



Central Island
Division of Family Practice

A GPSC initiative



Annual Report 2020-21

FOR THE PERIOD ENDING MARCH 31, 2021

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Our Vision



VISION

Primary care providers working together to ensure high quality, sustainable health care in the Oceanside Community.



MISSION

The Central Island Division of Family Practice strives to facilitate and encourage collaboration between all health care providers to enhance the opportunity to attain overall health of members of the community.



VALUES

Inclusivity, Diversity, Respect, Humility, Fairness, Excellence, Integrity.



STRATEGIC OBJECTIVES

- Increase family practitioner influence on health care delivery in our region.
- Enhance professional satisfaction to general practitioners.
- Improve patient care in our area.

Co-Chair's Report

It has been another notable year and we have much to recognize and celebrate within the 2021 Annual Report. We would like to thank our members, community, and partners for helping in this success. The velocity of change is increasing in our world and reshaping the medical system and players. Physicians and nurse practitioners who flourish in the face of change are the ones who are open to learning while embracing new opportunities.

The 2021 Annual Report will reflect a year of significant change and adaptation to the COVID-19 response world. Our division was integral in assisting family practitioners to react to the COVID-19 challenge, while keeping staff and patients protected against the virus. As well, the Board worked with staff to ensure safety protocols for the office environment were strictly followed. This required us to, throughout the year, shift to virtual board meetings, fully close the office, or use social distancing protocols and reduced numbers for face-to-face meetings.

The Board's focus in the first part of the year, in collaboration with Island Health and the Ministry of Health, was to coordinate supplying all family practitioners with person protective equipment (PPE) and supplies and changing practices in long-term care facilities to protect our most vulnerable patients.

We would like to thank our members, community, and partners for helping us see the potential end to this pandemic. The velocity of change and innovation required to do this was admirable. The Board looks forward to settling into the new normal so we can better serve all our members.

The aim of the Central Island Division's priorities continues to be member and community-focused, while activities continue to be informed by the provincial priorities of the Ministry of Health and the General Practice Services Committee (GPSC).

Board highlights for the 2020 fiscal year:

- Onboarded community members to the Division board.
- Incorporated additional physicians to the Board from Port Alberni.
- Worked with local governments to develop relationships and support the upcoming Oceanside Primary Care Network (PCN) project.
- Completed change of financial institutes and bookkeepers.
- Developed and adopted a "Code of Conduct" for members and applicants for Board positions.
- Involvement in a "Non-violent Communication" workshop to develop governance skills.

- Oversight and acceptance of an Expression of Interest for a PCN service plan in Port Alberni.
- Strengthened relationships with PCN partners including Island Health, local First Nations, First Nations Health Authority, community groups, and local governments
- Strengthened relationships with all BC divisions through involvement with: Network of Rural Division, the GPSC, and Wave 2 and future PCN meetings
- Board involvement in COVID-19 response meetings, Collaborative Services Committee (CSC), PCN Steering Committee, Rural Coordination Centre of BC (RCCbc), long-term care, and grand rounds.
- Significant community outreach and engagement in Port Alberni and Oceanside.

We want to thank our members for giving us the opportunity to lead the Division during a time of great change. We appreciate the faith and optimism expressed throughout this year.

Co-Chairs

Dr. Wendy Johnsen and Dr. Gina Bell



Palliative Care Group meeting



Covid 19 PPE delivery



Covid 19 PPE supplies

Executive Director's Report

The 2020/2021 year was a time of preparing for change. The Central Island Division continued to extend its activities and community involvement while growing stronger relationships with members and building trusted relationships with other divisions, Doctors of BC, the GPSC, Island Health, our communities, and our First Nations partners.

Major areas of focus for Central Island Division staff and Board this year:

- Realigning CSC and PCN Steering Committees to better work with active projects and to incorporate Port Alberni into decision-making at the PCN level.
- Roll out of a Primary Care Network in Oceanside requiring hiring of a PCN Manager, Change Manager, and PCN Administrative Assistant.
- Application, acceptance, and funding of five new projects:
 - Maternity Care in Port Alberni.
 - RCCbc First Nations Engagement for Port Alberni.
 - Change Management projects.
 - Shared Care – Psychiatry.
 - Patient Medical Home Innovation funding.
- Ministry of Health support for COVID-19 response and PPE supplies to family practitioners
- Changes and balancing of payments to long-term care providers, including partnering with Port Alberni to assist in their long-term care initiatives.
- Involvement in Island Division leadership initiatives, inter-divisional meetings, rural forums, GPSC projects, and Rural and PCN collaborative meetings.
- Move CIDFP office to more convenient venue in downtown Qualicum Beach
- Adjusting staff processes and procedures to adapt to COVID-19 protocols.

