

# 2017–2018 Annual Report



## **OUR VISION:**

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

## **OUR MISSION:**

The Oceanside 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.

## **OUR VALUES:**

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



**Oceanside**

**Division of Family Practice**

A GPSC initiative



# Contents

Co-Chairs' Report .....	4
Executive Director's Report .....	6
Treasurer's Report .....	8
Patient Medical Home Report .....	9
Residential Care Initiative Report .....	10
Operations/Recruitment and Retention Report .....	11
Acknowledgements .....	12

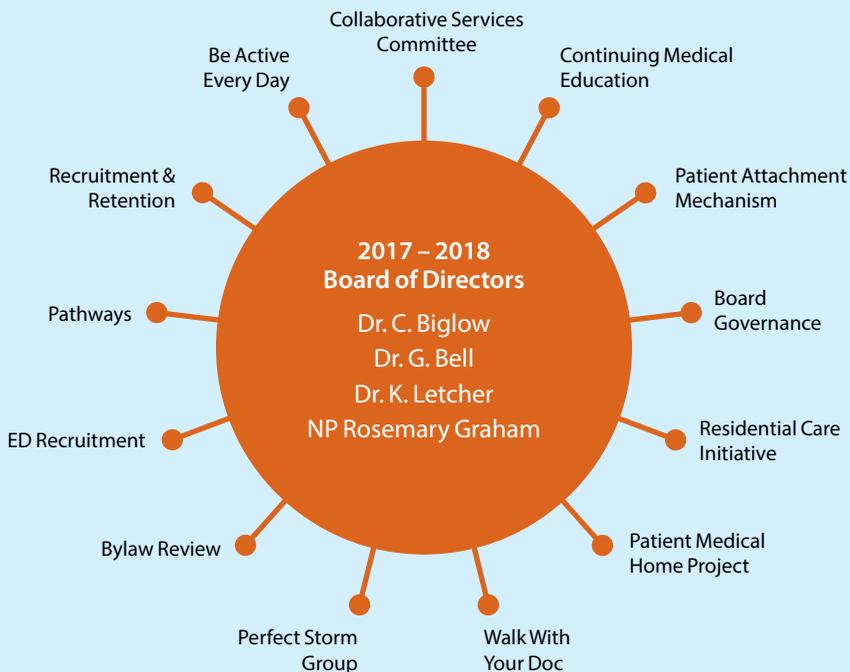
# Co-Chairs' Report

Welcome to the 2017–2018 Annual Report of the Oceanside Division of Family Practice.

These are interesting times for health care in BC! The Ministry of Health has reinforced a clear message about the need for an integrated health care system to be led by and rooted in strong, community-based primary care teams.

How that shifts and supports health care in each of our communities has yet to be seen. What is clear is that many rural communities

## ORGANIZATIONAL CHART



have always provided comprehensive, coordinated care. There are barriers and challenges to the care we provide, and they are quite different from those in non-rural areas. We have, in the past year, developed a clearer understanding of what services and changes are needed.

So, our work as a division must continue at the grassroots, community level.

Your Board of Directors is humbled and privileged to act as leaders for the Oceanside Division of Family Practice for this year. Much work was required to bring us to this place. Some of the highlights of our efforts are:

- Creation of the Human Resources Committee and hiring of an Interim Executive Director (ED) followed by a permanent ED
- Development and expansion of Collaborative Service Committee activity
- Delivery of a leadership development workshop for Board Directors
- Reviews of bylaws, privacy policy and the development of a communications plan
- Development of a "Section 41" bylaw change and change in future Board composition
- Patient Medical Home and Primary Care Network support and development
- Community outreach and support to local First Nations and community groups such as the Perfect Storm Group and the Qualicum Beach-Parksville Healthcare Foundation

As an organization, the Oceanside Division of Family Practice continues to evolve in the work we do and how we do it. This year will continue to see evolution in our board membership as well as our relationships between members, communities, staff and the board.

