

2017–2018 Annual Report

Serving Our Members and Our Community





Burnaby Division of Family Practice

A GPSC initiative

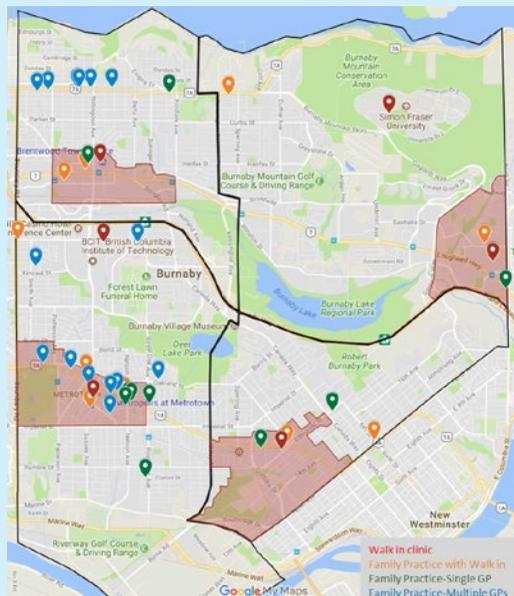
OUR COMMUNITY

In 2018, Burnaby's population is over 246,000 and is considered the 3rd largest city in BC. Population is expected to continue to increase at an average annual rate of 1.5% over the next 15 years, a rate 30% higher than the province. According to the 2016 census, Burnaby has one of the largest proportion of immigrants across the province, at 50% vs. 28.3% for all BC. Additionally, 14% of immigrants arrived in the last five years. As in many other regions across the province, Burnaby will experience its population age over the next decade. This shift in demographics will likely place additional pressure across all primary and community health services. As of 2016, 15.8% of Burnaby residents are 65+, and between 2015 and 2015, this segment is expected to increase by 15,000 (41.3%).

OUR MEMBERS

The need for FPs to provide full-service family practice and residential care in the community continues to grow. A significant number of FPs in Burnaby plan to retire in the next 10 years. In the past two years, two GPs have closed their practices and 19 FPs have begun practicing in Burnaby. Practice composition in Burnaby varies across its six geographic neighbourhoods. Twenty FPs continue to practice in solo clinics and the remaining practice in either small or large group practices. These group practices offer full-service family practice, walk-in service or a combination.

GEOGRAPHIC DISTRIBUTION OF BURNABY MEMBERS



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Message from the Chair, Dr. Charlene Lui

We have had a very exciting and productive year, and I would like to take this opportunity to express my thanks and appreciation to all of you who contributed your time and vast expertise to advancing primary care reform in our community. In February 2018, the Burnaby Division and Burnaby Health Services (Fraser Health) submitted an Expression of Interest (EOI) for primary care network (PCN) development in Burnaby to the GPSC and the Ministry of Health (MoH). We were selected as one of five communities in BC to go first with our PCN service plan. Service planning will begin next year.

As part of our EOI submission, we developed a “Blueprint for Success” that highlights the building blocks of our PCN. We are excited about the concept and importance of the Neighbourhood Network in our Blueprint. Family physicians’ practices will web together with other practices in a geographic neighbourhood in such a way that they can share care with each other, as well as with health authority allied health care providers. We look forward to working with our membership to create a holistic, physician- and patient-centred service plan for primary care transformation in Burnaby.

We continue to strive to improve the gaps in care, and to solve the challenges that you have identified. We believe PCNs will help with much of this, including recruitment of new doctors to the area, locum coverage, seamless access to services for your patients, better communication and more supports where you need them. For example, next year, we

expect all practices in Burnaby to have an allied health team to support care for your patients. We encourage you to engage with your team to determine how best to work together.

What happens next? Engagement of our membership through working groups, committees and events will inform our Service Planning. Thinking about changing the way we work and learning how to work in teams can sometimes be challenging, but I encourage us all to lean in and co-design how the teams will look for your clinic and neighbourhood. We believe that each neighbourhood of physicians is somewhat unique. Please join your Neighbourhood Network. Your participation is crucial to our success.



Dr. Charlene Lui

Message from the Executive Director, Georgia Bekiou

The work completed by the Burnaby Division of Family Practice this past year has laid a solid foundation for future primary care transformation. We have worked with family physicians across our community to further develop patient medical homes and explore what these changes mean to family physicians and their practice.

