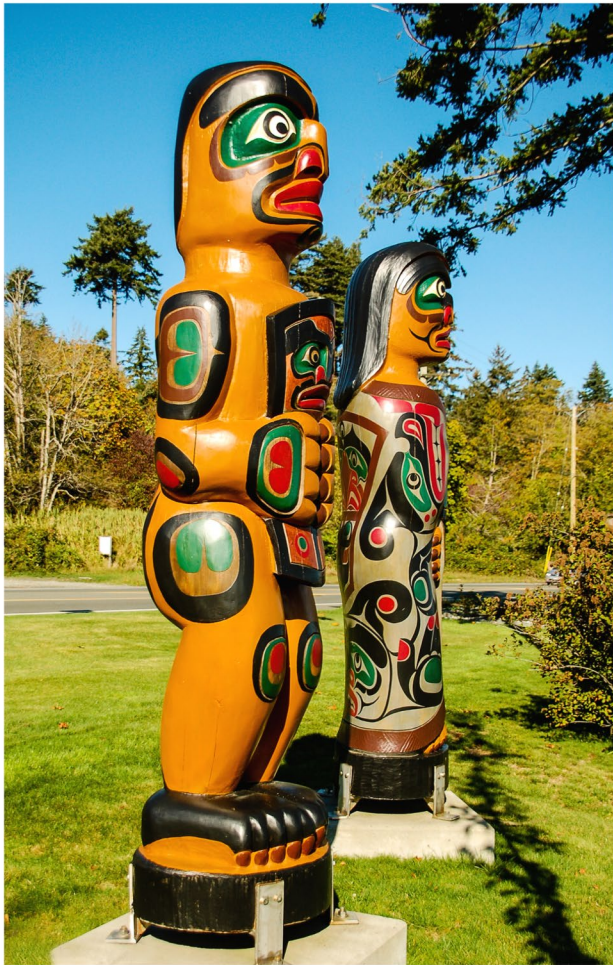
**Campbell River and District**  
**Division of Family Practice**  
An FPSC initiative

CELEBRATING

10

YEARS

**ANNUAL REPORT**  
2022-2023



We honour and express our gratitude for living and working on the traditional lands of the Ligwilda'xw, and the unceded territories of the Kwakwaka'wakw, Coast Salish and Nuuchahnulth peoples.

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# VISION

A network of **healthy and engaged** family physicians driving primary care that is **reflective and responsive** to our diverse community

# MISSION

Develop strong local, regional and provincial **partnerships**

Promote the **well-being, involvement** and **leadership** of physicians

Bring the voice of family physicians to influence and shape **responsive, local delivery of patient care**

## PHYSICIAN WELLNESS

- Embedded in everything we do
- Specific local strategies annually to assist physicians in day-to-day life & practice

## RECRUITMENT & RETENTION

- Top priority or we have no Division
- Locum coverage is a top priority

## BUSINESS SUPPORTS

- Direct impacts
- Increase Division supports and presence in clinics

## COMMUNICATION & ENGAGEMENT

- ADVOCACY / support for members
- Help maintain social currency
- Report & communicate impacts with members
- With community organizations

# BOARD OF DIRECTOR'S REPORT

Board Co-Chairs Dr. Jordyn Vanderveen & Pauline Bernard

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Hello fellow Division members,

Much has happened since I reported to you last fall at our 2022 AGM.

As you will recall, in the summer of 2022, our board hired an Interim Executive Director, Cathy Paterson, to assist us with maintaining Division services and recruiting a permanent ED. This recruitment process was very intentional and intensive and the result was the hiring of Dawn Hamilton in March 2023. Dawn has been with us for seven months now and we are very pleased with her work.

Ongoing projects at the Division have continued to be supported by the dedicated staff we all know and appreciate: Operations Coordinator Sadie Mack, PCN Manager Stacy Folk and PCN Project Lead Kirstie Stewart. Further, new staff have been recruited: Communications and Administration Coordinator Nicole Veerman, HCR and Division Administrative Assistant Michelle Cowles and PCN Team Lead Emily Yates. We are thrilled with the team we've built and are excited to see what this team can accomplish in the year to come.







