

# ANNUAL REPORT 2016–2017



 **Delta**  
**Division of Family Practice**  
A GPSC initiative

## OUR MISSION

*Ensure access to timely, comprehensive, high-quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community.*

## OUR VISION

*An actively engaged, healthy community responsive to the needs of patients, providers and the public.*

## REPORT FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

In 2015-16, the Delta Division of Family Practice, in collaboration with our member physicians, made a positive impact on the community.

We continue to move forward with projects initially made possible by funding from the provincial A GP for Me initiative, which ended March 31, 2016. Recruitment and retention of family physicians, team-based care and patient attachment are at the forefront of our efforts.

We supported clinics and unattached residents with the recruitment of seven family physicians. Drs. Patricia Akangbou, Sarah Merriman, Charles Wong, Thulani Mtshali, Chris Lee, Rui Li, and Ranbir Mann became an integral part of our primary care team. The Jack Nathan Clinic opened in Tsawwassen Mills earlier this year and has

enhanced our capacity to recruit new doctors and attach patients. Thank you to our members for the kind reception you gave our new recruits; going out for meals, welcoming them into your homes and opening up your clinics for them to tour. You are our most effective means of recruitment and your support is appreciated.

The Delta Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative Local Action Team (LAT) held two public events to present information and resources to the community. Strong relationships have been developed with community health partners and continue to grow as we move towards the patient medical home/primary care home (PMH/ PCH) models of care.

Other successes include all South Delta residential care facilities being involved in the Residential Care Initiative, Division membership growing from 62 to 73 over the past year and reviewing and updating our bylaws to bring them into compliance with the new Societies Act.

It was an honour to be involved in this meaningful work and we hope that the next year sees South Delta develop the PMH model most beneficial for our community.

Thank you to our Board of Directors for their commitment, vision and guidance. Thank you to our team: Judith McLeod, Debbie McKenzie, Louise Walker, and Byron Salahor.

We said good bye to our Project Manager, Diane Burton. We thank her for her dedication to our A GP for Me work and wish her well.

On behalf of our team, thanks to Dr. Randy McCuaig for his leadership and dedication as he steps down from our board to take on another project.

