



**Mission**

**Division of Family Practice**

A GPSC initiative

# 2018 - 2019 ANNUAL REPORT



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# MISSION STATEMENT



Promoting sustainable primary health care through programs which address the health care issues of our community and physicians.

*Many thanks to local artist and carver, Peter Gong, who created this symbol to represent the healing hands of GPs around Mission.*





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# Chair Report

Looking back, it has been an exciting and productive year. We have continued to support our physicians, our patients, and our community in innovative and collaborative ways. We have been focusing on the next central initiatives - Patient Medical Home (PMHs) and Primary Care Networks (PCNs). We developed and submitted our PCN proposal as one of the Wave 2 communities.

Over the past year, we developed our PCN proposal in collaboration with our members, as well as community partners and Fraser Health. Our proposal is at the Ministry of Health for their review, final recommendations, and approval.

During this past year, we have continued to serve our members and community from our home base at the divisions office in the Community Health Centre. From this central location, we can conveniently and meaningfully collaborate with our public health, home health, and mental health colleagues.

Our Lunch’N’Learn sessions are informative and well attended by our members and colleagues. We will continue these this coming year and hope to see many of the members attend.

The Primary Care Clinic serves unattached patients and some of our most vulnerable clients. We have had NP Alison Chester, continuing the work that NP Lianne Bjornerud started. Our General Practitioners work at the clinic 1 -2 days per week seeing patients and offering clinical support to our Nurse Practitioners. Dr. Wouterloot has been so helpful in producing consistent, quality care to our Primary Care patients.

Our Community Navigator, Katelyn Pesut, can see and assist patients at the division office and at doctors’ clinics.

The Maternity Clinic is well-established and serving the needs of our local maternity patients. We are thankful to our physicians who work at the maternity clinic and to Dr. Kornelsen for his leadership. For outreach, the Youth Clinic has a weekly session at Fraserview School with the support of the Mission School District and staff from the MyHouse Youth Initiative.

Over the last year, we have endeavored to explore and support physician wellness and recruitment. We look forward to further collaboration with the Medical Staff Association (MSA) in these areas.

All of this work would not be possible without our excellent support staff, our dedicated Advisory Committee, our Board, and their hard work on behalf of our amazing physician members. I welcome you to become involved in any of our activities, working groups, or initiatives. I also welcome you to come and visit the division office to meet our wonderful staff:our Executive Director, Shona Brown; our MOAs and Administrative Assistants, Debbie Weller, Jennifer Rhodes, and Kimberly Bergen; our Project Coordinators, Kim Bell and Cristina Rouillier; our Bookkeeper, Paul Burns; our Community Navigator, Katelyn Pesut; and our Business Lead, Lori Kesteven.

I look forward to the coming year.

Respectfully submitted,  
Dr. Carol Pomeroy



# Treasurer Report

On behalf of the board, I am pleased to present the Mission Division of Family Practice's audited financial statements for the fiscal year ending March 31st, 2019.

Loewen Kruse Chartered Accountants examined our financial statements in detail in May of 2019 and were satisfied that we are in compliance with the Canadian Accounting practices.

The 2018/2019 fiscal year continued to be busy for the division supporting the development of a Primary Care Network, the Mission Division's Primary Care Clinic, the Mission Maternity Clinic, the Mission Youth Clinic, the ongoing development of the Patient Medical Home Program, the Residential Care Program, CME opportunities, Lunch'N'Leans, and physician wellness.

I would like to thank all support staff for all their hard work and commitment to the financial management of the division's resources