The Perinatal Community Integration Project funded by Shared Care was completed in March 2023. We are currently recruiting a program/project manager to support Shared Care projects, the LTC initiative and the Acute Care (DOD/UNIT) work.

The previously paused CSC (Collaborative Services Committee) has been reinstated with the first meeting to occur this fall (after an almost two-year hiatus). The leadership structure, committee membership and intended purpose for the CSC has changed, so it can be more inclusive to our First Nations representatives and more functional (moving from an information sharing committee to a decision-making committee).

Other long-standing programs saw major changes in 2023. The DOD (Doctor of the Day) program ended as of May 2023 after a steady attrition left it with a mere 14 physicians still participating. This program was replaced by the UNIT (Unattached Inpatient Care Team) which has been functioning since. The UNIT program is not at a steady state and much work is still happening to support and stabilize it; however, unattached patients are being admitted and seen in our hospital and this alone is something to be grateful for considering the current landscape of critical physician shortages.

Our Board is heading into a period of strategic planning this winter and we are hoping to renew our focus on areas that matter to our membership. We welcome your feedback and are grateful for all those members and stakeholders who have responded to our surveys and shared their perspectives. Your feedback will help guide us as we plan for our future.

The current landscape of family medicine seems to be one of constant fluctuation, as all the invested groups (FPSC, Doctors of BC, Ministry of Health, CPSBC, Divisions, JSC, etc.) try to make changes to address the critical physician shortage. In this unsteady environment, we hope that our Division can provide some steady support and an always-listening ear to our family physician members.

Finally, thank you to each of you for the work you do to provide care to your patients, colleagues, families and yourselves.

Sincerely,  
Dr. Jordyn Vanderveen & Pauline Bernard  
Co-Chairs of the Campbell River & District Division of Family Practice



# RETURNING BOARD DIRECTORS

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CO-CHAIRS

Dr. Jordyn Vanderveen

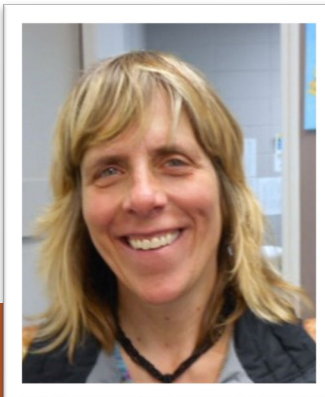


Pauline Bernard



TREASURER

Wendy Richardson



Dr. Erika Kellerhals



Brian Evernden



Dr. Brianna Crighton



Dr. Julia Robson | R2



# WELCOMING NEW DIRECTORS

## joining the Board in November 2023:

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**Dr. Sameena Shah**  
*Family Physician*

Sameena came to our community as a PRA-BC candidate for a 3-year ROS in the fall of 2018. Prior to this, she was a full-time faculty member at the Aga Khan University Hospital after completing her family medicine residency in 2003. She said that as a person with diverse interests and love for the outdoors, coming to Campbell River was one of the best decisions she has made in her life.



**Sarah Wong | R1**  
*Family Medicine Program*

Sarah grew up in Vancouver & completed her undergraduate degree and medical school at UBC before making the move to Campbell River. She is an outdoor enthusiast who loves to rock climb, ski, hike, camp, and paddle board, and she is excited to get involved with the Division and meet more people in the community!

