



Annual Report 2011



Delta

Division of Family Practice

A GPSC initiative

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BELOW: *The Delta Division of Family Practice Board of Directors (left to right) Dr. Ljiljana Kordic, Dr. Sylvia Henderson, Dr. Calvin Cheng, Dr. Martin Ray and Dr. Ruth Turnbull.*



Message from the Physician Lead



Dr. Martin Ray
Lead Physician

This has been a very productive first year for the Delta Division of Family Practice.

We incorporated as a non-profit organization on October 7, 2011, becoming the 29th Division of Family Practice in British Columbia. Since then, the board has worked diligently to develop policies and procedures to guide the operations of the Delta Division.

Our goal is to improve the quality of primary health care in Delta, for physicians and community members alike. We are delighted to now have Gord Collings working as our interim division coordinator and Diane Harper as our interim division administrative assistant. We hope to have a permanent coordinator by January 2013.

The Division has sponsored a number of successful social, educational and organizational events. Our first event was a social engagement evening at the home of myself and my spouse, Dr. Fletcher, attended by 35 Delta physicians, both specialists and GPs. It was a huge success, providing an opportunity to renew old friendships, meet new colleagues, sign-up for membership and suggest issues the Division may pursue.

The highlight of the spring was an April session facilitated by Sue Davis, where our members identified four key priorities:

- 1. physician recruitment and retention**
- 2. mental health and drug addiction services**
- 3. community care**
- 4. orthopedic care.**

The board is forming focus groups to explore each of these areas.

The Division also created the Delta Collaborative Services Committee (CSC), which brings representatives from the Division, Fraser Health, the General Practice Services Committee (GPSC) and the Ministry of Health. We work on member issues of concern brought forward to the Delta Division board and are already seeing positive results in resolving patient care issues.

As the Delta Division's lead physician, I have the pleasure of sitting on the Fraser Health Interdivision Council. This group brings together lead physicians from divisions within the Fraser Health area and senior level administrators from Fraser Health. There is considerable sharing of information, a wealth of new ideas and experience as well as creative problem solving.

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It has been an honor to represent you as lead physician. The Delta Division currently has 35 members out of a potential 60. We would like to see every eligible physician join. With every new member, our funding and effectiveness increase.

I hope that in 2013 we will come closer together as a medical community. There remains much to be done so we may practice the highest quality of family medicine while maintaining a high quality of life for ourselves, our families and our patients.

Staff

Gord Collings - Coordinator

Gord Collings joined the Division on September 21, 2012. He is a retired high school principal who worked in the Delta School District for over 34 years. An administrator at five high schools in Delta, Gord worked closely with both district staff and interagency representatives providing mental health care for students in need.

Gord has volunteered in the community as a coach of soccer, hockey and softball and held executive positions in related non-profit sports associations. Currently, he is head coach of the Douglas College softball team, as well as the Team BC softball team, which is preparing for the Canada Summer Games in Quebec in 2013. Gord and his wife Kath have three daughters.

Gord is excited to be working with Delta's family physicians to support the enhancement of primary health care services in the community.



Diane Harper - Administrative Assistant

Diane Harper also joined the Division on September 21, 2012. Originally from Nova Scotia, Diane has lived in Montreal, Mississauga and Oakville, Ontario prior to moving with her husband and family to Tsawwassen 18 years ago.

Diane has given her time to the community as a school parent volunteer, youth group leader, president of the Association for Children with Learning Disabilities and representative on the special education committee for School Board. She also volunteered with the Delta Hospital Auxiliary, B. C. Association of Healthcare Auxiliaries, Save Delta Hospital and the Vancouver 2010 Olympic and Paralympic Games. Her most recent volunteer role is as a "green coat" at the Vancouver Airport.

She has worked as a banker, an executive assistant at the University of New Brunswick, an executive assistant at a Rehabilitation Centre, a medical office assistant and as office manager of a medical clinic. Her interests include reading and travelling.





This page of photos:
The Delta Division of Family Practice held an engagement workshop in April, 2012, that was attended by 35 Delta physicians, both specialists and GPs.