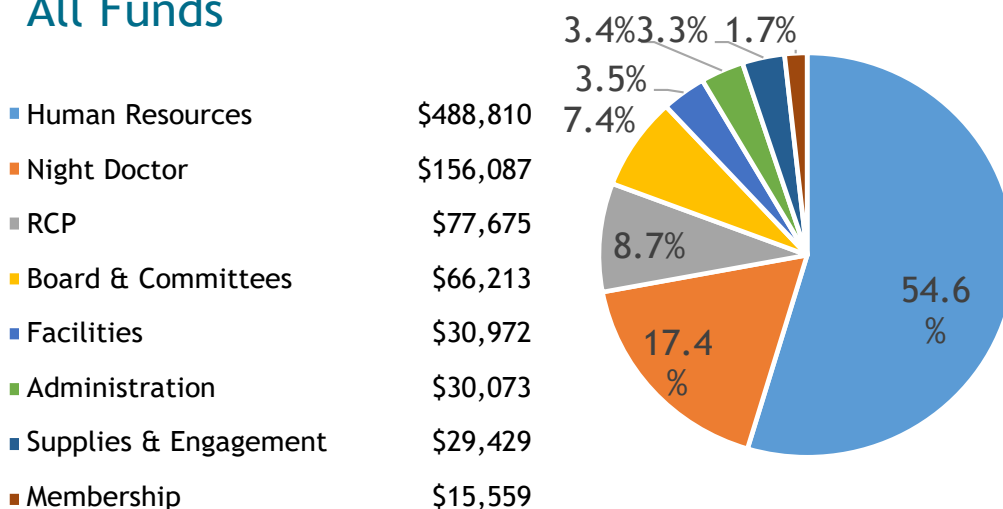
Respectfully submitted,

Dr. Harj Dau



# Financial Statement

## Expense Summary 2018-2019 All Funds



Respectfully,  
Paul Burns, Bookkeeper



# Executive Director Report

This has been another exciting and eventful year for the Mission Division. We have focused considerable time on strengthening connections locally and regionally. We have spent time identifying barriers and ways to remove them, and we have spent time listening. We have been curious, and have asked you, our members, what you need and what we can do to better support you.

2018 was our first year with our new governance structure. We have a smaller Board of Directors that meet quarterly and have an active Advisory Council that meets monthly and provides strategic recommendations to the Board.

We've had a successful pilot program supported by Home Health which brings a pharmacist to work alongside a physician. This program will continue in Mission and over time will be alongside each and every member. Through Home health, a dietitian has been piloted in one clinic. We hope this will soon expand to all our clinics.

We have maintained capacity at the Primary Care Clinic thanks to a couple of committed physicians and our NPs. I want to acknowledge our partner, Fraser Health Authority for supporting our NP in our Primary Care Clinic. Our maternity clinic is also getting busier. As Mission continues to grow and bring in more young families we have even more sweet, little ones in our community. I want to thank our maternity physicians for providing such incredible care and making it all work so well. Your compassion has shone through even in our toughest cases and I appreciate what you have given to our community.

We brought together a variety of community partners alongside our physicians and began the overwhelming task of changing healthcare in Mission to better support our family physicians, their patients, and our community. We collaborated early on with our members, our Physician Leadership team, and our partners to develop an Expression of Interest to build an integrated system of care. It was sent to the Ministry of Health last fall and we were approved to move forward. Our committees were tasked with assessing community needs, organizing, planning, and achieving full Primary Care Network participation. In June we submitted our plan to the ministry and we are looking forward to hearing positive results soon. We have been driven by our members to develop a vision for a healthier community. Over the coming year it is going to be essential that you, our members, continue to guide the development of our PCN in Mission.

A year really does fly by so quickly and in the details of the moment we do not often get enough time to reflect on the achievements, triumphs, and maybe missteps that got us to where we are now. You will get a glimpse through this report of the variety of things we've developed and participated in. Nothing would have been accomplished if not for our dedicated teams, our Division Board of Directors, and our Strategic Advisory committee. Thank you for upholding our organization's vision, for leading, for supporting, and for your courage, compassion, and sense of humor as we move through some unknown territory.

To our staff team; Cristina, Debbie, Jennifer, Katelyn, Kim, Kimberly, and Lori, thank you all for being curious, having spirit and energy, and recognizing that we can move mountains with the right attitude. I always appreciate your support and willingness to get things done.

Thank you to Paul Burns our techno number expert, you keep us on our toes with creative new ways of doing things. And to our contract support, Jennifer Scrubb: you are a true friend of Mission. Your tenacity kept us moving forward. Thank you for navigating with us.

This year we said goodbye to two of our team members: Rita Metwally and Chris Pomeroy. Rita led our communications and we all miss her bright spirit around the office. Chris led our data project for our PCN, and is off to medical school. We all miss his gentle demeanor but look forward to his return in the years to come.