# WITH OUR THANKS & GRATITUDE we say farewell to outgoing Directors:

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**Dr. Jan Coetzee**  
*Family Physician*



**Aaron Johnson | R2**  
*Family Medicine Program*

## CAMPBELL RIVER & DISTRICT DIVISION OF FAMILY PRACTICE SOCIETY

### Statement of Financial Position

March 31, 2023

2023

2022

#### ASSETS

##### Current Assets

|                                   |                   |                   |
|-----------------------------------|-------------------|-------------------|
| Cash                              | \$ 883,435        | \$ 766,779        |
| Accounts Receivable               | -                 | 1,011             |
| Government Remittances Receivable | 3,495             | 1,895             |
| Prepaid Expenses                  | 780               | -                 |
|                                   | <u>\$ 887,710</u> | <u>\$ 769,685</u> |

#### LIABILITIES

##### Current Liabilities

|                                |                |                |
|--------------------------------|----------------|----------------|
| Accounts Payable (Note 3)      | \$ 226,081     | \$ 207,559     |
| Government Remittances Payable | 18,539         | 19,237         |
| Due to Doctors of BC (Note 4)  | 16,810         | 218,173        |
| Deferred Revenue (Note 5)      | <u>580,277</u> | <u>278,713</u> |
|                                | 841,707        | 723,682        |

#### NET ASSETS

|  |                   |                   |
|--|-------------------|-------------------|
|  | <u>46,003</u>     | <u>46,003</u>     |
|  | <u>\$ 887,710</u> | <u>\$ 769,685</u> |

# 2022-23 FINANCIALS

Prepared by Chan Nowosad Boates

# 2022-23 FINANCIALS

Prepared by Chan Nowosad Boates

## CAMPBELL RIVER & DISTRICT DIVISION OF FAMILY PRACTICE SOCIETY

### Statement of Operations and Changes in Net Assets

Year ended March 31, 2023

2023

2022

#### Revenues

|  |                  |                  |
|--|------------------|------------------|
| GP Inpatient Care Solutions Initiative | \$ 500,000       | \$ 501,081       |
| Infrastructure                         | 371,185          | 439,743          |
| Doctor of the Day                      | 179,573          | 182,100          |
| Residential Care Initiative            | 126,414          | 135,354          |
| COVID-19                               | 43,591           | 13,784           |
| Miscellaneous                          | <u>508,138</u>   | <u>251,599</u>   |
|  | 1,728,901        | 1,523,661        |
| Interest                               | <u>-</u>         | <u>1,566</u>     |
|  | <u>1,728,901</u> | <u>1,525,227</u> |

#### Expenditures

|   |                  |                  |
|---|------------------|------------------|
| Advertising                               | 5,171            | 6,326            |
| Bank Charges and Interest                 | 2,572            | 435              |
| Events                                    | 10,646           | 13,338           |
| Insurance                                 | 780              | 650              |
| Licenses and Dues                         | 866              | 90               |
| Meeting                                   | 13,894           | 12,025           |
| Office                                    | 52,627           | 47,918           |
| Professional Fees                         | 20,023           | 23,484           |
| Salaries and Wages - Physicians and Staff | 1,114,221        | 1,041,997        |
| Salaries and Wages - Doctor of the Day    | 178,850          | 178,850          |
| Sub-Contracts                             | 301,573          | 185,187          |
| Telephone                                 | 4,926            | 3,222            |
| Training                                  | 12,103           | 5,459            |
| Travel                                    | 10,490           | 1,421            |
| Workshop                                  | <u>159</u>       | <u>4,825</u>     |
|   | <u>1,728,901</u> | <u>1,525,227</u> |

#### Excess of Revenues Over Expenditures

-

#### Net Assets - Beginning of Year

46,003

46,003

#### Net Assets - End of Year

\$ 46,003

\$ 46,003

## CAMPBELL RIVER & DISTRICT DIVISION OF FAMILY PRACTICE SOCIETY

### Statement of Cash Flows

Year Ended March 31, 2023

2023

2022

#### Cash Flows From Operating Activities:

Cash Received from Funding  
Cash Paid to Suppliers and Employees  
Interest Received

|                |                |
|----------------|----------------|
| \$ 2,020,860   | \$ 1,637,035   |
| (1,930,030)    | (1,440,538)    |
| <u>25,826</u>  | <u>3,392</u>   |
| <u>116,656</u> | <u>199,889</u> |