With Gratitude,

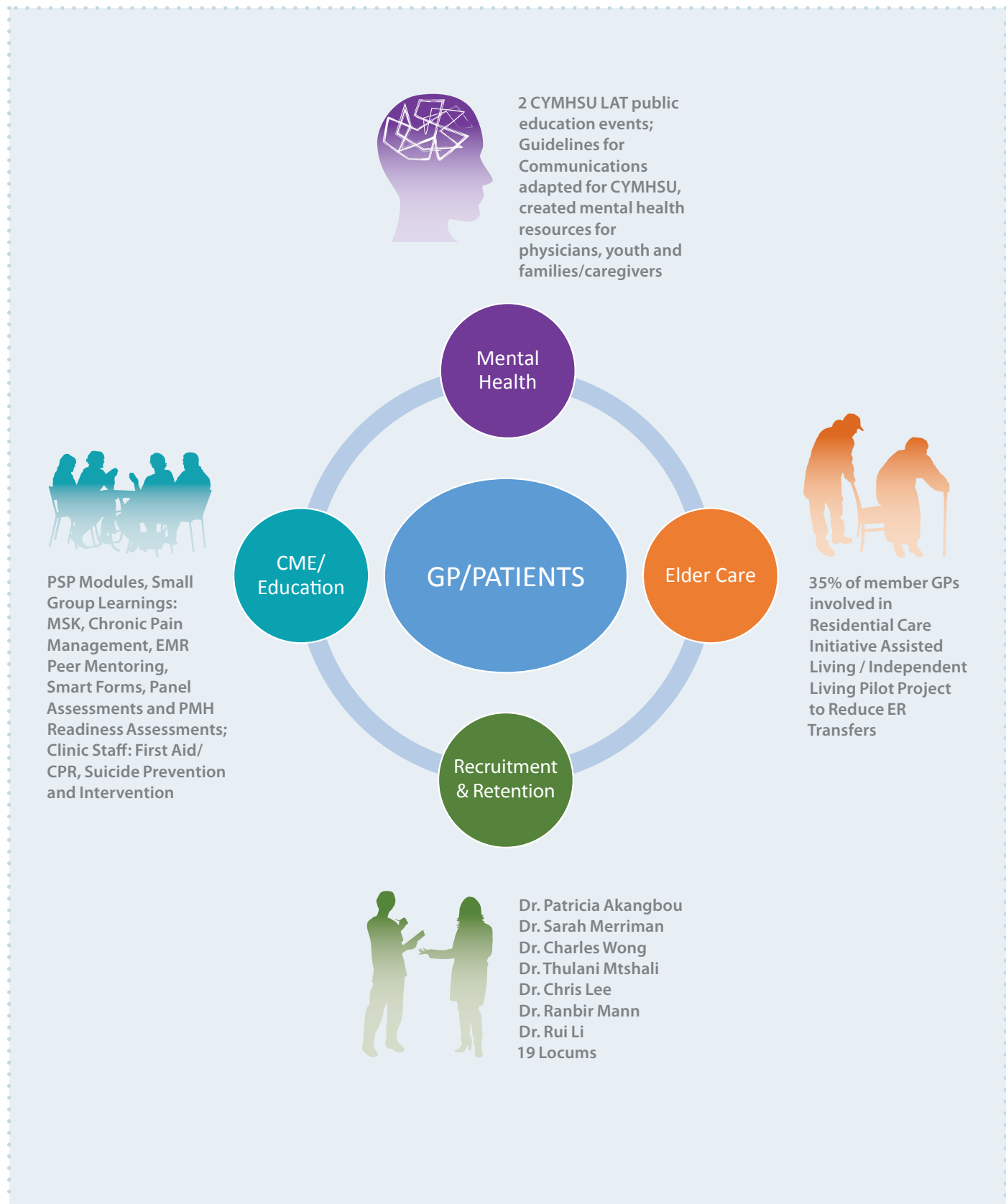
Dr. Randy McCuaig  
Chair

Geri McGrath  
Executive Director



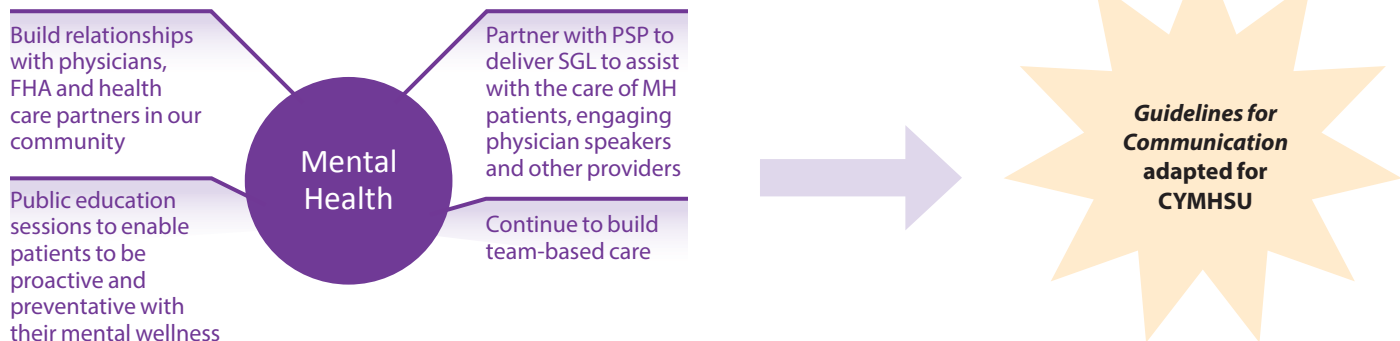
**Day by day  
NOTHING  
seems to change.  
But pretty soon,  
EVERYTHING  
is different.**

# DELTA DIVISION STRATEGIC PLAN 2016–2017





## STRATEGIES/OBJECTIVES – COMMUNITY, PRIMARY CARE, RECRUITMENT & RETENTION



### Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative LAT (Local Action Team)

*Dr. Adrian Wladichuk, Lead Physician*

Delta Division, South Delta CYMHSU service providers, youth, parents, and the school district work together to improve access to mental health resources for children, youth and families. In 2016, the LAT hosted two public education events. In May, approximately 250 residents attended a forum on Anxiety in Children and Youth, and in October, a panel presented on depression and suicide intervention and prevention.

