

Divisions Seniors Prototype Event

An overview of divisions'
shared learnings and activities



Divisions of Family Practice
A GPSC initiative

“A learning organization is a group of people who are continually enhancing their capabilities to create what they want to create.”

— Peter M. Senge

On April 21, 2016 physician leads and executive staff from 13 divisions across the province met in Vancouver to share their learnings about the work they’ve done so far on the Ministry of Health’s Seniors Prototype initiative. This event was the first gathering of the communities engaged in Seniors Prototype activities since the invitation to participate in the initiative was extended by the Ministry of Health in February 2015.

The following divisions attended:

- Abbotsford
- Central Okanagan
- Comox Valley
- Cowichan
- Langley
- Mission
- North Shore
- Northern Interior Rural
- Prince George
- Richmond
- South Island
- Thompson Region
- Vancouver

This event was led by the provincial Divisions office (PDO) team under Executive Lead, Susan Papadionissiou. General Practice Services Committee (GPSC) physician members Shelley Ross, Co-chair of GPSC, Peter Barnsdale, Jean Clarke, Fiona Duncan, Gary Mazowita, and George Watson joined their division colleagues to support dialogue and thought exchange.

Commitment to funding

Kicking off the event, Susan Papadionissiou announced GPSC approval of interim funding to support physician participation in the Seniors Prototype and Patient Medical Home/Primary Care Home planning activities currently underway in partnership with health authorities in local communities. Divisions that are interested in accessing this interim funding can contact Susan Climie, Business Supports Lead, at sclimie@doctorsofbc.ca.

Resource development

The format for the evening included five minutes for each division to share project outcomes and key processes, including successes and pinch points. Divisions were encouraged to share hardcopies of “one-pagers” capturing the basics of their projects. The provincial Divisions of Family Practice office (PDO) will continue to support this sharing by uploading materials in DivIT. Please connect with Andrea McMaster, Administrative Assistant, for further information at amcmaster@doctorsofbc.ca. Additional materials such as case stories are under development by the PDO and will be made available in the coming weeks.

Learning themes and discussion topics

The event focused on three main learning themes:



Discussions of these themes generated a number of perspectives on successes and challenges in member engagement, physician leadership, partnership and governance, planning, alignment of strategic vision and directions, quality improvement, and infrastructure funding supports. Through these conversations, participants identified many potential topics for further discussion. Recognizing time limitations, these were narrowed down to six main topics:

- Early member engagement.
- Developing an approach to the work.
- Working with physicians for change.
- Working partnerships.
- Identifying necessary change supports.
- Transitioning prototype work into a primary care home/ medical care home model.

Discussions and learnings

The topics listed above were discussed in free-form groups. Participants identified the common conditions necessary for success in each of the subject areas, as follows:

- Early and meaningful engagement to clarify intention and purpose of working together.
- Purposeful engagement is the “how” of trust-building necessary for successful relationships, which are the heart of any successful collaboration or enterprise.
- A solid foundation of authentic collaboration. Collaboration supports the co-creation of a shared vision, including the acknowledgment of diversity in perspectives that emerge from a variety of audiences and interests. This includes a willingness to dive deeply into the culture of your partner organizations.
- Continuous effective communication of a common vision. Communicating to share and clarify vision builds value and deepens commitment, which in turn sustains partnerships and activities. These communications are both internal between organization members and leaders, and external between partner organizations.
- Charting a clear communication course between your member organizations and across partnerships.
- Identifying and following your “North Star” when charting your communication course will facilitate quality communications with member organizations, partnerships, and the public at all levels (locally, regionally, and provincially). This type of communicating equates to more than branding — it is crucial for successful uptake of any project or activity. Established process principles conform to the [IAP2 model of engagement](#). A good engagement process involves co-identifying the problem or population health issue you are working on, and co-determining a process through which you will work together.

Learnings identified in free-form groups:

Early and meaningful engagement

Authentic collaboration

Effectively communicate a common vision

Charting a clear communication course

Identify and follow your "North Star"

Additional learnings:

Understand the scene and the players

Commit to innovation

Remain committed to sharing learnings and information

Once the conditions above were discussed and established, the following additional learnings surfaced that can be applied to ensure that the Seniors Prototype engagement process progresses smoothly.

Understand the scene and the players

Divisions made every effort to understand the diversity of stakeholders and partners on the provincial scene. Once the key players were identified, divisions moved on to the process of outlining principles for working together and clarifying roles and responsibilities for decision-making. This process enabled strong governance of the work.

Commit to innovation

In the process of revisiting and reaffirming their commitment to innovation, divisions recognized that a project doesn't need to be perfect in order for work to begin, as long as the principles of quality improvement are embedded from the start. They planned for the unexpected and agreed to tolerate uncertainty, but lay the groundwork for responsible management of instabilities

Remain committed to sharing learnings and information

A measure of the success of any group undertaking is the participants' willingness to participate in the iterative learning processes necessary for sharing and building of collective wisdom.

At the Seniors Prototype event, the leadership of participating local divisions once again demonstrated their commitment to both this process and to furthering the work of the initiative on behalf of the collective membership and partners.

The provincial Divisions office is deeply appreciative of leadership efforts and committed to reporting out the group contributions, and the GPSC is committed to supporting the work of primary care redesign at all levels and sharing newly garnered insight with health authority and Ministry of Health colleagues going forward.