

# Welcome

## Delta Division of Family Practice

### ANNUAL GENERAL MEETING

- **Establish Quorum (5)**
  - **Approval of Agenda**
  - **Acceptance of 2022 AGM Minutes**
  - **Presentation of 2022/2023 Annual Report**
  - **Treasurer's Report**
  - **Audited Financial Statements**
  - **Appointment of Auditor**
  - **Reports on Committees/Initiative**
  - **Collaborative Services Committee (CSC)**
  - **Long Term Care Initiative**
  - **Pathways User Group**
  - **Delta Hospital Physician Society**
  - **Multi-Disciplinary Health Care Coordinating Committee**
  - **Questions from The Floor**
  - **Election of Directors**
  - **Adjournment**
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- **Presentation Dr. Michael Bond**



# ANNUAL REPORT

## *2022/2023*

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## REPORT FROM THE Co-CHAIRS AND THE EXECUTIVE DIRECTOR

*Dr. Shelly Eckland Jetzer, Dr Colleen Lee and Geri McGrath*

The Division facilitated our third community flu vaccination clinics with the mutual goals of supporting our membership by redirecting patients to the clinics as well as to help residents stay well amidst the ongoing Covid virus. Thanks to everyone for stepping up to make this a reality for the third year. Our next flu clinic is planned for October 26 & 28.



Once again, the Division moved back to in person education sessions, for you our members, we facilitated such topics as:

- Chronic Pain
- HPV Cervical cancer screening self testing
- Ortho Surgeon
- WorkSafe BC
- Emergency Planning
- Child and Youth mental health
- Concussion Guidelines
- Addiction and Mental Health
- Palliative Care
- Senior Connector
- ADHD

We look forward to engaging with you on topics that are of interest to you and your practice. It has been wonderful to get back together. Our board and all committees continue to meet both in person and online. If you have any ideas, please let us know.

South Delta Division has been awarded our PCN service plan funding; we are about to embark on the planning for the PCN work in our community, with your input. The division has reached out to all your clinics with data requests for specific chronic disease stats and the number and ages of your patients in your EMR panel. This information will enable us as a community to leverage our asks for resources that are realistic and needed. We have also sent out a survey to each of you, that will better inform our work. We look forward to reengaging our PCN committee with representation from each of our clinics. The next step will be to engage our community partners to ensure we align our work with community input around realistic goals and expectations for the future of primary care in South Delta.

We continue to have a presence at the Inter strategic Council (ISC) where regional and local issues are brought to the table with Fraser Health and the Ministry of Health. The co-chairs and executive director have participated in a strategic planning process for ISC, in the hope to better align this committee to our collective directions, and to track the work done in our region.

We facilitated our third Senior's Fare, it was very well received, we hope to continue to provide this public educational support collaborating with community partners.





In June the Division attended the TFN Health Fair, which was well attended by many organisations in the community. Lunch was provided with an opportunity to meet and talk with the TFN Elders. Many of the residents from TFN came by the fair and information was given with regards to registration on Fetch for a family doctor and other support available to residents of TFN.



We look forward to continuing to represent our physician members regionally and provincially. Please let us know if you have concerns and or issues and we will do our best to assist.

## COMMITTEES/INITIATIVES

### Collaborative Services Committee (CSC)

*Dr. Colleen Lee, Co-chair*

CSC is a collaborative working group that includes: Divisions of Family Practice, Fraser Health, Doctors of BC, Family Practice Services Committee, Tsawwassen First Nations and a patient representative.

This past spring our CSC and the other FH Divisions set out a list of collective priorities: Mental health was at the top of the list. All the FH CSC met in person recently and discussed our mutual concerns. We collectively want to improve and streamline mental health access.

This past month, Doctors of BC and Tsawwassen FN hosted a cultural learning session at TFN Longhouse. For those that attended, I believe this was an intense heartfelt experience as we heard the history of our BC Coast Salish people as it relates to colonization. There will likely be other similar opportunities to attend this type of learning session at other First Nations and I would encourage you to consider attending.

## Long Term Care (LTC)

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*Dr. Richard James, Physician Lead*

This year has seen the end of the pandemic which took a great toll on residents, families and staff.