Increase in Cash

116,656 199,889

Cash - Beginning of Year

766,779 566,890

Cash - End of Year

\$ 883,435 \$ 766,779

# 2022-23 FINANCIALS

Prepared by Chan Nowosad Boates



# EXECUTIVE DIRECTOR'S REPORT

Dawn Hamilton

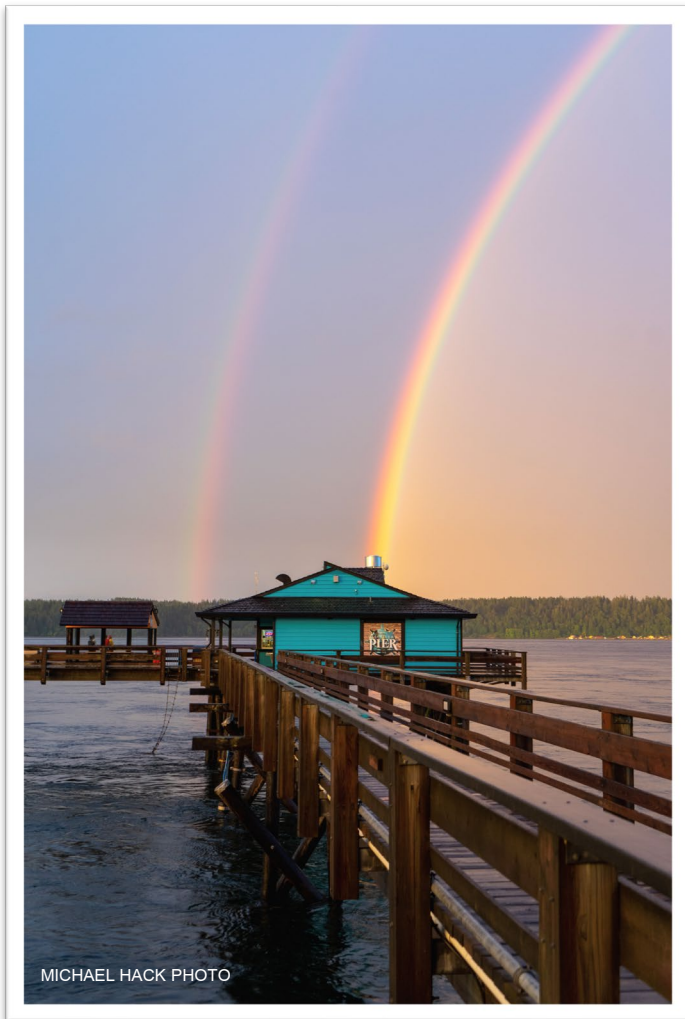
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As most of you know, I joined the Division as Executive Director only a few days before the end of the 2022-23 fiscal year. So, the truth is, I don't have a lot of first-hand knowledge about what took place during that time. BUT what I do know without a doubt is the Division was in a state of flux and, despite being short-staffed, it remained afloat because of the dedication of our staff, our Board and our Interim ED, all of whom worked tirelessly to bring the Division back to stable ground.

I want to whole-heartedly thank all of you for welcoming me to the Division in March of this year. I feel privileged to work alongside our dedicated team of physicians, staff and partner organizations.

Over the last seven months, I've enjoyed meeting many of our members, listening to your needs and challenges, and gaining a better understanding of your work within primary care.





This is both an exciting and demanding time. In part, the success of our Division lies in our ability to tap into the strength of collaboration. I am confident that we will persist in doing this, meeting the challenges before us, and continuing to exceed expectations.

Lastly, thanks to all of the Division Members who contribute in various ways to building a strong and unified medical community and providing excellent primary care services for our community. I am proud to say I am from the Campbell River & District Division of Family Practice because of you, the people it represents.

I am extremely hopeful for 2024, and am looking forward to meeting more of our members, and continuing to work together as a team to improve primary healthcare delivery in our community.

All the best,

Dawn Hamilton  
Executive Director

### STAFF RECRUITMENT

The Division owes immense gratitude to Cathy Paterson, the Board, our Operations Coordinator, Sadie Mack, and our former Project Manager, Emily Sayward for steering the ship through the waves in 2022-23 – it's because of their hard work that the Division has weathered the storm, and it now has a team with the passion, creativity and expertise it needs to once again thrive.

