



Central Island
Division of Family Practice

A GPSC initiative



Annual Report 2021-22

FOR THE PERIOD ENDING MARCH 31, 2022

We honour and express our gratitude for living and working on the traditional territories of the Coast Salish, Nuu chah nulth, and Kwakwaka'wakw first peoples of Vancouver Island and surrounding islands.

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Our Vision



VISION

Primary care providers working together to ensure high quality, sustainable health care in the Oceanside and Port Alberni Communities.



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 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 2022 Annual Report will reflect a year of changes within Central Island Division, the expansion of staff and involvement of Board members in several committees tied to over 10 projects. Board members sat in a consultative capacity at Primary Care Network – Oceanside development committees including PCN Steering Committee, Priority Response Teams, Nurse in Practice meetings and provider huddles. As well Board members were present on the Primary Care Network – Port Alberni Service Plan development, COVID Task Force, Rural and Remote meetings as well as Island Collaborative and Strategic Planning meetings.

Board members continue to serve on the Long-Term Care Initiative, Communications sub-committee, and the Primary Care Task Force. The aim of the Central Island Division's priorities continues to be member and patient focused, while activities are informed by the provincial priorities of the Ministry of Health, Doctors of BC and GPSC.

Here are a few Board highlights for the 2021 fiscal year:

- Work with local governments to develop relationships and support the developing Oceanside PCN project and the potential Qualicum Community Clinic.
- Development and submission to the Ministry of Health of a PCN service plan in Port Alberni
- Strengthening of relationships with PCN partners including Island Health, local First Nations, First Nation Health Authority, Metis Nation, community groups and local governments
- Strengthening of relationships with all BC Divisions through involvement with: Network of Rural Division; GPSC; and PCN Wave 2 and Port Alberni PCN meetings
- Board involvement in COVID response meetings, the Collaborative Services Committee, PCN Steering Committee, Rural Coordination Center BC, Long-term Care Leadership, Van Isle Interdivisional Strategic Committee.
- Significant community outreach and engagement in both Port Alberni and Oceanside.

System change is hard, complex, and slow. We want to thank the 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

Executive Director's Report

The 2020/2021 year came with challenges and progress. Central Island Division staff members were involved in upwards of ten independent projects, member engagement regarding recruitment and retention, and potential development of a clinic space in Qualicum Beach. This was also a year of working with Indigenous partners on reconciliation exercises, development of First Nations videos about their relationship with the health care system and workshops on indigenous perspectives in health care.

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

- Involvement in CSC and PCN Steering Committees in both Oceanside and Port Alberni to better work with active projects and to incorporate family practitioners into decision-making at the PCN level
- Continued roll out of a Primary Care Network in Oceanside requiring hiring of a PCN Manager, Change Manager and PCN Administrative Assistant.
- Working on and delivering a PCN Service Plan for Port Alberni.
- Roll out of 8 new projects. Those being:
 - Maternity Care in Port Alberni
 - HPV Pilot Project
 - RCCBC First Nations Engagement for Port Alberni
 - Change Management projects
 - Shared Care – Psychiatry
 - Patient Medical Home Innovation funding
 - Oversight of Minor Tenant Improvement funding
 - Qualicum Community Clinic Pilot project

As well, ongoing projects were supported including:

- Ministry of Health COVID response
- Changes and balancing of payments to long-term care providers and quality improvement projects
- Involvement in Island Division leadership initiatives, Inter-divisional meetings, rural forums, GPSC projects and Rural and PCN collaborative meetings
- Move of CIDFP office to the train station in Qualicum Beach
- Division IT support changes and email migration
- NP reimbursement process changes

Thank you to the Division members who have supported the growth at Central Island, and the Board for your ongoing dedication to governance and leadership in a rapidly changing environment.

I would most importantly like to thank the staff for their dedication and generosity in helping the Division grow and be of good service to the family practitioners of Central Island.

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 of March 31, 2021, the statements of operations, and changes in net assets and cash flows for the year then ended.

Chan Nowosad and Boates have determined that there were no significant control deficiencies, and the audit was clean.