Division Initiatives

The Delta Division of Family Practice has enabled local family doctors and their patients to collaboratively explore possible solutions to complex health care issues. The Delta Division is working hard to further cooperation and collaboration in primary care and bring as many groups to the table as possible to find better ways to work together and improve the overall health experience.

The Division is making this happen by:

- Strengthening the network of family physicians and building a recognizable community of practice;
- Addressing professional isolation by planning and working directly with other health care partners;
- Supporting change and professional development;
- Reaching out to specialist colleagues to improve the effectiveness of patient care, and
- Bringing community partners into discussions and planning.

The Division's board and membership strongly believe that building a community of practice based on collaboration, trust, and accountability will improve family physicians' ability to care for patients.

Below: Physician engagement leader, Sue Davis, from the Divisions provincial team (back) and Delta Division members (front left to right) Drs. Ljiljana Kordic, Veronica Eustace and Robert Shaw at the engagement workshop in April, 2012.



Working Groups

The membership has identified four focus areas:

1. Recruiting family physicians

It is recognized that many physicians would like to plan for their retirement. It is also essential to provide locum coverage so family physicians can have vacations and other breaks that allow them to sustain their practice and maintain or improve their skills. Delta is joining the many divisions in taking an organized approach to physician recruitment and locum engagement.

2. Community health issues

Family practice is a critical component within the larger context of primary health care. To optimize patient care and to ensure that patients are adequately supported, family doctors must have a voice in the planning and implementation of health services.

3. Mental health, drug and alcohol services

All communities face challenges in the care and support of people with mental health and addiction issues. Local physicians want to be advocates in the provision of services that have a critical impact on the quality of life in the community of Delta. They also want to be a knowledgeable resource for the families they support.

4. Local orthopedic care

Physicians want to contribute to building solutions that ensure patients in Delta have access to an improved level of orthopedic care.

BELOW: Discussion groups during the Division's engagement workshop in April, 2012.



Physician Recruitment and Retention

In support of one of the membership's key priorities, the Delta Division has partnered with the Langley and Surrey/North Delta Divisions to develop a comprehensive recruitment project. Led by Jennifer Scrubb who has a wealth of experience leading several successful, high profile division projects, the project received approval and substantial funding through the GPSC. The focus of the first phase of the recruitment and retention program will be to assess the community's present and future needs. The second phase will be to develop effective recruitment strategies and look at innovative ways to support and retain physicians who currently provide full service family practice.

The session utilized and facilitated small group discussion and dot democracy. This format provided an excellent opportunity for members to formulate issues and prioritize the direction for the board.



BELOW: Delta Division members (left to right) Drs. Jim Park, Maha Balakumar, Richard James and Christine Gemeinhardt at the engagement workshop in April, 2012.

BELOW: Delta Division members participated in facilitated sessions at the April engagement workshop.



Connecting and Supporting Delta Physicians

The Delta Division provides opportunities for local physicians to come together, identify and address common issues, and benefit from professional development experiences related to the operation of their practices. Some of the events that were held include:

Billing

In February 2012, Cindy King provided a well-received session on billing. The session provided each physician with a better understanding of some of the more complex issues and how best to address them with MSP.

Boundary Bay Social

In August 2012, the Division sponsored an event at the new concession facility in Boundary Bay, which provided an opportunity for members and their families to socialize in a relaxed setting.

Physician Data Collaborative

Delta Division has provided support for the Physician Data Collaborative. This exciting new project is conceived, developed and operated by physicians. Its data collection is not influenced by pharmaceuticals, government or any organization which may have a real or perceived self interest.

BELOW: *No Lai'ing down for busy Delta family doctors! Dr. Lai (lying down) and fellow Delta family physicians having fun at the April planning session.*



Membership Driven Organization

The Delta Division is committed to being an inclusive, member driven society. All non-FRCP (Fellow Royal College of Physicians) physicians living or working in Delta are eligible for membership. Physicians must be members in order to benefit from the Division's services and have the right to vote.

The organization consistently seeks participation from local physicians in issue oriented focus groups. Community input is also invited. These groups will provide a forum for discussion, planning and action. They will consult with stakeholders and provide direction to the board. Staff will perform the day-to-day work of the Division and board members will maintain an advisory role.