#### Speaking of our team:

this year **the Division recruited Dawn Hamilton** as our new Executive Director, **Nicole Veerman** as our Communications and Admin Coordinator and **Michelle Cowles** as our Health Connect Registry and Admin Assistant. Along with Sadie, they make up your Division Team.

**Our Primary Care Network Team has also grown, with the recruitment of Emily Yates** as PCN Team Lead. Emily joins PCN Manager, Stacy Folk and PCN Project Lead, Kirstie Stewart.

WITH OUR THANKS & GRATITUDE  
**we say farewell to:**



**Emily Sayward**  
*Project Manager*



**Cathy Paterson**  
*Interim ED*

# DIVISION TEAM MEMBERS

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**Dawn Hamilton**  
*Executive Director*



**Sadie Mack**  
*Operations  
Coordinator*



**Nicole Veerman**  
*Comms & Admin  
Coordinator*



**Michelle Cowles**  
*HCR & Admin  
Assistant*



# PCN TEAM MEMBERS

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**Stacy Folk**  
*PCN Manager*

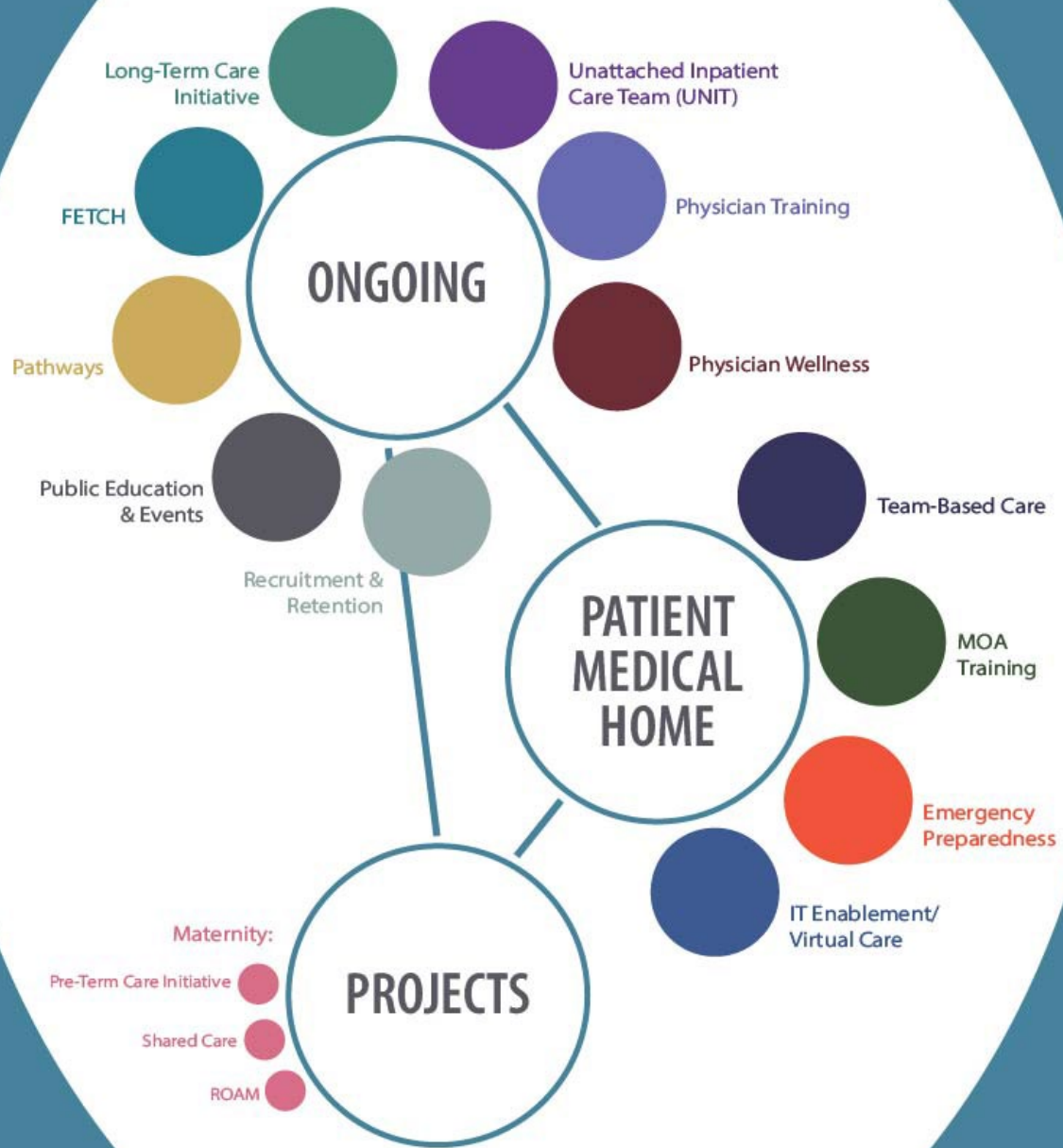


**Kirstie Stewart**  
*PCN Project Lead*



**Emily Yates**  
*PCN Team Lead*





# Division Initiatives & Projects

### FP RECRUITMENT

Our team worked to recruit and retain new physicians to Campbell River and collaborated with the City of Campbell River on an Essential Workers Temporary Housing program and a Welcome to Campbell River package to support essential worker recruitment efforts.

**In the 2022-23 fiscal year, we had six new FPs join the Division and already in this new fiscal year we have added five more!**

Our UBC Residency program and our PRABC program are both instrumental in helping us recruit and retain FPs. It is truly a team effort, and we appreciate the support of our membership in making new FPs feel welcome in our community, our clinics and our hospital.

### WELCOMING NEW PHYSICIANS



Dr Sol Gregory,  
Dr Annalize De Villiers,  
Dr Larry Ness

Dr Tarig Abdalla,  
Dr Annalize De Villiers,  
Dr Jordyn Vanderveen