The following projects were managed and delivered by the Central Island Division of Family Practice:

- Recruitment and Retention Program
- Long Term Care Initiative including developing a digital on-call for caregivers
- Health Connect Registry launch
- Patient Medical Home Innovation project including Palliative Care, MOA assistance and Virtual Care
- Minor Tenant Improvements for members
- Shared Care – Psychiatry
- Primary Care Network – Oceanside - Delivery of Project
- Primary Care Network – Port Alberni – Service Planning
- Maternity Care Network – Port Alberni
- Physician Change Management
- Rural Coordination Centre of BC – First Nations Reconciliation Project – Port Alberni and Oceanside

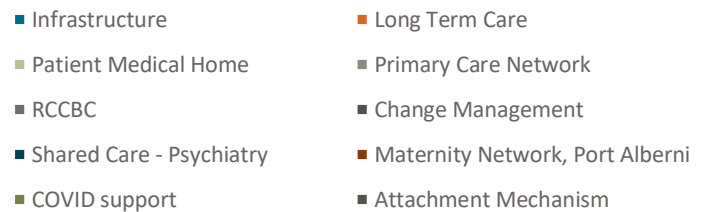
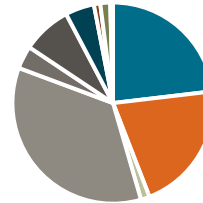
The Central Island Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, the Joint Standing Committee, the Ministry of Health as well as the support of the Division of Family Practice provincial office.

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

2021-2022 Revenues Total

Infrastructure	288,562.00
Long Term Care	261,587.00
Patient Medical Home	17,613.00
Primary Care Network	438,875.00
RCCBC	45,948.00
Change Management	98,842.00
Shared Care - Psychiatry	58,084.00
Maternity Network, Port Alberni	12,751.00
COVID support	19,907.00
Attachment Mechanism	5,478.00

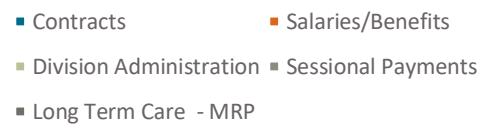
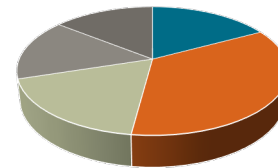
2021 - 2022 Revenues TOTAL =
\$1,247,647.00



2021-2022 Expenditures Total

Contracts	214,119.00
Salaries/Benefits	435,811.00
Division Administration	224,617.00
Sessional Payments	194,219.00
Long Term Care - MRP	178,881.00

Expenditures 2021 - 2022 TOTAL =
\$1,247,647.00



Mr. David James
Treasurer

The Year in Review

2021

April

- Change in new JCC rate applied.
- Shared care psychiatry network with 6 GPs, Flowerstone and Dr. Saffy work to improve patient care.
- Migrated 2,500+ patients from the Oceanside PAM waitlist to the new Health Connect Registry and began attaching first patients through the new service.
- Maternity in-service “Perinatal Psychiatry & Mental Health Pearls” with Dr. Saffy & maternity care providers in Port Alberni
- First Nation Engagement sessions with CIDFP members and Nuu-chah-nulth Elders.
- Primary Care Clinical Pharmacist in Practice starts



May

- Partnership with MSA Port Alberni
- First Nation Engagement Sessions with CIDFP members and Nuu-chah-nulth Elders.
- PCN First Nations task force formed
- Expression of Interest for a Port Alberni Primary Care

Network approved by M of H.

- RN in Practice EOIs accepted (PCN Oceanside)

June

- NP reimbursement approved
- First Nations Engagement sessions with CIDFP members and Nuu-chah-nulth Elders.



- Appointment of Port Alberni PCN Service Plan project manager and start service planning consultation work
- 18 MOAs attend Situational Awareness course.
- Migrated Oceanside On-Call from phone service to OnPage online call service



July

- First Nation engagement session with WCGH hospital staff and Nuu-chah-nulth Elders.
- Consultations with physicians, allied health, and non-profit

organizations on primary care shortfalls in Port Alberni.

- Oceanside PCN hired new change manager.
- Annual Report developed for AGM.

August

- HPV Pilot project launched
- Engagement sessions with Nuu-chah-nulth health directors from 5 nations surrounding Port Alberni.
- Consultations in Port Alberni continue.
- IMG Dr. Kelly Hadfield starts work at Qualicum clinic.
- NPs at Flowerstone funded to continue virtual work with Suzanne Beyrodt-Blyt at PSP

September

- AGM 2021 complete
- Division moves to new office space.
- Consultations in Port Alberni continue.
- Engagement session with Alberni Clayoquot Metis Society.
- Maternity network meeting in Port Alberni to outline gaps in care. begin
- Final switch over to OnPage on-call service for Oceanside completed.