Thank you to the Board for your dedication and leadership in an incredibly challenging year. Thanks to our staff for their dedication and skills that have built a strong team who delivers excellence every day.

Quote:

“Start by doing what's necessary, then do what's possible, and suddenly you are doing the impossible.” - Francis of Assisi

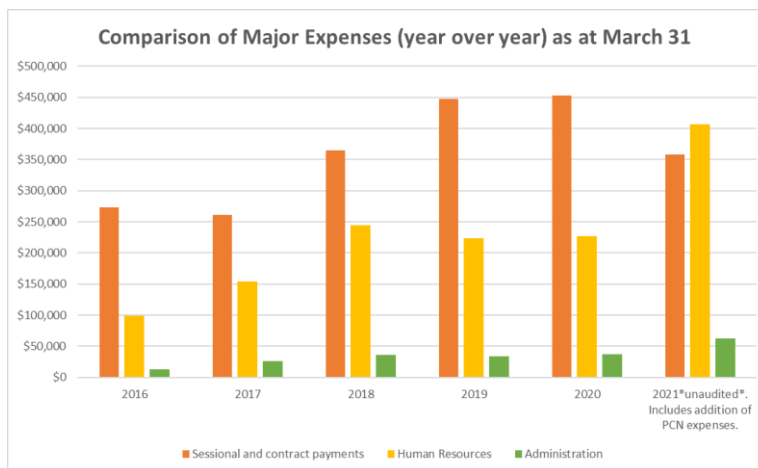
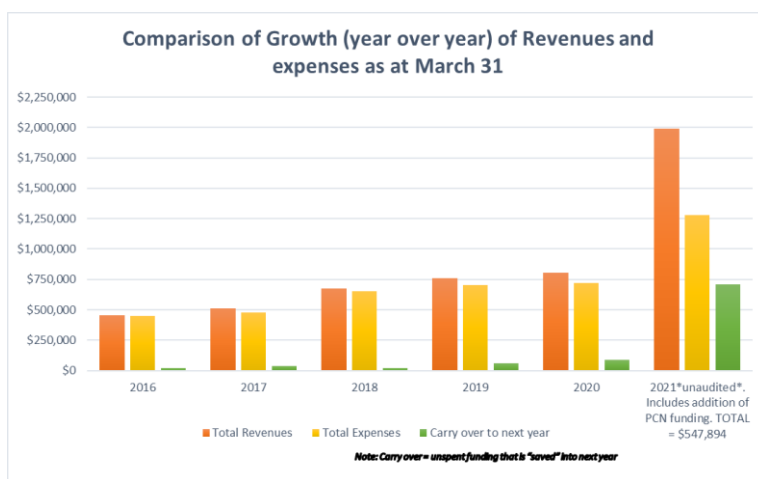
Evelyn Clark
Executive Director

Treasurer's Report

The financial records of the Central Island Division of Family Practice for the fiscal year April 1, 2020, to March 31, 2021, have been audited by Chan Nowosad and Boates Chartered Accountants. These have included the statement of financial position as at March 31, 2020, the statements of operations, and changes in net assets and cash flows for the year then ended.

The Central Island Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, the Joint Standing Committee on Rural Issues, the Ministry of Health, and the Divisions of Family Practice provincial office.

We extend our gratitude for the contributions of our members, Qualicum, Sna-Naw-As, Tseshaht, Hupacasath, Uchucklesaht, Huu-ay-aht, and Ditidaht First Nations and our many community partners.



Mr. David James
Treasurer

The Year in Review

2020

April

- Build a business plan for Patient Medical Home (PMH) clinic in Qualicum Beach.
- Long-term care amalgamation started in Port Alberni.
- Assist in deploying COVID-19 assessment clinics.



- Supplied iPad in locked-down long-term care facilities.
- Gathered and deployed community donations of PPE.
- Member meeting to discuss COVID-19 plans.
- Hired Oceanside PCN Manager.



May

- Development and application for a Shared Care – Psychiatry project.
- Development and application for a Maternity project in Port Alberni.

June

- Development and application for a COVID-19 Recovery proposal.
- Funding received for COVID-19 recovery.
- PPE distributions to all area clinics.
- Hired Administrative Assistant for Oceanside PCN

July

- Board nominations process launched.
- Annual Report developed for AGM.
- Patient Medical Home Innovation fund application.

August

- Expression of Interest for Port Alberni PCN started.
- Flowerstone PMH Clinic opened in temporary space.