## TRAINING OPPORTUNITIES

The Division offered physician training, including an **interdisciplinary water birth simulation which has allowed our hospital to begin using the tubs that were built in the new hospital upgrade in 2017.**

We also offered:

- First Aid Training for physicians and MOAs
- Physician training on prescribing at end of life and how to refer to MAiD
- Lunch & Learns on topics ranging from Evaluating the Financial Drivers of Your Practice to Clinic HR Best Practices, Optimizing Workflow and Operations, Using Pathways and a presentation from the Immigration Welcome Centre.



# SUPPORTING PERINATAL MENTAL HEALTH ON NORTHERN VAN ISLAND

2021- 2023

This two-year project was funded by Shared Care and facilitated by the CRD Division of Family Practice.

The Perinatal Mental Health Support Project improved patient access to care and provider experience of care, as well as health outcomes for perinatal people experiencing mild to moderate mood, anxiety, and adjustment disorders during pregnancy, the first-year postpartum, and in association with ongoing infertility or pregnancy loss.

The project supported providers and patients with access to:

- Ongoing peer-to-peer support
- Six-week education series on postpartum preparedness
- Ten-part podcast series about common postpartum issues
- Handout and resources for expecting or new parents
- Training and resources for providers about PPD/A

PREGNANT? You're invited to a **FREE**

## 6 WEEK ONLINE\* POSTPARTUM PREPAREDNESS GROUP COURSE

Partners are encouraged to attend  
\*Virtual meetings via Zoom

Join Dr. Pip and Jamie to learn about:

- preparing for the postpartum period
- stress management skills for common stressors
- unexpected physical symptoms after birth
- newborn and infant sleep
- infant feeding
- navigating new roles as parents/partners
- and much more!

Check the website:  
[www.makingmamawell.ca](http://www.makingmamawell.ca)  
for upcoming group dates/times  
and to register



This group is made possible by initial project support and funding through Shared Care and The Campbell River and District Division of Family Practice.