October

- Division moves off provincial domain and onto new CI Division domain.
- Minor tenant improvement project launched.
- Dr. Doug Neufeld and Dr. Renier Joubert start work at Parksville and Qualicum clinics.
- HEiDi project considered.
- New QFN representative onboarded to Oceanside PCN steering committee.
- New PRT physician starts
- Hiring of new PCN Manager

November

- Changes at PSP announced.
- GPSC Maternity Network meetings continue

December

- Qualicum Mayor Brian Weise starts QB clinic conversation

- Flowerstone NPS complete work with PSP on virtual care.
- Division distributes Xmas gifts to all member clinics.
- Hiring of new PCN Administrative Assistant



2022

January

- Staff attend Mindful Self-Compassion workshop.
- NP PMH (Flowerstone Family Health Clinic) opens
- Dr. Kelly Hadfield begins offering primary care services to Qualicum First Nation.

February

- Port Alberni PCN Service Planning completed.
- RCCBC proposal for Oceanside First Nations begun Engagement accepted.
- Launched Virtual Care project.

March

- 14 MOAs attend John's Ambulance Standard First Aid CPR-C & AED (CSA Intermediate) training.



- Port Alberni Service PCN plan is submitted to the Ministry of Health.
- New PCN Oceanside Physician Lead is appointed.

Oceanside Primary Care Network

This last year was full of momentum for the Oceanside Primary Care Network (PCN). Service Plan implementation continued, stakeholder partnerships strengthened, and improving access to team-based primary care drove our passion and commitment to this work.

Some highlights:

- The PCN team changed:
 - A new Change Management Lead, a new Manager, a new Administrative Assistant, and a new Physician Lead.
- The Primary Care Clinical Pharmacist in practice started in April 2021. He spends half a day every two weeks with each of our PCN practices.
- Expressions of interest were offered in May 2021 to add a registered nurse (RN) in practice. Three RNs were mobilized to practices.
- The First Nations Task Group was formed to define the PCN Indigenous Health team. Meetings were held throughout spring and summer. Job descriptions, workflow processes, and team integration were major areas of work.
- A full-time Priority Response Team physician joined. An operation model was designed to meet the Service Plan expectations of providing rapid, acute care in the home to avoid unnecessary hospital utilization.
- Flowerstone Family Health Clinic formally opened at its permanent location on Memorial Avenue. The Qualicum First Nation Chief blessed the clinic and stakeholder partners came together for a ribbon cutting ceremony. The Ministry of Health's news release [can be viewed here](#).
- Evaluation frameworks were developed with consultants from Reichert and Associates to support the ongoing evaluation of the PCN. A stakeholder survey was circulated in the fall and a provider survey occurred in the spring.
- The provincial Health Connect Registry attachment waitlist is live and attachment work continues.

Dr. Mark Morris, Physician Lead

Kristie Lamirande, PCN Manager

Projects

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 and creating functional teams who care for our complex demographic. Project highlights include:



Oceanside Psychiatry Network

Shared Care Oceanside Psychiatry Network established throughout 2021/2022. Psychiatrist, Dr. Samantha Saffy was the lead as our specialist, with Dr. Chris Kwiatkoski and NP Liz Gilmour as community practitioner leads. Engagement sessions were held and work began with 6 GPs and 4 NPs having shared care sessions with Dr. Saffy in clinic on approaches to psychiatric care. Dr. Saffy also offered her services to Snaw-naw-as health care centre, both to providers and patients.



Virtual Care

In collaboration with PSP, GPs and NPs established virtual care projects to enhance their work, especially during the pandemic.



Maternity Care

GPSC Maternity Care initiative for vulnerable communities for Port Alberni. Network established with GPs, NP, specialists, WCGH hospital staff and Nuuchahnulth Healthcare departments, nursing and child and youth care. List of gaps in care developed and communication strategy established. Inservice offered for Maternity Network by Dr. Samantha Saffy on perinatal care and psychiatry.



First Nations GP

Dr. Kelly Hadfield started as the GP for Qualicum First Nation in January 2022. She is offering her services every 2 weeks.