This year, the Division also saw substantial gains in the development of the Residential Care Initiative, finished work with the Burnaby Local Action Team of the Child & Youth Mental Health & Substance Use Collaborative, and offered many engagement opportunities to our members including various events, workshops and CMEs. We heard our members' voices at these events and they also shared their thoughts with us by completing surveys when we asked for their feedback. The level of member engagement in Burnaby has been extraordinary and we want to thank our members for their energy and enthusiasm.

Member and partner feedback have been extremely important in the development of the EOI submitted to the Ministry of Health and will continue to be integral to the planning stages for ongoing primary care transformation in Burnaby. Having been selected as a first wave community for primary care network development, we will continue to partner with our members to address the needs of the community and holistically support family physicians, their practices and their patients. These are very exciting times for Burnaby!

I would like to offer my sincere gratitude to our committed Board of Directors, our passionate and dedicated family physicians and our enthusiastic staff and contractors for making this work possible. I am proud to be part of this incredible organization and am committed and excited to continue serving our family physicians and their patients.



Georgia Bekiou

Treasurer's Report, Dr. Jennifer Moore

This past year has found the work of the division increasing exponentially as we begin our work on the patient medical home and the primary care network, in collaboration with our partners. This has meant balancing budgets over many more cost centres and renegotiating and redirecting funds as necessary with the approval of the Board.

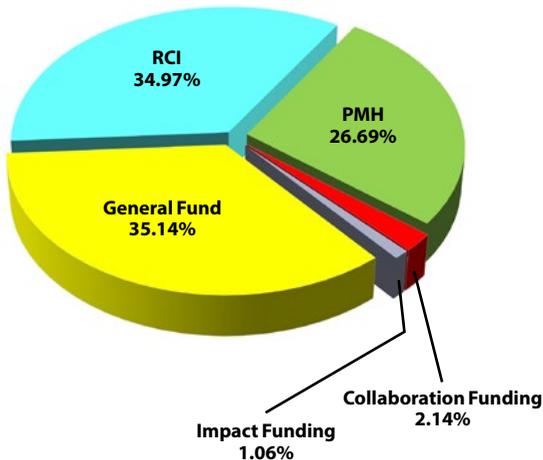
As part of ongoing responsibilities, the Board remains financially responsible for the Residential Care Initiative, the Empowering Patients Program, our Continuing Medical Education Series and member engagement events to help support our local FPs. We have continued to manage our finances with our fiscal accountability framework to maintain our

unqualified audited report. Our financial position at the end of the fiscal year was, once again, in a positive balance.

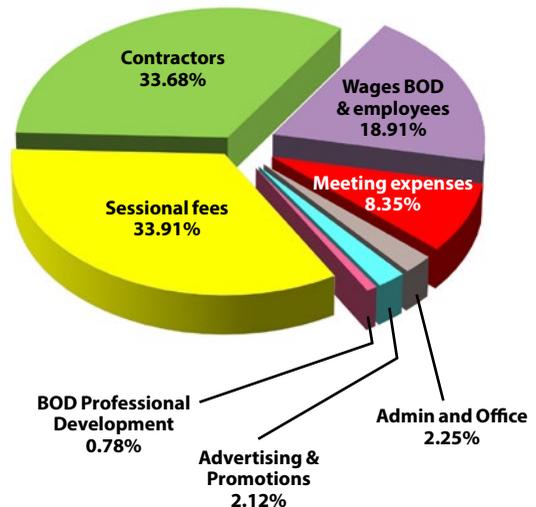


Dr. Jennifer Moore

2017-18 Revenue



2017-18 Expenses



Programs and Initiatives:

Partnering with patients in wellness and healthcare

Burnaby Local Action Team (Sponsored by the BDFP)

In December 2017, the Burnaby Local Action Team (LAT) of the Child & Youth Mental Health & Substance Use Collaborative, came to an end. In the 2017-18 program year, the Burnaby LAT developed and distributed both paper and electronic referral pads that identify community-based resources accessible to children, youth, families and physicians supporting kids who are challenged with mental health and/or substance use concerns. The LAT also convened a CME event for Burnaby physicians on the diagnosis, assessment, early intervention and treatment of eating disorders in young people.