LAT activities include monthly meetings

and attendance at the provincial Collaborative Learning Sessions and Congress to share information and learn from the experiences of other LATs. We funded a youth to attend the Fraser Youth Networking event in August 2016.

Youth participated in a resource mapping evening in Ladner to help us understand and define the current state of child and youth mental health resources in South Delta from the users' perspective. By providing links to existing services while

collecting qualitative data about youths' current experiences with services, our goal is to provide better pathways to mental health care.

We created several resources including a quick-reference guide to mental health services in the community for physicians, a resource pad summarizing all free CYMHSU resources that physicians can distribute to patients, and three Suicide Intervention Toolkits, one each for youth, families/ caregivers and professionals.

### Team-based Care — Adult Mental Health

Through 2016–17, the Division continued to facilitate strengthening relationships between member physicians and mental health services providers with initiatives such as clinic visits and provider presentations at small group learning sessions. We will continue to seek opportunities to bring our partners into Division clinics to build relationships and ease referrals.

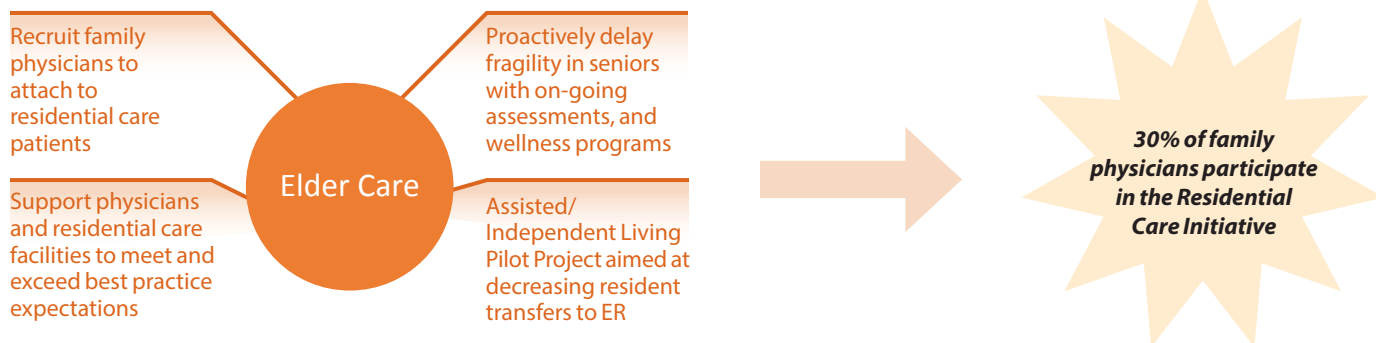
Many South Delta residents attended an information event that allowed them to interact directly with service providers and to learn about available mental health resources and the Division's FETCH (For Everything that is Community Health) website to assist them in navigating those resources.

We partnered with Save On Foods in Tsawwassen to give our adult MHSU community partners the opportunity to share information about their services. Feedback was very positive and Save On has extended an invitation for future on-site visits. This work is ongoing in Tsawwassen and Ladner and the Division will continue to enhance the connection between the GP community and our team-based care network.



Team-based Care — Adult Mental Health  
Public Education





## Assisted Living/ Independent Living — Are We Ready?

*Dr. M. Balakumar, Lead Physician*

“Chronic Disease Management Is Proactive Primary Care In Assisted Living And Independent Living” (AL/IL)

As the population 75 years and older is expected to double in the next 20 years, the complexity and frailty of assisted living clients will increase accordingly. Primary care delivery in the ER for non-urgent conditions and difficult and delayed discharges from the ER and hospital ward beds only accentuate the existing capacity problem. Here is our chance to contribute, aligning primary care to the changing needs of this group.

A committee was formed to address these needs and is made up of members from across the spectrum of primary care, including physicians, Division staff, assisted living staff, and Fraser Health AL/IL executive personnel.