Lastly we would like to thank the Board, committee members, staff, and physician members for their efforts this year. We ask you to continue to make your voices heard in all of the projects we are involved in. Your hard work and commitment to care for your communities is what makes this division a success!

*Dr. Gina Bell and Dr. C. Biglow – Co-Chairs*



The Oceanside Division of Family Practice Board, 2017–2018. From left: NP Rosemary Graham (Treasurer & Secretary), Dr. Kevin Letcher (Director-at-Large), Dr. Gina Bell (Co-Chair) and Dr. Clair Biglow (Co-Chair)

# Executive Director's Report



2017–2018 was a year of transition for the Oceanside Division of Family Practice.

Change came in the form of new Board members, retiring physician members and the hiring of new staff.

In alignment with Oceanside Division's Vision, Mission and Values the organization was involved in:

- Establishment of an Oceanside Division of Family Practice office at Qualicum Commons
- A Patient Medical Home application, engagement and implementation strategy
- Physician Recruitment and Retention
- Establishment of Patient Attachment Mechanism and Pathways project
- Establishment of the Residential Care Initiative and Leadership Team
- Involvement with the Oceanside Health and Wellness Network and Perfect Storm Group and Qualicum Beach-Parksville Healthcare Foundation
- Development of a social media strategy
- Partnership with the Practice Support Program (PSP), patient panel readiness assessments for over 50% of members
- Primary Care Network Expression of Interest development plans
- Continuing Medical Education (CME) workshops in pain management, maternity, dementia responsiveness, COPD and polypharmacy.



Our staff were tasked with delivering excellent administration to many programs and projects throughout the year and their reports are part of this Annual Report. They are to be congratulated for their dedication, innovation and ability to successfully deliver projects on behalf of our membership.

Transition can be a challenge in any organization, but with the help of collaborative Board leadership, talented staff and resources from Doctors of BC, the Oceanside Division of Family Practice is poised for a successful future.

Respectfully Submitted

*Evelyn Clark – Executive Director*

The Oceanside Division of Family Practice staff, 2017–2018. From Left: Jill Skuse (Administrative Assistant), Evelyn Clark (Executive Director), Sharon Todd (Operations and Recruitment), Tony Waugh (Bookkeeping), Carly Mann (Residential Care Initiative), Tina Biello (Patient Medical Home)

# Treasurer's Report

In 2017–2018, the infrastructure funding has helped us to establish and maintain the new office and staff that support our Division. The audited financial statements reflect a small deficit as a result of the transition from our interim Executive Director to our permanent ED, Evelyn Clark.

We were pleased to welcome Tony Waugh as our new bookkeeper. The Board is satisfied with the

new online Telepay system and is working with our administrative team to ensure efficiencies associated with staff salaries as well as payments made to our members.

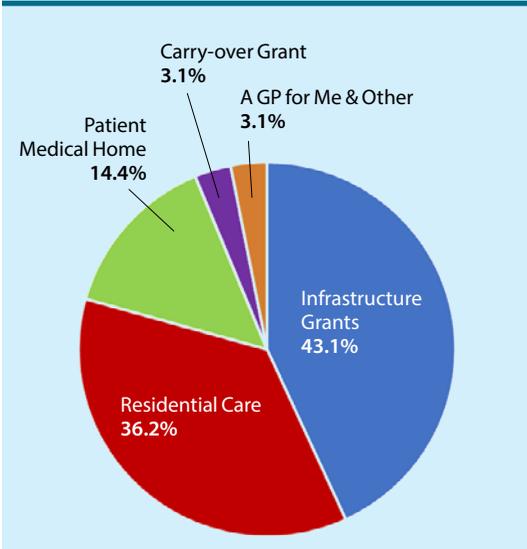
Finally, we are pleased to report that this year's financial audit, ending March 31, 2018, was completed satisfactorily.