Members of the LAT reported two highlights of the two-year operation: the participation of youth and family members who have experience in dealing with mental health and/or substance use issues; and the participation of Burnaby family physicians in the LAT's conversations and work. Many LAT members participating on behalf of community-based social service and education organizations expressed hope that, the voices of people with lived mental health and substance use experience are included, and the physicians practicing in the community identify gaps in service and strategies and solutions to address them.

Healthier Community Partnership

The Healthier Community Partnerships (HCP) is a partnership between The City of Burnaby, Fraser Health, School District 41 and the Burnaby Division of Family Practice with representation from City of Burnaby Social Planning Department, Public Health, Burnaby Health Services, the Burnaby Board of Education and Parks, Recreation & Cultural Services. Our collaborative goal is to promote physical and emotional well-being throughout the Burnaby community.

This year, we re-defined our vision and mission and continued to promote healthy living in Burnaby by supporting the initiatives of our member organizations and collaborating on larger community projects including the Walk 30 Burnaby-New Westminster Challenge. In partnership with our sister communities, the challenge culminated in a one-day walking fair at the Edmonds Community Centre and two other large forums, bringing together the many partners in our community involved with health and wellness in Burnaby.



Walk with Your Doc

For the fourth consecutive year, Burnaby physicians gathered on May 10, 2017 to celebrate Walk with Your Doc and Burnaby Move for Health Day. Burnaby is a community well-known for its promotion of prevention and wellness and this collaborative event provided a perfect way to “walk the talk”. Several of our physicians participated in a short walk with patients to emphasize the benefits of daily exercise. A complimentary health talk on the importance of physical activity was presented by Dr. Davidicus Wong prior to the walk.

This event provided an opportunity for collaboration with The City of Burnaby and Burnaby Parks, Recreation & Cultural Services who provided resources and promoted the event. The division is proud to support this annual event and encourages future participation among all our members.

Empowering Patients Program

We have continued to reach out to the Burnaby community through our free public talks at venues including Burnaby’s community centres and libraries. The goals of the Empowering Patients public health education program are to:

- Increase people’s health literacy and encourage healthy living;
- Reduce chronic disease;
- Enhance the patient-doctor relationship, and;
- Improve patients’ self-care in general and in the management of chronic diseases, including diabetes, chronic lung disease and hypertension.

Our final talk of the year was on Healthy Physical Activity at Confederation Centre and was followed by our biggest Walk with Your Doc event ever. Many thanks to our HCP partners, including Burnaby Parks, Recreation & Cultural Services, for supporting and promoting this event.

Supporting practices to do the best job possible

MOA Network

BDFP members recognize how integral MOAs are to their practices; therefore, providing support to Burnaby MOAs is a priority for the division. We hosted two education and networking events in 2017-18 including “Pathways: From Beginner to Advanced” and “Help us to Help You: An Evening for MOAs” where we offered tips to address confidentiality in the medical office and held preliminary discussions about the development of a robust practice manual for all Burnaby practices. We started a private Facebook page where MOAs can network and share resources with each other. We invite all members to encourage their MOAs to participate in these events.



Continuing Medical Education Series

CME sessions delivered over the past year were offered based on member feedback and member identified needs. The CME Committee met monthly to review feedback from members to carefully select topics, source speakers and confirm learning objectives for each event. Our most popular session featured a local Burnaby lawyer discussing medical legal report writing with over 70 FPs in attendance. We surpassed the

targeted number of CME events by year end, delivering nine sessions to Burnaby members. Burnaby’s successful CME program gives FPs an opportunity to come together, network and learn about topics of interest. We look forward to continuing this program and offering frequent and quality education sessions to our members.

Pathways

The growth and evolution of Pathways was exponential in 2017–18 with the user base growing to more than 5000 active users who can find information on 4300+ specialists, 1000+ clinics, and multiple health services as well as 1300+ referral forms and over 2100 physician-approved resources. It has become a one stop shop for FPs and their staff. Our division hired an experienced MOA this year to manage Burnaby data on an ongoing basis to ensure users’ confidence in its relevance and accuracy. We encourage all members who are not yet using Pathways to contact us for access and training.

GETTING THE MOST FROM Pathways

Pathways offers a secure online tool to optimize your patient referrals to specialists and clinics. It was designed by physicians for physicians and it works! Within seconds you have access to reliable and up-to-date referral information.