Within the framework of the primary medical home/primary care home and “integrated team-based care”, the proposed project would focus on addressing the gaps in care identified by the committee through analysis of Fraser Health and residence data, as well as conversations with residents, care providers and GPs. We

would develop a pilot that aligns with prevention and primary care delivery for seniors living in AL/IL. The pilot would focus on Augustine House, a site with a combination of funded and private pay beds, to develop a network of care providers to deliver wrap-around care to the residence. The Division has secured funding to develop an expression of interest to fund this potential project.

Needless to say, I am very excited to be the lead physician working along with this experienced, knowledgeable and delightful group of members.



## Recruitment & Retention

Recruitment continues to be a high priority for the Division given the number of GPs retiring and our community's expected population growth. Our estimates indicate a need to recruit 15 GPs over three years (2015/16 to 2017/18).

The Division's goal is to hire an additional seven to nine physicians over the next two years (to 2017/18).



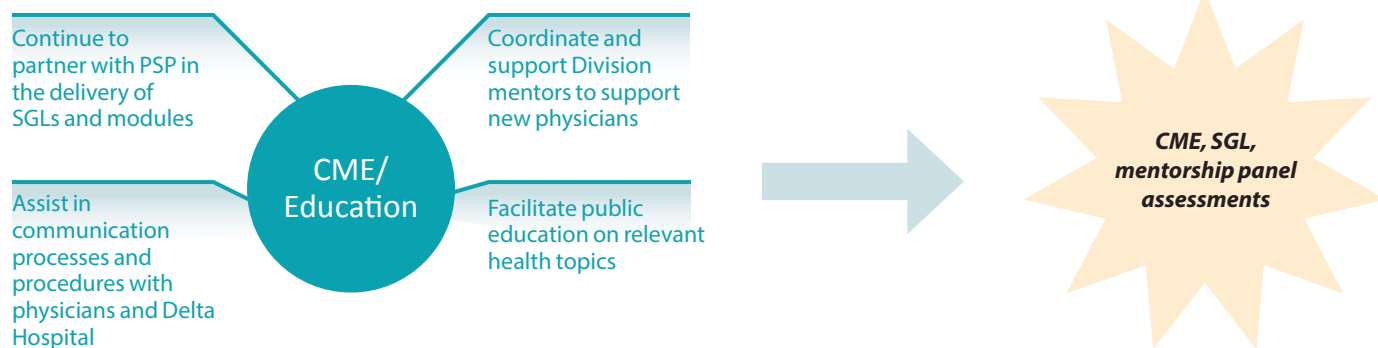
Dr. Randy McCuaig and Dr. Ranbir Mann, Saskatoon Recruitment Conference September 2016

## Patient Attachment

The patient registry tool on the Division's FETCH (For Everything That's Community Health) site allows unattached South Delta residents to put their names on a wait list for a family physician.

**New clinic opens at Tsawwassen Commons**

**2,195 names forwarded to GPs for attachment**



## CME/Education

### PSP (Division)

*Byron Salahor*

#### PSP Modules:

Throughout 2016/17, the Doctors of BC Practice Support Program (PSP) continued to support South Delta family physicians and their office staff. Eighteen physicians and seven office staff completed the Pain Management module in February. Seven physicians and four medical office staff are currently enrolled in the Group Medical Visits, Health Literacy and Patient Self-Management module. Peer-led education sessions on EMR use were well received,

and eight physicians and four office staff attended five different EMR Peer Mentor sessions. PSP assisted a GP in creating SmartForms for Telus Wolf EMR that were then made available to the membership.

In the coming year, PSP is committed to delivering more CME training through formal modules and small group learning sessions, and will continue to support peer-led EMR training along with PMH/PCH activities.

#### EMR Peer Mentor Sessions:

Five one-on-one or small group Peer Mentor sessions completed to support EMR training, supporting eight physicians and four medical office staff.

#### PSP Panel Assessments:

Six physicians and five MOAs participated in PSP Panel Assessment activities as part of our work towards the patient medical home/primary care home models of care.