First Nations Engagement

RCCBC funded First Nation engagement work in Port Alberni. Dr. Ian Warbrick, physician lead, with a partnership with Nuuchahnulth Tribal Council and UBC Indigenous Patient Led Continuing Development Program, held nine zoom sessions with 5 Nuuchahnulth Elders and the GP/NP community in Port Alberni. The purpose: to develop relationships and collaborate on cultural safety and humility training and encourage candid discussion regarding reconciliation in healthcare. Zoom sessions were recorded and are available to [view on CIDFP website](#).

Tina Biello
Project Manager

Programs

2021/22: Central Island Division of Family Practice supported 59 funded physician members and 11 Nurse Practitioner members. Program highlights include:



Port Alberni PCN Service Planning

Through summer 2021, the service planning team consulted family physicians, Island Health, Allied Health professionals, First Nations, Métis, and community organizations to ascertain gaps in primary healthcare. The working group consisting of Island Health reps, community physicians, and First Nations representatives guided us to produce a service plan submitted to the Ministry of Health spring 2021.

We look forward to a positive response from M of H in Fall 2022.



Physician Recruitment and Retention

Staff were able to attend the first in-person medical conference in 2 years at St. Paul's CME conference in Vancouver with the VI recruitment collaborative in the fall of 2021. 2021 saw the Oceanside area welcoming 4 new family physicians, including one International Medical Graduate and 3 full or part-time family practitioners.



MOA Network

The MOA Network, consisting of members spanning Parksville, Qualicum and Port Alberni expressed a need for additional training. CIDFP provided funding for Situational Awareness training to 18 MOAs in June of 2021 and St. John's Ambulance Standard First Aid CPR-C & AED (CSA Intermediate) training to 14 MOAs in March 2022. We are committed to 2 training opportunities for our entire MOA network annually and are working with our MOA network to develop programs that help alleviate staffing shortfalls in clinics across the Central Island area in 2022/23.



Patient Attachment to Health Connect Registry Migration

Central Island led the way in BC in 2021 for attachment migrations and processes and provided consultation to countless Divisions to mentor on conversion of waitlists to the Health Connect Registry (HCR). The Oceanside registry is one of the most successful patient attachment initiatives in British Columbia to date. At the start of 2022, the HCR was absorbed into the Oceanside PCN team's operations.

Sharon Todd
Program Manager

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
Kristie Lamirande, PCN Manager
Andrea Smilski, PCN Change Manager
Sylvina Lanusse, PCN Administrative Assistant

Acknowledgements

Suzanne Beyrodt-Blyt, Practice Support Program

Contact Us

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Phone: 250-937-9079
Fax: 1-250-977-3318

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, 2022

2022

2021

ASSETS

Current Assets

Cash	\$ 720,497	\$ 669,518
Funding Receivable	-	82,348
GST Receivable	29,489	22,235
Prepaid Expenses	1,913	1,913
	<u>751,899</u>	<u>776,014</u>

Tangible Capital Assets (Note 3)

	1,198	878
	<u>\$ 753,097</u>	<u>\$ 776,892</u>

LIABILITIES

Current Liabilities

Accounts Payable and Accrued Liabilities (Note 4)	\$ 325,579	\$ 109,099
Deferred Revenues (Note 5)	441,241	681,516
	<u>766,820</u>	<u>790,615</u>

NET LIABILITIES

	(13,723)	(13,723)
	<u>\$ 753,097</u>	<u>\$ 776,892</u>

STATEMENT OF OPERATIONS

Statement of Operations and Changes in Net Assets

Year ended March 31, 2022

2022

2021

Revenues

Infrastructure	\$ 288,562	\$ 418,141
Residential Care	261,587	377,263
Patient Medical Home	17,613	28,065
Primary Care Network	438,893	288,668
Primary Care Network - Rural Coordination	45,948	3,462
Physician Change Management	98,824	78,593
Psychiatric Network	58,084	12,231
Maternity Care Initiative	12,751	397
COVID-19	19,907	50,246
Attachment Mechanism	5,478	-
Interest	-	442
	<u>1,247,647</u>	<u>1,257,508</u>

Expenditures

Advertising	8,457	7,170
Amortization	230	220
Contract Fees	587,219	683,842
Events	4,598	4,143
Insurance	4,820	650
Interest and Bank Charges	1,117	1,236
Meeting Costs	24,434	19,385
Office	19,973	14,144
Professional Fees	19,013	20,540
Rent	5,535	5,535
Salaries and Benefits	549,374	487,749
Telecommunications	13,766	6,742
Travel	9,111	5,710
	<u>1,247,647</u>	<u>1,257,066</u>