*Rosemary Graham, NP – Treasurer*

## 2017–2018 REVENUE

April 1, 2017 to March 31, 2018

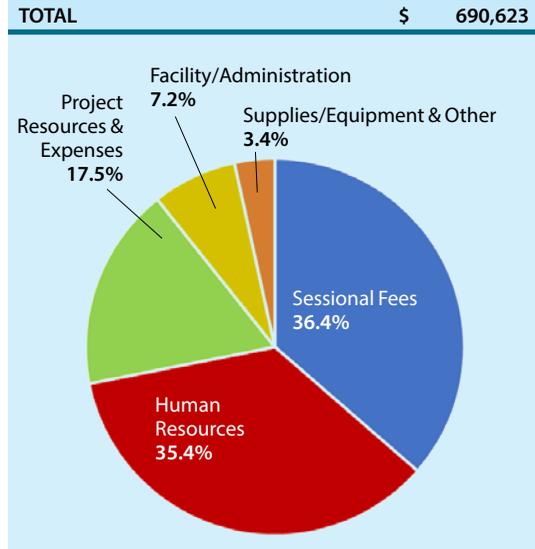
Infrastructure Grants	\$	290,393
Residential Care	\$	243,644
Patient Medical Home	\$	97,155
Carry-over Grant	\$	20,975
A GP for Me	\$	19,651
Other	\$	1,260
<b>TOTAL</b>	<b>\$</b>	<b>673,078</b>



## 2017–2018 EXPENSES

April 1, 2017 to March 31, 2018

Sessional Fees	\$	251,593
Human Resources	\$	244,762
Project Expenses	\$	7,123
Project Resources	\$	113,488
Supplies/Equipment	\$	13,716
Facility/Administration	\$	49,986
Return of Funds (A GP for Me)	\$	9,955
<b>TOTAL</b>	<b>\$</b>	<b>690,623</b>



# Patient Medical Home Report

Oceanside Division of Family Practice has been very active in the last year with assessment and planning toward the vision for Patient Medical Homes (PMHs).

## Patient Medical Home Updates:

- Three separate engagement sessions from September 2017 – March 2018 were held with 64% of active GPs and NPs in attendance
- Lead physician identified for the project
- Feedback from engagements revealed that PMH was not necessarily a bricks and mortar space, rather a team-based approach where a variety of supports will be activated to improve and leverage current best practices
- Development of a PMH working group that will oversee implementation plans moving forward. An advisory panel was established for deeper input and discussion
- Emerging PMH models must consider the impact on current Oceanside care providers and patients. New or augmented services should be accessible across Oceanside and benefit all primary care providers and patients

GPs and NPs have stated they would like to begin the process of working more closely together. Through enhanced team-based care we can:

- Leverage existing resources
- Improve communications
- Provide advanced care for complex aging patients
- Create a model that is attractive to physicians coming to the community

*Tina Biello, Project Manager – PMH*



**75%** Engagement of active members in PMH Process

# Residential Care Initiative Report

## Background and Summary

The Residential Care Initiative (RCI) was created to improve care standards and outcomes for local senior populations living in care facilities and to support divisions to take the lead in finding local solutions for optimizing health care outcomes.

Interprofessional, cross-institutional relationship building, and program and communications development were the main focus in 2017/18. This included:

- Two inter-professional polypharmacy education events, numerous meetings with facility directors of care and allied health providers and regular communications with Residential Care Physicians.
- Three leadership committee meetings which introduced dialogue and strategy for measuring and achieving RCI Objectives.

We look forward to improved inter-professional cohesion and continuous improvement collaborations in the year ahead.

*Carly Mann – Residential Care Initiative Co-ordinator*

## 2017/18 HIGHLIGHTS

**2** new physicians (18 total)  
Over **98%** patient attachment

**\$114K** provided to MRPs for RCI 5 best practices and 3 systems level outcomes

**\$43.8K** provided to Oceanside Mount Arrowsmith Medical Society 24/7 call group



## OCEANSIDE RCI STATISTICS

- 600** complex-care seniors
- 18** family physicians
- 8** residential care facilities

# Operations/Recruitment and Retention Report

With very few open positions for family practitioners in Oceanside, the Recruitment & Retention program shifted its focus in 2017–2018 to looking at how we can support and assist existing physicians in their day-to-day work.

