

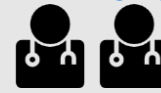
RECRUITMENT, RETENTION & LOCUM SUPPORT

Key Accomplishments (to Jul 12 '16)

- Established an effective recruitment process
- Developed a marketing plan to showcase Delta
- Recruitment Coordinator attended family medicine physician conferences
- Supported new GPs in their transition to South Delta
- Identified locum needs of Delta physician
- Connected with locums

Impact of the Strategy (to Jul 12 '16)

- ✓ Recruited new physicians to South Delta
 - 3 GPs have begun practicing
- 2 GPs are expected to begin practicing between July-November 2016
- 2 GPs are expected to begin practicing in 2017
- ✓ Increased capacity in physician offices



“Without A GP for Me, we’d still be looking for a new doctor. I don’t think we would’ve had the capacity to find a physician on our own. The recruitment coordinator was able to do the legwork that physicians don’t have the time or skills to do.” – GP Receiving Recruitment Support

PATIENT ATTACHMENT SYSTEM

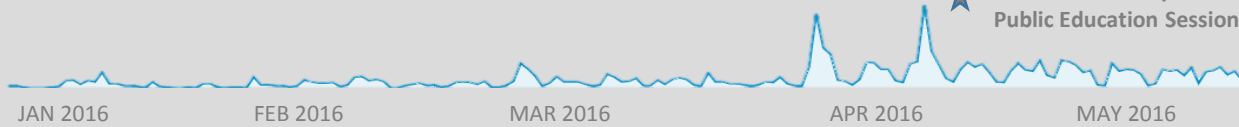
Key Accomplishments (to Mar 31 '16)

- Developed a standardized process to attach patients to family physicians using FETCH
- Promoted FETCH patient registry among providers and the public (i.e. via public education event)
- Better understanding of the number of unattached patients and of GP capacity needs

Impact of the Strategy (to Jul 12 '16)

- ✓ Attached patients to family physicians
 - 600 patients attached
- ✓ Enabled patients to find a family physician
- ✓ Supported MOAs, and community service providers with attachment mechanism
 - 1800 patients registered their need for attachment
 -

FETCH Site Visits (to May 31 '16)



TEAM BASED CARE & PROVIDER CONNECTIVITY

Key Accomplishments (to Mar 31 '16)

Developed:

- FETCH website focused on MHSU community services and resources
- “Guidelines for Communications” to enhance information sharing between GPs and community service providers



Organized and hosted:

- 5 collaborative planning sessions: 29 community partners / allied health care providers, 4 GPs, & 2 psychiatrists
- 16 “road show” clinic / hospital visits: 11 community partners, 24 GPs, 1 resident, 23 clinic staff/MOAs, & 5 hospital staff
- Public education session attended by community members and service providers (~30 attendees)

Impact of the Strategy (to Jul 12 '16)

- ✓ Increased GPs and MOAs awareness of MHSU resources
- ✓ Streamlined access to MHSU services and resources
- ✓ Increased collaboration and communication between health care providers
- ✓ Streamlined access to care for MHSU patients

“We learned that there is a huge array of resources. We have knowledge about what is in the community and things are working a lot more smoothly.” – Local GP

PRACTICE EFFICIENCY

Key Accomplishments (to Mar 31 '16)

- Hosted, in collaboration with PSP, 8 Small Group Learning Sessions and a MOA education event
- Provided practice support to GPs and MOAs
- Established a discussion board on the Division website
- Supported EMR access for GPs from within the hospital

Impact of the Strategy (to Mar 31 '16)

- ✓ Improved GP collegiality
- ✓ Increased office efficiencies

“The SGLS and activities sponsored by the Division have created more collegial relationships – physicians meet together and talk to each other. In absence of meeting in the hospital, the Division has provided that.” – Strategy Committee member

Improvements in Billing Efficiency in the Past 12 Months