The successful roll out of the immunisation program, with over 95% compliance was no doubt a “life saver”. However, challenges remain. Specifically staffing shortages at all levels (from cleaning, care aids, and right up to physicians) remains a major problem (unsolved). We are dependent on immigrants and new Canadians for labour. The high cost of living in the lower mainland is a barrier.

There is still a shortage of Long-term care (LTC) beds for the community. Private beds are full despite their high cost; therefore, patients remain in their homes or in hospital, awaiting funded beds.

Westshore Laylum no longer exists- the facility has been knocked down with the land up for sale. The positive news is that the expansion of Kinsmen in Tsawwassen is underway and the new Mountain View Manor campus of care at Delta Hospital has been approved with 200 beds.

Haven House has also opened 12 new (private) beds.

From a physician’s perspective we need succession planning. Dr Ron Davidson has now fully retired – he was the Medical Director at Delta View and provided many years of dedicated service there. He has found 2 physicians 2 outside the division to take over but other facilities will need new medical directors within the next 2 years. We urge division physicians to please sign up for the LTC initiative to fill the void.

A special mention should be made to Heather Anderson, nurse practitioner, who has taken on many residents without being able to access the benefits of the LTC initiative.

A special thanks also to all staff who work in LTC- they are the “unsung heroes”

Delta View  
Kin Village  
Waterford  
Haven House  
Mountain View Manor



## Pathways User Group

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*Dr. Colleen Lee, Lead Physician*

This website continues to have widespread usage in the province. It was built by physicians to be used for physicians. Approximately 7000 specialists, 4400 resources and 2100 forms are listed in Pathways. Recently, the Yukon territory, has started to use Pathways. The platform has attracted the attention of other provinces, Newfoundland and Ontario.

Pathways also organizes the following:

Medical Care Directory: public site about your clinic.

Care Pathways: Covid -19 Medical treatments, Prenatal care, Hereditary Cancer screening, Child/ Youth – Compass program, IUD insertion providers, Pain management, etc.

The Referral Tracker continues to be used in 6 Divisions (5 are in Fraser Health) which allows for electronic referrals to be sent. However, expansion of this tool is unlikely. Electronic referrals are a top priority under the provincial ‘Digital Health Strategy’ but it is likely another platform is being considered.

## Delta Hospital Physicians Society

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*Dr. Colleen Lee, Lead Physician*

This group is essentially a working group of physicians at Delta Hospital: specialists, hospitalists and from the ER department.

This group continues to be led by Dr. Barb MacFarlane (Hospitalist). There continues to be quality improvement initiatives to improve the care of in-patients.

## Delta Hospital Multi-Disciplinary Health Care Coordinating Committee

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*Dr. Colleen Lee, Lead Physician*

The committee includes: Fraser Health leads, DH Clinical Operations and various Department Heads.

Delta Hospital continues to evolve and expand. We will likely see expansion of surgical services in the future. There continues to be discussion of adding an MRI machine to the Imaging department.

Like other hospitals in the Fraser Health region – it also has had issues with staffing: especially in ER nursing, imaging technicians, ER doctors and hospitalists.

There continues to be high numbers of patients that are seen in the ER department. The hospital is under a lot of stress but has not experienced the critical situation that has occurred in Langley Hospital and Surrey Hospital.

## Recruitment & Retention

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### 2 Family Physicians Hired



Dr. Ronan Branigan – 4/22 View Medical

Dr. Sarah Hood – 1/22 Tsawwassen Medical Clinic

Recruitment has had 2 new doctors start and 2 more pending that will hopefully start before the end of the year. We are working with 6 other doctors in early screening and interviewing stages. We continue to advertise for full-time, part-time and locum family physicians in Canada, USA, UK and Australia.

### Starts Pending

- Asmaa Abdalla, ROS – Sept 2022 – Tsawwassen Medical Clinic
- Jaisingh Rajput – Ready to start; waiting for date from physician – Lark MC

### 2022 Retirements / Left Practice

- Alex Fong (2/22) – Ladner Centre Medical Clinic
  - Margaret Krawchuk (7/22) Krawchuk, Wong & Hollinger (Adrianna Wong transferred to Tsawwassen Medical Clinic, Dr Horst Hollinger transferred to Evolution Medical.