## Patient Attachment Mechanism (PAM)

The Patient Attachment Mechanism (PAM) soft-launched in November 2017. We are to date the only Division on the island to have an active PAM. PAM has been such a success that Oceanside Division was asked to present a webinar through Doctors of BC to inform other divisions how to successfully implement their own – a requirement for the upcoming Primary Care Networks.



## Pathways

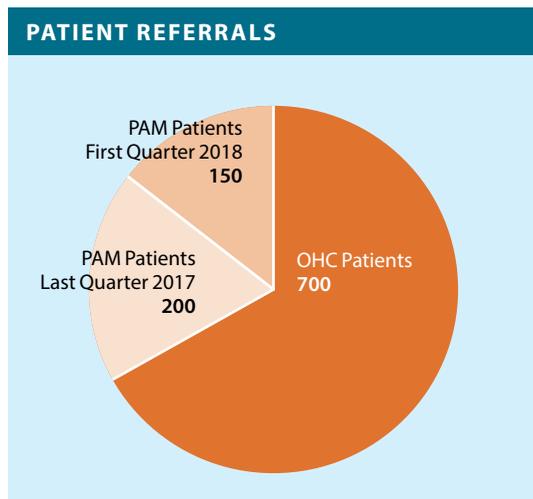
We further supported our members by implementing a Pathways Specialist Referral system in December 2017. Feedback from members using the software to easily find specialists and up-to-date waiting times has been tremendous – our members love Pathways.

## Recruitment & Retention

**Recruitment:** With more family physicians interested in working in the community, many local GPs have met or worked with some of these new physicians.

**Retention:** With a focus on supporting existing health care practitioners, the division introduced and placed new locums in Oceanside clinics. There are many physicians who are interested in living and working in Oceanside! Please let ODFP know if you plan to transition your clinic so that we can offer support along the way.

*Sharon Todd – Operations and Recruitment Coordinator*



# Acknowledgements

The Oceanside Division of Family Practice Board and staff would like to acknowledge the help and support of the following division members for their contributions to our work throughout the year:

- Dr. Mark Morris, for assistance and continuing support with Recruitment & Retention and the Patient Medical Home Working Group
- Dr. David Owen, for his support and assistance with the Patient Attachment Mechanism and the Pathways project
- Dr. Penny Bartlett, for her work on the advisory panel for the Patient Medical Home and with the Residential Care Leadership Committee
- Dr. Peter Haslett, for his work with the Board of Directors and with the Pathways project
- Dr. Cathy Edge, for her work with the Oceanside Health and Wellness Network, and the Be Active Every Day program
- Dr. Satish Desai, for his work for many years organizing the Walk with your Doc and Be Active Every Day programs in Parksville

## Patient Medical Home Working Group:

- Dr. Chris Kwiatkowski
- NP Liz Gilmour
- NP Sandra Hodge

## Patient Medical Home Advisory Panel:

- NP Kirstin McKinnon
- Dr. Rick Henderson
- NP Rebecca Eggers

## Residential Care Leadership Committee:

- Dr. Carey Sulz
- Dr. Hugh Fletcher
- Dr. Rick Henderson
- Dr. Johannes Wagenaar
- Dr. Peter Haslett
- Dr. Penelope Bartlett
- Dr. Clair Biglow

## Collaborative Services Committee:

- Dr. Drew Digney
- Lisa Holloway
- Danielle Gayton
- Tom Davies
- Sue Aberman
- Angela Thachuk
- Shelley Gallant
- Dr. Shelley Ross

*~ Thank you! ~*

## Oceanside Division of Family Practice

Box 195  
Qualicum Beach, BC  
V9K 1S7

Photo credits: Oceanside DoFP

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.

[www.divisionsbc.ca/oceanside](http://www.divisionsbc.ca/oceanside)