It has been great seeing so many of you around our office, attending one of the many Lunch'N' Learns or leadership sessions. We've heard you are wanting this to continue so we are starting up again in the fall. Please feel free to stop in the division office for a chat, to catch up, or meet up with our team.

To our partners, in particular Brynn Fominoff, Fraser Health Director Clinical Operations and your team: you have been such willing partners and always ready to step into new things alongside our teams. We appreciate your understanding, transparency, and willingness to bring our cultures together to better support our family physicians and nurse practitioners in Mission.

Through this work we have developed partnerships with our First Nations communities, the District of Mission, our senior community and several other NGOs. Together we will do more for our family physicians, their patients and our community.

To our tireless members, thank you for all you do, for your patients, and for our community.

Respectfully submitted,

Shona Brown,  
Executive Director  
Mission Division of Family Practice



# Business Lead Report

## Business Supports

This year saw the introduction of a Business Lead to support Clinic Practice Management. This includes Policy and Human Resource Development, IT Management, Change Management (Bethink Solutions), and Business Strategic Planning for Medical Clinics.

Physician newsletters are also distributed twice per month, including one for events and one for practice information.

## Clinic Staff Engagement

Clinic Staff Engagement is an initiative to support clinic staff, provide access to practice resources, and build an effective clinic staff network. Working smarter not harder is the goal for the Newsletters, Events and Resources, where contribution to ideas/tips amongst all staff in Mission supports everyone's work. Some highlights include the Meet and Greet event, Monthly Newsletters, Clinic visits, and the Health Hub Launch of the Resource Data Base. Anticipated Autumn Events include ICBC/WCB Updates & Mental Health First Aid. Clinic Staff Engagement has been a tremendous success.

## Division Practice Improvement Teams

This is a working group of Division Staff in similar roles, sharing ideas and resources for practice management and innovation.

## PMH Networking

MDoFP continues to develop PMH Networks between Family Physicians, Specialists and between Patient Medical Homes. The work supports the development of networks, foundational to broader PCN development. Engaging dDivision members in practice level planning and relationship building develops clinical service networks, which improves care and access for patients.

## Recruitment and Retention:

A reawakened Recruitment and Retention Plan for Mission area physicians was launched and continues to develop. Some highlights include updating the recruitment package and the promotional video, meeting with key personnel from the District of Mission (including the Mayor, Councilors and the Tourism Manager), and preparing for the Family Medical Forum event (October 30 to November 2, 2019).

It has been a privilege to be a part of the Mission division team and I look forward to exciting days ahead.

Respectfully submitted,

Lori Kesteven  
Business Lead





# Mission Maternity Clinic Report

Mission Maternity Clinic is a maternity care clinic located at, and supported by, the Mission Division of Family Practice in the Community Health Centre very near Mission Memorial Hospital. Established in 2017, its primary purpose is to offer local prenatal care for residents of the Mission area. It also provides an opportunity for local family practitioners to be involved in maternity practice, including intrapartum care.

Deliveries and hospital care are provided at Abbotsford Regional Hospital. Since we are currently unable to fully cover our own in-hospital practice, we are affiliated with the Abbotsford Maternity Group for on-call support at Abbotsford Regional Hospital.

Patients at our clinic range from complex to straightforward, and are from a wide range of backgrounds. Since well-resourced individuals have previously had a pattern of prenatal care in Abbotsford, we tend to see a somewhat higher proportion of lesser-resourced patients at our clinic.

Thankfully we have access to our division's Community Resource Navigator to help patients with social needs. We are also fortunate to be co-located with other resources, including Public Health and Mental Health offices, in the same building. Plus, we currently fund one hour sessional to supplement fee-for-service remuneration.

Practitioners can expect to be well supported by our MOA staff, be able to refer patients for local lab tests and ultrasounds in Mission and have consultation or phone support from our obstetrical colleagues in Abbotsford. Our office has a bedside ultrasound machine to aid in early dating/viability or third trimester fetal presentation.

Mission Maternity Clinic is growing steadily in numbers of patients and deliveries. We are increasing our involvement with the Mission-Abbotsford Family Residency program to help expose residents to typical family practice obstetrics. This can also provide some extra support for the family physicians working with our clinic.