### GPs Screening / Interviewing

- Dr. Gagandeep Gill (Canadian trained in MI, USA) + Wife finishing residency in Toronto potential start 2023
- Dr. Kai-ting Yang (Canadian looking to relocate) potential start Feb 23
- Dr. Arjun Odedra and Dr. Natalie Odedra (UK trained) potential start 2023;
- Dr. Ranjit Singh Coming end of July 2022 possible start 2023
- Dr. Shivani Sharma, USA (OH)Trained / Canadian
- Dr. Joseph Bautista Yo (Cdn CPSBC) – interviewing LFP – Potential Start 2023

## Mental Health Connector

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*Michelle Wright, Delta Division of Family Practice*

2022 was a great year for the Mental Health Community Connector program! Overall, the program received over 40 referrals from physicians. The program typically meets with referrals on average of 3-6 months offering Bi Weekly or Monthly appointments. Depending on clients needs and availability, meetings are offered in person, over zoom or via telephone.

Working with local organisations, the Mental Health Community Connector Program utilised the following community supports in 2022 (and others not listed).

- Deltassist
- Alongside You
- Pheonix Society
- Kin Village
- Ministry of Social Development (income assistance)
- Work BC (employment services)
- Food Bank
- BC Housing
- Options
- CMHA

The types of supports most requested in 2022 were:

- Counselling Referrals (Individual and Group)
- Basic needs such as food security and financial supports
- Addiction services
- Employment
- Housing searches and advocacy
- Coaching (Goal Setting)

We accept new referrals on an ongoing basis (referral form on PATHWAYS) and can meet clients quickly, usually within a few days. The MH Connector program is very proud to be a part of the Delta Division of Family Practice and is looking forward to continuing to support South Delta Physicians and their patients.

## Practice Support Program PSP

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*Katie Harmer, SP Representative*

FPSC's Practice Support Program (PSP) offers services for family physicians to optimize your practice, enhance your use of health technology, and more effectively manage your patient panel. Our specialized coaches can support you to make your practice become more efficient, creating more time for proactive patient care and for adopting the patient medical home attributes. Our services are customized to meet your specific practice needs and to accommodate your busy schedule.

### Optimize your practice

- Understand your patients' care experience
- Get mentoring from your peers

- Develop high-performing primary care teams

#### Enhance your use of health technology

- Use your EMR (electronic medical record) more effectively
- Find health technology resources
- Apply virtual care tools to your practice

#### Manage your patient panel more effectively

- Learn what's involved in panel management
- Use panel management to help your practice provide proactive and preventative patient care

#### Compensation & Certification

- Find out the eligibility criteria for compensation & Mainpro+ credits for practice improvement activities

Please reach out to me to see how we can support you and your clinic.

#### Patient Attachment (Fetch)

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There have been huge strides made with the patient attachment initiative. We had several new doctors begin practicing in Delta this year – Dr. Abdalla, Dr Karwal and Dr Gurmani.

Each doctor needs to obtain 800 patients in their first year with the New to Practice contract. The Division has been working hard to get patients that have signed up on the Fetch list attached to one of the new doctors. So far, we have sent to clinic 3,800 patients.

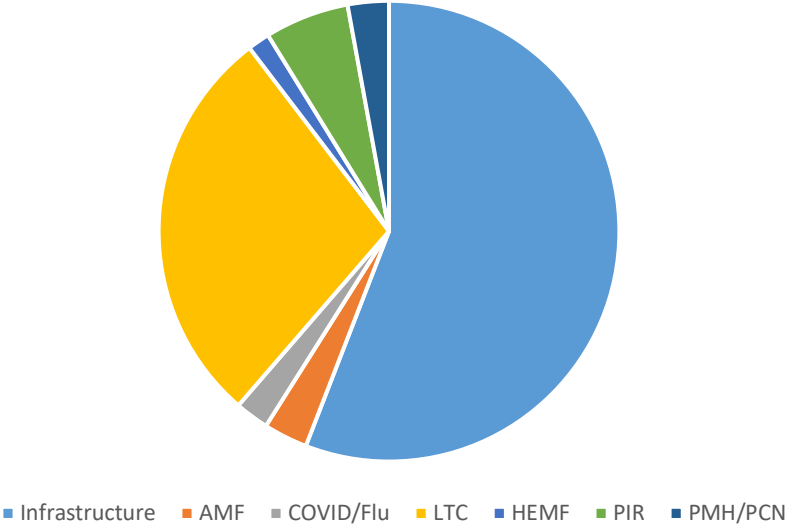
Annette Garm and Jill Wood were contracted by the Division to help with the patient attachment initiative. They have been working closely with Ladner Family Practice Clinic and Harvest Drive Family Practice making hundreds of calls a week to those on the Fetch list. With each phone call, the patient status is updated on Fetch so we can keep track of those that have been phoned, are already attached to a doctor, have deceased or moved away, or are sent to a clinic with one of our new doctors.