KEY GOALS OF PATHWAYS INCLUDE:

- Allowing City to identify the most appropriate specialists available with the shortest wait times
- Simplify the patient referral process by quickly identifying specialists and practice offices by specialty and clinic
- Providing City with up-to-date information to ensure the most appropriate referrals
- Decreasing the incidence of re-referrals, thereby increasing the efficiency of patient care

Save time by using Pathways for:

- Access current contact information specific to the specialist or clinic you are referring to
- Send patients resources and health information to your patients
- Quality that improved health care and decrease wait times right on the Pathways homepage

MAKING BETTER REFERRALS

We have over...
 4,300+ specialists
 1,000+ clinics
 1.5 million page views annually

6 Divisions of Family Practice
 BCPC BCMA BCPCBC BCPCBC

Recruitment, Retention & Retirement Program

The Recruitment, Retention & Retirement Working Group continued to identify core activities for the Burnaby division to focus efforts on, included events for FPs new to Burnaby, a conference to showcase FP opportunities in Burnaby, a welcome program for new family physicians and transition supports for retiring doctors. In addition to these planning efforts, the division has continued to offer permanent and locum matching services for FPs interested in joining the community. A division coordinator speaks with interested family physicians and matches their specifications to any Burnaby practices looking for a permanent physician or locum. The division also continued to support members by creating ads for their clinics and promoting them through various outlets, including conference exhibits to attract more FPs to Burnaby.

Residential Care Initiative

Overall, the Residential Care Initiative (RCI) made progress in seeing participating FPs move toward adoption of the program's best practice expectations. The after-hours call service covering all Burnaby residential care facilities continued to thrive and provide essential service throughout the entire year. Three new family physicians were recruited to residential care and the initiative members met multiple times to collaborate and learn. Physicians and facility leaders reported that they were satisfied with division support, and RCI physicians were satisfied with their residential care practice. To continue to move initiative objectives forward, the RCI further identified hindrances to delivery of care by FPs in residential care facilities in September 2017. The ultimate purpose of this activity was to

identify improvements that could be made to facility operations and physician practices to facilitate the delivery of primary care in accordance with five best practice performance expectations.

After multiple FP and facility interviews, a report was finalized in February 2018 outlining priority areas for improvement in delivery of the best practice expectations to ensure that:

- Obligations for FP care at residential care facilities can be met;
- Residential care practice remains feasible and does not unduly hinder family physicians' regular practice, and;
- Efforts to retain and recruit physicians to support residential care are maintained.

In the coming year, the initiative will be working with program members and partner facilities to develop and implement tools and processes related to priority improvement areas. The initiative will also continue to recruit and mentor new FPs interested in joining the initiative.



Looking into the future: Transitioning Primary Care Networks in Burnaby

EOI Selection

This past year, we have been working with Burnaby family physicians, Fraser Health and Burnaby Health Services (BHS) to design Burnaby's PCN, an integrated system of care to meet primary care needs in our community. The Burnaby Collaborative Services Committee (CSC) submitted an Expression of Interest for PCN development to the Ministry of Health in February 2018 and was selected as one of the first five communities across the province to move forward with a PCN Service Plan for Burnaby. It's Burnaby's time to innovate primary care, and we are ready!

The conceptual design for Burnaby's PCN "Blueprint" offers a joint vision for a future system of integrated primary and community care that includes the following components:

- Team-based care: Primary and community care teams integrated into family practices;
- FP Practices transitioning to PMHs;
- FP networks and Neighborhood Network integration;
- Urgent Family Care Centres that stand alone or couple with incubator clinics;
- Neighbourhood health and wellness Hubs, and;
- Strengthened integration of municipal and community services.

Our PCN strategy will:

- Increase patient attachment;
- Improve same-day and after-hours access;
- Decongest the ER;
- Increase patient flow through the hospital;
- Improve practice function, and;
- Improve work/life balance for FPs.