September

- Division moves to new office space.
- Hired Change Manager for Oceanside PCN.
- Expression of Interest for Port Alberni PCN submitted.
- Virtual AGM.

November

- Established partnership with Port Alberni medical staff association (MSA).

December



2021

January

- Non-Violent Communication workshop attended by Board and staff.
- Updated and launched Member Code of Conduct.
- Submitted RCCbc proposal for Port Alberni First Nations Engagement.
- Began switch from Patient Attachment Mechanism to Health Connect Registry.
- Port Alberni member meeting to discuss Primary Care Network plan.

February

- RCCbc proposal for Port Alberni First Nations Engagement accepted.
- Launched Virtual Care project.

March

- Virtual care facilitation for staff.

Primary Care Network

The Ministry of Health approved the Oceanside Primary Care Network (PCN) in April 2021. The CSC, Steering Committee, and Project Leadership Team have been working on implementation.

Highlights:

- Hiring a PCN Manager, administrative assistant, and Change Management Lead to support the implementation and ongoing operations.
- Hiring a priority response team in September 2020. This team consists of two RNs and two OTs who work collaboratively to prevent hospital admissions and facilitate discharges. A physician will join this team in September 2021.
- Four nurse practitioners (NPs) signing service contracts and opening Flowerstone Family Health Clinic in October 2020. They are operating in a temporary space while a larger space is being designed to accommodate six NPs and two family physicians.
- Formed a First Nations task group to define the Indigenous Health team within the PCN. This team includes Qualicum and Snaw-Naw-As representatives and other community voices.
- Oceanside was one of a small group of Wave 2 PCNs to qualify for the Primary Care Clinical Pharmacist. We recruited a pharmacist who started April 2021.
- The Steering Committee participated in strategic planning - led by members of Island Health's Learning and Organizational Development team.
- Developed an evaluation framework with consultants from Reichert and Associates to support the ongoing evaluation of the PCN. Early work focused on the Priority Response Team (PRT).
- Started work to move the Patient Attachment Mechanism (PAM) list to the provincial Health Connect Registry in March 2021.
- The Steering Committee Co-Chairs, Dr. Mark Morris and Dr. Drew Digney, hosted engagement events throughout the year.
- A Ministry of Health media release announced the Oceanside PCN in September 2020.
<https://news.gov.bc.ca/23091>

Dr. Mark Morris, Physician Lead

Shonda Holt, PCN Manager

Division Projects Report

CIDFP has been very active in the last year planning and implementing Patient Medical Home, Shared Care, First Nation outreach, and a Maternity Network. Each project has looked at leveraging existing resources, creating functional teams who care for our complex demographic while establishing a model that is attractive to physicians and NPs coming to the community.

Some of the activities:







- GPSC PMH innovation Virtual Care Meetings with Doctors Technology Office (DTO) and the Practice Support Program (PSP), facilitated by Dr. Mark Morris. Virtual care modules were distributed in three sessions, three weeks apart with PSP support on follow-up projects.
- Palliative Care network meeting in September. One of the only in-person meetings held during COVID-19 included *My virtual visit*, a presentation by VIHA regarding using virtual care platforms for palliative patients.
- MOA Network meeting in August in Port Alberni. Topics discussed: virtual care, Pathways, COVID-19 updates, possible future training and discussion topics.
- Nurse in Practice from PMH in 2019 ongoing and has expanded to other clinics in Oceanside.
- Shared Care EOI psychiatry network established throughout 2020. Dr. Samantha Saffy is the psychiatrist with Dr. Chris Kwiatkoski and NP Liz Gilmour as community practitioner leads. Engagement sessions and work began in January 2021 with six GPs and four NPs having shared care sessions with Dr. Saffy in clinic on approaches to psychiatric care. Dr. Saffy also offering shared care to Snaw-Naw-As Health Centre, both providers and patients.
- GPSC maternity care initiative for vulnerable communities. Network established with GPs, NP, specialists, hospital staff, and Nuuchahnulth nursing department. List of gaps in care developed and in service offered on perinatal care and psychiatry.
- PCN #2 - EOI written for Port Alberni PCN in September 2020.
- RCCbc funding for First Nation engagement work in Port Alberni. Dr. Ian Warbrick, physician lead, in partnership with Nuuchahnulth Tribal Council and UBC Indigenous Patient Led Continuing Development Program. Eight sessions planned with three Nuuchahnulth elders and the GP/NP community in Port Alberni. Purpose: develop relationships, collaborate on cultural safety and humility training, and encourage candid discussion regarding reconciliation in health care.