## MEET THE FACILITATORS



**Dr. Pip Houghton** is a rural family doctor with a special interest in perinatal mental health. Pip lives in Comox with her husband and 3 young boys.



...with contributions from **Jamie Malloff**, Jamie is completing a MA in Counselling Psychology with a perinatal focus and practices as a Registered Nurse and Lactation Consultant in Campbell River. Jamie is a wife and mom to 4 kiddos.

**This is funded by MSP as a group medical visit. This course is not a drop-in program and your registration is for all six sessions.**

For group cohesion, we ask that you commit to attend all sessions.



# 2022-23 Highlights at a Glance

## Clinic Engagement

- Dec & Jan 2022-2023 – Clinic visits – (DOD conversations and general concerns)
- May & June – ED intro, PCN engagement and Health Connect Registry intro

## Emergency Planning

- June – Emergency planning site training (MOAs and physicians)
- August – Emergency training for office (The Bridge)

## Long Term Care

- October 2022 - LTC Lunch and Learn - LTC and the referral process
- Regular LTCI meetings

## In-Patient Care

- Feb 2023 - In person event on the future of Inpatient care - DOD meeting
- Ongoing meetings to develop, maintain and fine-tune UNIT

## Physician Wellness

- April 13 - June 1 (every 2<sup>nd</sup> Wed) – Physicians wellness yoga series





## PCN TEAM MEMBERS

### **Manager – Stacy Folk**

The PCN Manager is responsible for interpreting the Service Plan vision and leading its implementation.

### **Project Lead – Kirstie Stewart**

The Project Lead supports operationalizing the PCN implementation and leads the Health Connect Registry (HCR).

### **Team Lead – Emily Yates**

The Team Lead supports the Allied Health Professional team and works with key stakeholders to pursue goals of the service model.

## PCN PHYSICIAN LEADS



Dr. Angela Logan



Dr. Erika Kellerhals

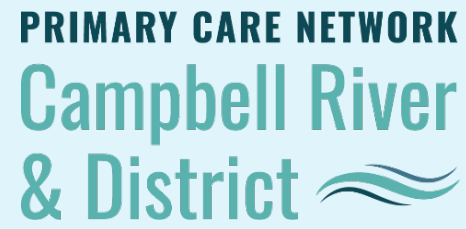


Dr. Marissa Dry

The PCN Physician Leads are responsible for convening and chairing the Steering Committee. They lead and bring together physicians, nurse practitioners, and community and health authority partners to collaboratively design local primary health services that meet the population's needs.

## *2022/23 Overview*

- Early Draw Evaluation completed by Reichert & Associates
- LKT confirmed pursuit of pilot project with MOH related to Patient Attachment (Strategy 4)
- Second Registered Social Worker hired (Strategy 5) Rural & Remote
- Metis Patient Navigator hired at NIMA (Strategy 8) Metis Community Coordination
- Shared Care Project approved & project management in progress for (Strategy 5) Foundry - Vulnerable Youth
- Needs Assessment (Strategy 7) Reichert & Associates begins for ICHC
- HCR provincial-wide updates implemented, and community-wide clinic onboarding completed



## *2022/23 Overview*

- Thus far: 3.0 NTP and 6.0 NP hired, totalling 9 PCPs for Strategy 4, Patient Attachment
- Concept Summary for a Site Lease approved by MOH for Strategy 7, ICHC
- Planning initiated to consider combination of Strategy 7 & 9 ICHC & Urgent After Hours Care
- HCR now in use by 4 clinics, positive outcomes confirmed by patients attaching to PCP's at steady rate

*We thank all of our partners who joined in our successful PCN service model implementation actions throughout the fiscal year 2022/23!*

# OUR CRD & PCN TEAM



Back row from left to right:

Emily Yates  
Kirstie Stewart  
Dawn Hamilton  
Sadie Mack  
Michelle Cowles

Front row from left to right:

Stacy Folk  
Nicole Veerman





## Contact Us

**Campbell River and District Division of Family Practice**

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[www.divisionsbc.ca/campbell-river-district](http://www.divisionsbc.ca/campbell-river-district)