FP to FP Neighbourhood Networks

AA Neighbourhood Network consists of family physicians located in a specific geographic area, coming together to work collegially and create FP to FP connections that enable the shared delivery of full-scope primary care to patients. This year we successfully launched two Neighbourhood Networks in Southwest and Southeast Burnaby quadrants. These two neighbourhoods are leading the way in the development of FP to FP networks in Burnaby and in the province. Family physicians in these neighbourhoods are connected and working collectively to identify and solve problems, share learnings, support each other and lay foundations for the establishment of primary care networks in Burnaby. FPs in both Southwest and Southeast Burnaby neighbourhoods have attended multiple meetings to launch these important platforms. This work has just started and will see continued growth over the coming year. Next steps the formation of additional networks for the two remaining neighbourhoods in Burnaby.



Burnaby Maternity Clinic

Maternity care is a key part of full-scope family practice and the Burnaby Maternity Clinic offers a practical way to ensure it remains within the scope of primary care. The power of the network hinges on FPs working together to deliver full-scope care rather than each family doctor having to deliver 100% of the services to 100% of their patients.

Because of the Burnaby Maternity Clinic's significance in FP to FP networks and preserving the suite of services offered under full-scope care, the Maternity Care Task Group, led by Dr. Marvin Lemke, developed a promotional strategy to ensure that the clinic was being utilized at full capacity by increasing and sustaining referrals. This strategy involved educating our members about clinic services and the importance of their participation in the network. A video with testimonials from maternity clinic FPs was produced and screened at multiple division events. The promotional strategy also included educational materials for the public, including video and print materials.

Team-Based Care Prototype

The Burnaby Collaborative Services Committee (CSC) has been working to optimize existing service delivery, building collaborative relationships and realigning work forces to better service the community in preparation for PCN development. A team-based care prototype was developed for two large Burnaby clinics, where a Primary and Community Care Registered Nurse (PCCRN) from Fraser Health worked collaboratively with family physicians as a member of a multidisciplinary team that provides care in a timely manner. The PCCRN functioned as the primary contact and provided direct home nursing care which included assessment/examination at home, medication assessment, simple wound care, injections, teaching and initializing ongoing care plans. They also provided case management, including making referrals to other services required, and supporting system navigation for the patient. Based on learnings from this prototype, more Burnaby practices will have access to PCCRNs and other team-based care members in their offices in the coming year.



BDFP Staff and Consultants

Georgia Bekiou – Executive Director
 Erica Corber – Project Lead, Residential Care
 Leona Cullen – Division Coordinator
 Maninder (Manny) Sahota – Program Administrator
 Roxana Matasa – Accounting Support
 Joanne Granek – Coordinator, Burnaby Local Action Team, Child and Youth Mental Health and Substance Use Collaborative
 Tomas Reyes – Project Lead, Patient Medical Home (PMH)
 Robert Wright – Consultant, Primary Care Network (PCN)

Thank You FPs

Many Burnaby FPs have contributed to the work of the Division over the last year and we want to acknowledge and appreciate your contributions. The following physicians participated in working groups, task groups and advisory committees. Thank you for your time, ideas, timeless commitment, energy and support.

Dr. Camelia Barcan	Dr. Michael Look
Dr. Moira Bradford	Dr. Charlene Lui
Dr. Lindsay McCaffrey	Dr. Sheela Mistry
Dr. Bruce Davey	Dr. Karimé Mitha
Dr. Michael Healey	Dr. Jennifer Moore
Dr. James Hii	Dr. Birinder Narang
Dr. Joan Holman	Dr. Leandre Powys
Dr. Namrata Jhamb	Dr. William Rife
Dr. Azim Ladhani	Dr. Shelley Ross
Dr. Marvin Lemke	Dr. Baldev Sanghera
Dr. Rosario Leonor	Dr. David Sutcliffe
Dr. Billy Lin	Dr. Andrew Wong
Dr. Vivian Liu	Dr. Davidicus Wong



BDFP Board of Directors



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Lui, Chair



Dr. Karimé
Mitha, Vice
Chair



Dr. Jennifer
Moore,
Treasurer



Dr. Lindsay
McCaffrey,
Secretary



Dr. James Hii



Dr. Davidicus
Wong

Thank you to all of our members who participated in visioning sessions, annual meetings, continuing medical education sessions, Walk with Your Doc and other initiatives. We also want to thank you for your continued feedback, and for your ideas and suggestions for improving our service to you.

*Thank
you*



Celebrating with BDFP Members 2017



Burnaby Division of Family Practice

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We gratefully acknowledge the funding of the General Practice Services Committee and Shared Care Committee, as well as the support of the Division of Family Practice provincial office.

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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.

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