Respectfully submitted,

Dr. Jeff Kornelsen



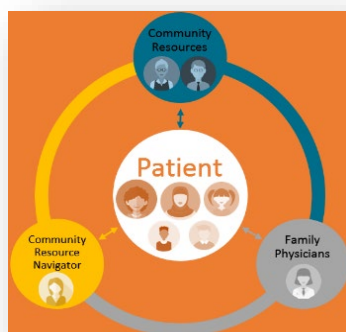
Babies born through the Mission Maternity Clinic (2019 Fiscal Year): 136

# Community Resource Navigator Report

As the Community Resource Navigator, I am available to help identify, locate, and link patients to needed resources in a timely manner. I provide patients with appropriate referrals to community resources, short-term counselling, resource coaching, and advocacy. I work in partnership with the referring family physician or nurse practitioner (NP) and the patient to address the social, emotional, and economic factors that may be impacting the patient's health.

I started at the Mission Division of Family Practice in January 2019 as a social work practicum student in the Community Resource Navigator Position. After completing my practicum and graduating with my Bachelor of Social Work degree, I joined the team, continuing in the position. I primarily work at the division office and have the capacity to meet care providers and patients at their home clinic.

This role helps patients apply for medical benefits, find and apply for alternate income sources, fill out applications, search for housing, and coordinates care with other resources. Since January 2019, I received 66 referrals. The reasons for referrals are most often regarding income (disability, EI, Income Assistance etc.), housing/homelessness, resources for older adults, and mental health supports.



*Mission's Approach to Team-Based Care*

It is clear that physicians and NPs in Mission value team-based care and to the same can be said for the clinic staff. Every clinic has been incredibly supportive, always willing to help find a meeting space, assist in locating client/patient documents and partner in the patients/clients care.

I receive an average of 10 referrals a month from physicians and nurse practitioners. Many of my meetings with clients take place over the phone; however, clients are increasingly opting to meet in person. It is encouraged that all family physicians and NPs continue to utilize this position by sending referrals for the patients who you believe can use additional psycho-social support.

Making community connections with local resources, I attend community monthly meetings and actively seek out networking opportunities, thus strengthening relationships with other service providers to enhance communication and promote continuity of care in the community.

I wish to express my greatest appreciation for the warm welcome from the health care community in Mission. I would like to acknowledge that this work heavily relies on the partnerships with the family physicians, NPs, clinic staff, and the community. I look forward to growing together and caring for the community.

Respectfully submitted,  
Community Resource  
Navigator



# Shared Care Project Coordinator Report

The Shared Care Committee (SCC) is one of our Joint Collaborative Committees, representing a partnership between Doctors of BC and the Ministry of Health, with shared mandates to improve health outcomes and the patient journey through the health care system.

As Shared Care Project Coordinator, I provide coordination and support to the division's Shared Care projects and programs. While working with physicians, health authorities, and stakeholders, the I am there to support, develop, and implement initiatives, and to ultimately ensure Shared Care project goals and objectives are achieved. As well, I help define the project scope and goals to ensure that they are aligned with the division's strategic objectives and funding parameters.

At this time, Shared Care's focus is targeted towards the maternal population in Mission. The role is new to the division, and the project is in the early stages. The Mission division foresees great outcomes from this project and how it can be impactful for our community. I would like to acknowledge the kind welcome that I received since I started working with the division.

Respectfully submitted,

Cristina Rouillier  
Shared Care Project Coordinator



## Primary Care Clinic

Led by Mission family doctors, the Primary Clinic project aims to help patients who do not have a family physician to be seen by one until they are attached to a family doctor in the community. This service is only available for Mission residents.

The Primary Care Clinic has completed another year of care to our unattached patients in Mission. Our NP Lianne left in May, but she left her patients in the hands of Alison, another NP. Unfortunately, Alison has left us in mid-September for a position closer to home. So now, the clinic welcomes our new Nurse Practitioner Rubyna Tatlock to the Primary Care Clinic. We have a huge need in our community to attach patients to a family doctor for continuity of care.

Our clinic is very fortunate to have Dr. Carol Pomeroy for her weekly care and Dr. Johan Wouterloot for care twice per week.