### PSP (Fraser Health Region)

*Dr. Sandy Chuang, Physician Lead*

The Fraser Health Regional Practice Support Committee directs the Practice Support Program (PSP) in our region. Each Division is represented by a physician.

Last year, the Committee

- developed a weighted formula for allocating PSP support to each community to ensure that small divisions get sufficient support and big divisions get more support than smaller ones

- supported PSP for the Residential Care Initiative and practice efficiency assessment
- Identified potential for more cross-community collaboration.

Delta Division and PSP co-delivered two medical office staff-only events. Eighteen office staff completed training for CPR AED certification, and 14 completed safeTALK Suicide Awareness training.

## DIVISION WORKING GROUPS/COMMITTEES

### Collaborative Services Committee

*Dr. Randy McCuaig & Rhonda Veldhoen, Co-chairs*

The Delta CSC embodies the collaborative working relationship between the Delta Division of Family Practice, Fraser Health Authority, Doctors of BC, Ministry of Health, and the General Practice Services

Committee. Together, these partners address clinical issues of concern, co-determine priorities and co-design solutions in order to improve patient/provider experience of care, population

health and financial sustainability of the system. Representatives from the medical community, patients and the community at large are invited to participate where the topic affects their area of responsibility.

## PRIMARY MEDICAL HOME/PRIMARY CARE HOME

Each family practice was invited to have a physician represent them on our PMH/PCH committee in order to influence how PMH networks are developed in South Delta.

An example of a two-tiered network:

1. Patient Panel Network: focusing on specific patient populations, i.e. those with prevalent chronic diseases or physician-identified needs
2. Physician Panel Network: focusing on priority of physician needs via the PMH committee and statistics based upon patient billing

Data from the PSP panel assessment/clean-up and PMH assessment will support these findings.

Benefits of this data:

1. potential to inform the development of physician networks and potential for crossover of needs, and sharing of community and allied health resources
2. capacity for physicians to share common patients in specific areas of FP interest, i.e. COPD, depression, etc.
3. possibility of developing patient panel network (as mentioned above) to coordinate care of major chronic health issues
4. ability to leverage resources and/or redirect existing resources to better support our community.

The PMH model has the potential to increase the supports for heightened care as our population grows and ages. Primary care is at the centre of a sustainable health care system, a place where patients and providers have improved satisfaction and where we can attain better health outcomes.



Primary Medical Home/Primary Care Home member event

### Residential Care Initiative

*Dr. Randall McCuaig, Lead Physician*

The Residential Care Initiative working group has developed strong partnerships between GPs, all South Delta facilities and Fraser Health, identifying challenges and solutions and building relationships to enhance residential care.

The committee is working to implement local solutions that achieve the five best practice expectations and to promote the three system outcomes: engage local family physicians, collaborate with the

health authority and align and integrate local solutions where there are areas of overlap.

To date, we have seen increased GP attendance at care conferences, fewer ER transfers (from 7.5 to 7.1 per 100 residents) and improved polypharmacy.

Thank you to the 12 physicians currently participating in this initiative; we encourage more GPs to sign up.



Board Chair Dr. Randall McCuaig and Delta Division Executive Director Geri McGrath presented the "Guidelines for Communications and Information Sharing Between Family Physicians and Community Partners" at the June 2016 Provincial Spring Conference in Vancouver. Delta Division was nominated for the Fraser Health "Above & Beyond" award for this work.



## OUR TEAM

### Board of Directors

**Dr. Randy McCuaig** – Chair  
**Dr. Craig Martin** – Vice-chair  
**Dr. Sandy Chuang** – Treasurer  
  
**Dr. Adrian Wladichuk**  
**Dr. Melissa Tan**  
**Dr. Richard James**  
**Dr. Maha Balakumar**

### Staff

**Geri McGrath** – Executive Director  
**Judith McLeod** – Executive Assistant  
**Debby McKenzie** – Recruitment & Retention Coordinator  
**Louise Walker** – Program Coordinator  
**Diane Burton** – Project Manager  
**Byron Salahor** – PSP

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/delta](http://www.divisionsbc.ca/delta)

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