Excess of Revenues Over Expenditures

- 442

Net Liabilities - Beginning of Year

(13,723) (14,165)

Net Liabilities - End of Year

\$ (13,723) \$ (13,723)

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 STEERING COMMITTEE

Angela Thachuk, GPSC, Doctors of BC
Carrie Reid – PCN Partner, Qualicum First Nation
Dr. Clair Biglow
NP Crissy Stavrakov
Dr. Drew Digney – PCN Co-chair, Island Health
Donna Edwards – PCN Partner, Snaw-naw-as First Nation
Dr. Jim Dimmick – Patient Voice
NP Liz Gilmour
Dr. Mark Morris
Rafal Grzyb – Doctors of BC
NP Rosemary Graham – Flowerstone Health Society representative
Ruth Abramson -Project Manager, Island Health
Shelley Gallant – Executive Director, Oceanside, Island Health
Tanille Johnston –FNHA
CIDFP Staff Lead: Kristie Lamirande

OCEANSIDE PCN PRIORITY RESPONSE TEAM WORKING GROUP

NP Crissy Stavrakov
Dr. Drew Digney
Dr. Elisabeth Crisci
Dr. Mark Morris
Ruth Abramson – Project Manager, Island Health
Shauna McGoldrick – Community Health Services, Island Health
CIDFP Staff Lead: Kristie Lamirande

OCEANSIDE PCN FIRST NATIONS TASK GROUP

Brian Shaw – Patient Voice
Carrie Reid – Qualicum First Nation
Donna Edwards – Snaw-naw-as First Nation
Cody Caruso – Indigenous Health, Island Health
Evelyn Clark – CIDFP Executive Director
Jim McCarthy – Mental Health and Substance Use, Island Health
Ruth Abramson – Project Manager, Island Health
Tina Biello: CIDFP Project Manager
CIDFP Staff Lead: Kristie Lamirande

COLLABORATIVE SERVICES COMMITTEE

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

PORT ALBERNI PCN WORKING GROUP

Dr. Anienne Marsay, GP Lead
NP Fran Chiste - NP Lead
Dr. Ian Warbrick – FN Lead
Dr. Greg Du Pape - VIHA
Jaclynn Gereluk - Project Manager, Island Health

Michelle Hanna – Regional Director, Island Health
Dr. Wendy Johnsen – CSC Representative
Jeannette Watts- NTC
Lynnette Lucas – NTC
Cindy Stevens - Friendship Center
Lindsay Shaw – MoH
Therese Harper, MoH
Angela Thachuk, GPSC, Doctors of BC
Tanille Johnston - FNHA
Trevor Day – FNHA
CIDFP Staff Lead: Sharon Todd

FIRST NATIONS ENGAGEMENT

Dr. Ian Warbrick
CIDFP Staff Lead: Tina Biello

PATHWAYS & HPV Pilot

Project Lead: NP Fran Chiste
CIDFP Staff Leads: Sharon Todd and Tina Biello

SHARED CARE PSYCHIATRY

Dr. Samantha Saffy
Dr. Chris Kwiatkowski
NP Liz Gilmour
CIDFP Staff Lead: Tina Biello

MATERNITY

Dr. Anneleen van Zyl
Dr. Hermann Nell
CIDFP Staff Lead: Tina Biello

PMH INNOVATION

Dr. Gina Bell
Dr. Mark Morris
CIDFP Staff Lead: Tina Biello

**VANCOUVER
ISLAND DIVISION
COLLABORATIVE**

Dr. Wendy Johnsen

**INTERDIVISIONAL
STRATEGIC
COUNCIL**

Wendy Johnsen, Dr. Gina Bell,
Dr. Mark Morris

**COVID 19 MEDICAL
LEAD**

Dr. Wendy Johnsen

**NETWORK OF
RURAL DIVISIONS**

Dr. Gina Bell

**CENTRAL ISLAND
LTCI LEADERSHIP
GROUP**

Dr. Hugh Fletcher, Lead
Dr. Clair Biglow
Dr. Gina Bell
Dr. Mark Morris
Dr. Ashraf El Karsh
Dr. Johan Smit
Lanai Vek
CIDFP Staff Lead: Jill Skuse

*Thank
you*