Tina Biello
Project Manager

Programs & Operations

2020: Central Island Division of Family Practice supported 59 funded physician members and 9 nurse practitioner members

Programs supported include the following:

| | |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
|  Port Alberni PCN |  COVID-19 Pandemic Response |
|  Patient Attachment |  Physician Recruitment |
|  Vancouver Island Recruitment Collaborative |  COVID-19 Vaccination Program Alerts |

COVID-19 Pandemic Response

With COVID-19 circulating, Divisions of Family Practice became an essential service for many physicians who found themselves with no PPE supplies, a lack of guidance, and patients and staff frightened and unsure of what to do next. In the Central Island area, we leveraged our small size to start a weekly PPE ordering and delivery service right away in March 2020. This program continued to supply clinics every week for nine months, until the Ministry of Health stepped in with a direct ordering system in December 2020. “Project Uplift”, aided by generous funding from the Nanaimo Regional Hospital Foundation, was aimed at uplifting staff during this uncertain time by delivering a weekly lunch for staff at clinics in the Nanaimo and Oceanside area. The Central Island Division again stepped in to bridge the gap between health authorities and public health and primary care in early 2021 by tracking all vaccine rollout movements, to ensure that our health care practitioners and their staff were signed up for their vaccines as soon as they were able to!

Port Alberni PCN

Building on successes from our Oceanside Primary Care Network, we submitted an expression of interest to write a service plan for a Primary Care Network. The EOI was accepted in the fall of 2020, and work to start the service planning began in spring 2021.

Patient Attachment

Converting our 7,000-name patient waitlist to Healthlink BC’s Health Connect Registry, we managed to migrate every patient that still needed care to the Registry. Starting in November 2020, we also began the process of referring up to 100 patients per week to the newly opened PCN clinic, Flowerstone Family Health, and we continue with this work today.

Physician recruitment

While we got almost no requests for locums in 2020, we did start to field many, many calls from physicians looking to make a move to the Central Island Region. Some of these practitioners joined us in 2021, with more to come this year.

Sharon Todd
Program Manager

Practice Support Program

With the onset of COVID-19, PSP work continued through virtual support.
Highlights for the year:

- ✓ 11 physicians completed panel management clean up and continued into identified quality in-practice improvement action plans.
- ✓ 4 new physicians started their panel management project.
- ✓ Adapting to a new innovation of “virtual care” the need of these tools was expedited to a launch in January 2021 with 47 participants attending over the 3 offered series sessions.
- ✓ 15 quality improvement projects launched and supported by PSP regarding the implementation of virtual care.
- ✓ Utilizing data acquired through practice EMRs focusing on Complex Care and Chronic Diseases patient registries, ensured continued guideline care to these identified patients with 28 quality improvement action plans.
- ✓ Advanced Access introduction and tools implementation sessions for 4 providers.
- ✓ Continued Med Access EMR Optimization sessions benefited 10 providers through efficiencies of workflow, templates, general tips and tricks. These sessions will be continued and offered ongoing as required.

As the PCN Oceanside has begun implementing allied health professionals and the PCN Port Alberni is developing over this coming year, PSP will continue to support providers and their teams with quality improvement in-practice projects and at-the-elbow coaching. PSP is in the planning phase of delivering group clinical learning sessions in the near future. Stay tuned for these topics.

If you have an improvement idea, or would like to learn of the many supports that PSP can provide for your community practice, please feel free to reach out to Suzanne at Suzanne.beyrodtblyt@viha.ca or cell – 250-802-7791.



Dr. El Karsh and Suzanne Beyrodt-Blyt



Suzanne Beyrodt-Blyt
PSP Coordinator

Board of Directors and Staff

2021 Board members

Dr. Wendy Johnsen, Co-Chair
Dr. Gina Bell, Co-Chair
Dr. Mark Morris, Director
Dr. Ian Warbrick, Director
Mr. David James, Secretary/Treasurer
Ms. Adele Kristalovich, Director
Mr. Brian Klaver Director
Dr. Jim Dimmick, Director
Rosemary Graham, NP Advisor to the Board

Staff

Evelyn Clark, Executive Director
Sharon Todd, Program Manager
Tina Biello, Project Manager
Jill Skuse, Division Coordinator
Shonda Holt, PCN Manager
Lois Miller, PCN Administrative Assistant

Acknowledgements

Suzanne Beyrodt-Blyt, Practice Support Program

Contact Us

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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.