The Division board is committed to making decisions by consensus and resolving problems via collaboration. The organization treats physicians' personal information and privacy with the highest level of confidentiality. It has developed a strict conflict of interest policy and always acts in the best interests of the membership.

Comparative Income Statement

Delta Division income statement compared with the budget amount for the year.

	Actual 04/01/2012 to 09/30/2012	Budget 04/01/2012 to 03/31/2013
REVENUE		
Income		
Direct Public Support: GPSC- Inf.	\$ 162,123.00	\$ 187,500.00
Direct Public Support: Net	\$ 162,123.00	\$ 187,500.00
Investments	\$ 0.00	\$ 500.00
Investments: Net	\$ 0.00	\$ 500.00
Total Income	\$ 162,123.00	\$ 188,000.00
TOTAL REVENUE	\$ 162,123.00	\$ 188,000.00
EXPENSE		
General & Administrative Expenses		
Contracted Administrator	\$ 480.00	\$ 3,360.00
Contracted Book Keeper	\$ 0.00	\$ 300.00
Contracted Coordinator	\$ 18,738.20	\$ 47,376.00

Physician Committee	\$ 0.00	\$ 10,800.00
Physician Board	\$ 20,124.61	\$ 21,600.00
Bank Fees	\$ 105.25	\$ 350.00
Insurance	\$ 550.00	\$ 1,500.00
Meeting Costs	\$ 660.61	\$ 1,600.00
Memberships	\$ 0.00	\$ 6,300.00
Professional Fees	\$ 0.00	\$ 7,000.00
Society Fees	\$ 0.00	\$ 100.00
Travel - Board Members	\$ 0.00	\$ 300.00
Travel - Coordinator	\$ 0.00	\$ 100.00
Travel - Members	\$ 0.00	\$ 100.00
Meeting Space	\$ 1,232.86	\$ 0.00
Postage	\$ 0.00	\$ 450.00
Office Supplies	\$ 0.00	\$ 1,294.00
Printing	\$ 285.68	\$ 2,500.00
Physician Engagement Events	\$ 0.00	\$ 12,000.00
Engagement Events - Meeting Costs	\$ 349.77	\$ 15,878.00
MH - Physician Work Group	\$ 0.00	\$ 7,200.00
MH - Coordinator/Project Manager	\$ 0.00	\$ 7,224.00
MH - Print/Publicity/misc costs	\$ 0.00	\$ 2,500.00
MH - Meeting Costs	\$ 0.00	\$ 1,440.00
Ortho - Physician Work Group	\$ 0.00	\$ 7,200.00
Ortho - Coordinator/Project Manager	\$ 0.00	\$ 7,224.00
Ortho - printing/publicity/misc	\$ 0.00	\$ 2,500.00
Ortho - Meeting Costs	\$ 0.00	\$ 1,440.00
Recruit - Physician Work Group	\$ 0.00	\$ 7,200.00
Recruit - Coord/Project Manager	\$ 0.00	\$ 7,224.00
Recruit - print/publicity/misc	\$ 0.00	\$ 2,500.00
Recruit - Meeting Costs	\$ 9.85	\$ 1,440.00
Total General & Admin. Expenses	\$ 42,536.83	\$ 188,000.00
TOTAL EXPENSE	\$ 42,536.83	\$ 188,000.00
NET INCOME	\$ 119,586.17	\$ 0.00

Delta Division Board of Directors

Martin Ray - *Chair*

Sylvia Henderson - *Vice Chair*

Calvin Cheng - *Secretary/Treasurer*

Ruth Turnbull

Liljana Kordic

Division staff members

Gord Collings - *Coordinator*

Diane Harper - *Administrative Assistant*

Delta Division contact information:

delta@divisionsbc.ca

Photographs of the area courtesy of:

Picture BC

Cover - a farm on Westham Island, a hub of agriculture in Delta.

The Divisions of Family Practice initiative is sponsored by the General Practice Services Committee, a joint committee of the BC Ministry of Health and Services and the BC Medical Association.

www.divisionsbc.ca/delta