Throughout the process Lisa has been working closely with our Fetch developer, Wayne Janson, to make changes that help track the information more efficiently (archiving those that are deceased and moved away, removing duplicate registrations, etc.). Also working with Wayne, we have improved the format of the process that we use to call patients. We now have a drop-down list to update the status on Fetch so that when the file is uploaded back into Fetch the information is clear as to where each call ended (left msg, number NIS, deceased, wrong number, etc.)

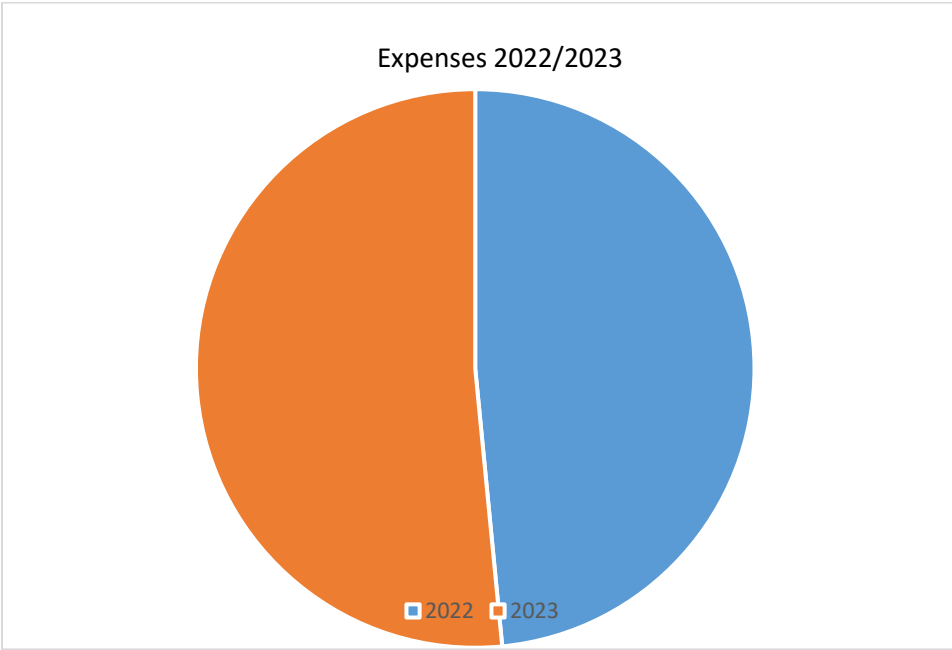
# FINANCIALS

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Revenue 2022/2023



Expenses 2022/2023



## Board of Directors

**Dr. Shelly Eckland Jetzer** –Co-Chair

**Dr. Colleen Lee**- Co-chair

**Dr. Rui Li**

**Dr. Chris Vipler**

**Dr. Nevkeet Toor**

**Dr. Emily Camacho**

**Dr. Olga Makarenko**

## Strategic Advisory Committee

**Dr. Richard James**

**Dr. Shelly Eckland Jetzer**

**Dr. Colleen Lee**

**Dr. Rui Li**

**Dr. Chris Vipler**

**Dr. Nevkeet Toor**

**Dr. Emily Camcho**

**Dr. Olga Makarenko**

## Team

**Geri McGrath** - Executive Director

**Lisa Wigzell** - Executive Assistant

**Debby McKenzie** - Recruitment &  
Retention Coordinator

**Michelle Wright** – Mental Health  
Connector

**Katie Harmer**- 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

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