Financial Statements

STATEMENT OF FINANCIAL POSITION

Statement of Financial Position

March 31, 2021

| | 2021 | 2020 |
|---------------------------------------------------|-----------------|-----------------|
| ASSETS | \$ | \$ |
| Current Assets | | |
| Cash | 669,518 | 311,950 |
| Funding Receivable | 82,348 | 27,348 |
| GST Receivable | 22,235 | 10,914 |
| Prepaid Expenses | <u>1,913</u> | <u>1,913</u> |
| | 776,014 | 352,125 |
| Tangible Capital Assets (Note 3) | <u>878</u> | <u>1,098</u> |
| | <u>776,892</u> | <u>353,223</u> |
| LIABILITIES | | |
| Current Liabilities | | |
| Accounts Payable and Accrued Liabilities (Note 4) | 107,406 | 69,112 |
| Government Remittances Payable | 1,693 | 316 |
| Deferred Revenues (Note 5) | <u>681,516</u> | <u>297,960</u> |
| | 790,615 | 367,388 |
| NET LIABILITIES | <u>(13,723)</u> | <u>(14,165)</u> |
| | <u>776,892</u> | <u>353,223</u> |

STATEMENT OF OPERATIONS

Statement of Operations and Changes in Net Assets

Year ended March 31, 2021

| | 2021 | 2020 |
|---------------------------------------------|------------------|-----------------|
| | \$ | \$ |
| Revenues | | |
| Infrastructure | 418,141 | 297,615 |
| Residential Care | 377,263 | 210,874 |
| Patient Medical Home | 28,065 | 110,120 |
| Primary Care Network | 288,668 | 125,243 |
| Primary Care Network - Rural Coordination | 3,462 | 14,129 |
| Physician Change Management | 78,593 | 44,330 |
| Psychiatric Network | 12,231 | - |
| Maternity Care Initiative | 397 | - |
| COVID-19 | 50,246 | - |
| Attachment Mechanism | - | 3,200 |
| Interest | 442 | - |
| | <u>1,257,508</u> | <u>805,511</u> |
| Expenditures | | |
| Advertising | 7,170 | 4,018 |
| Amortization | 220 | 280 |
| Contract Fees | 683,842 | 453,065 |
| Events | 4,143 | 27,769 |
| Insurance | 650 | 1,980 |
| Interest and Bank Charges | 1,236 | 935 |
| Meeting Costs | 19,385 | 27,834 |
| Office | 14,144 | 12,478 |
| Professional Fees | 20,540 | 19,857 |
| Rent | 5,535 | 5,689 |
| Salaries and Benefits | 487,749 | 226,951 |
| Telecommunications | 6,742 | 3,346 |
| Travel | 5,710 | 21,309 |
| | <u>1,257,066</u> | <u>805,511</u> |
| Excess of Revenues Over Expenditures | 442 | - |
| Net Liabilities - Beginning of Year | <u>(14,165)</u> | <u>(14,165)</u> |
| Net Liabilities - End of Year | <u>(13,723)</u> | <u>(14,165)</u> |

Committees and Working Groups

Outcomes from the work of divisions of family practice are a direct representation of the members that step up to represent their colleagues and make decisions on our working groups to improve health care in our community. We would like to thank the tireless efforts of the following committee members:

OCEANSIDE PCN NETWORK WORKING GROUP

Dr. Mark Morris
Dr. Clair Biglow
Dr. Drew Digney
Shonda Holt
Evelyn Clark
Gavin Arthur
Tina Biello
Joanna Salken
Kari Wuttunee
Jim Dimmick
NP Crissy Stavrakov
Donna Edwards
Roberta Reid

CENTRAL ISLAND LTCI LEADERSHIP GROUP

Dr. Hugh Fletcher, Lead
Dr. John Dalla Lana
Dr. Clair Biglow
Dr. Gina Bell
Dr. Cary Sulz
Dr. Brad Bell
Dr. Mark Morris
Dr. Ashraf El Karsh
Dr. Marili Du Plessis
Dr. Johan Smit
Lanai Vek

COLLABORATIVE SERVICES COMMITTEE

Dr. Wendy Johnsen
NP Fran Chiste
Dr. Mark Morris
Dr. Drew Digney
Lynette Lucas
Angela Thachuk
Joanna Salken
Evelyn Clark
Tina Biello

PATHWAYS

NP Fran Chiste

PALLIATIVE CARE NETWORK

NP Liz Gilmour
NP Helen No
Dr. Chris Kwiatkowski
Dr. Sue Hunter

SHARED CARE PSYCHIATRY

Dr. Samantha Saffy
Dr. Chris Kwiatkowski
NP Liz Gilmour

FIRST NATIONS ENGAGEMENT

Dr. Ian Warbrick

MATERNITY

Dr. Anneleen van Zyl
Dr. Hermann Nell

Thank you