Current patients on our panel: 812 patients



# Practice Support Program Report

The Practice Support Program (PSP) helps family doctors and teams build capacity in their practices, enabling them to practice more efficiently, focus more on clinical care and patient relationships, and adopt attributes of the PMH in BC.

Our supports help doctors identify, implement, and maintain practice improvements in four measurable areas:

1. **Practice team support:** Establishing structure, clarifying roles, and teaching necessary skills so GPs and teams can implement practice changes
2. **EMR optimization:** Supporting improved usage of EMRs to inform practice management decisions, facilitate proactive care, and minimize frustrations.
3. **Process management:** Improving office workflows, processes and standards.
4. **Measurement:** Using data and metrics to reflect on quality of care and inform improvements where needed.

PSP's focus this past year was on helping Mission physicians progress through the three phases of panel management, thus laying a strong foundation for PMH and PCN success. Mission physicians have made good progress with this important work. Out of the 28 Majority Source of Care physicians in Mission, 20 have started to work on their panels (19 have registered for the GPSC panel management incentive and seven have completed all three phases). That is 71% participation, among the best in our region.

As physicians complete their panel work, our PSP team will be more available to support physicians with other practice improvements beyond panel management. In addition, there will be an opportunity to plan Dementia and Quality Improvement small group learning sessions in the coming months.

You may have noticed some team changes at PSP. Maggie Aronoff provided PSP support during most of the year until she relocated to Ontario in June. As we searched for a suitable replacement, Jennifer Montgomery, our senior team member assigned to Ridge Meadows, has been providing support to Mission physicians. Jennifer will remain active in Mission as she mentors Maggie's replacement, Simi Parihar, over the next few months.

It is an honour and a pleasure to serve the Mission physician community and we look forward to the year to come.

Respectfully submitted,

Joan Rabillard  
Manager, Practice Support Program  
PSP Regional Support Team  
Fraser Health Authority

Jennifer Montgomery  
Leader, Practice Support Program  
PSP Regional Support Team  
Fraser Health Authority



# Lunch'N'Learns 2018-2019

Title	Presenter	Date	Number of GP Participants
Home Health Services in Mission	Swati Thakkar	2018-10-09	6
PWD & Disability in the Office	Jennifer Ortman SW	2018-10-25	4
Antidepressant Treatment in Primary Care	Dr. Debbie Thompson	2018-11-01	5
Overdose Crisis Response with Public Health	Judith	2018-11-08	5
Immunizations & Vaccines	Janice Germaine	2018-11-22	9
Cannabis	Dr. Debbie Thompson	2019-01-24	12
Dementia Pathways	Dr. Peter O'Conner	2019-02-07	8
CPSBC Library	Karen MacDonald	2019-03-07	11
Benzodiazepine Tapering	Dr. Debbie Thompson	2019-04-04	9
Chronic Pain Clinic	Matt Smith	2019-04-18	11
Prescribing Agreements	Dr. Johan Wouterloot	2019-05-02	11
FH Ethics Services	Allen Alverez	2019-05-16	13
Population Based Funding	Dr. Peter Barnsdale	2019-05-30	8
Reproductive Mental Health & Pregnancy Outreach Program	RMH & SARA for Women	2019-06-20	9

This fall we embark on another engaging Lunch'N 'Learn series.

Our past series were well attended and very informative. Over the course of the coming year we will continue to host a variety of speakers, highlighting local resources as well as topics to assist in enhancing physician awareness.

Lunch'N 'Learns are by invitation to all our local family physicians, nurse practitioners, and residents.

Respectfully submitted,

Kim Bell  
Project Coordinator



# Events 2018- 2019



## Walk With Your Doc

2019 was another fun walk around Heritage Park. We had the privilege of having 7 GPS, 1 Nurse Practitioner, 2 Physiotherapists, and their patients join for a fun evening walk.

## Clinic Staff Engagement Evening

This event was an opportunity for clinic staff to form a network with other local clinics, a good foundation to the upcoming PCN development. Paint Night was also included.

MOAs: 27 attendees



## Building on Primary Care Your Voice Matters

This event, held on March 14, was an opportunity for open conversation for all attendees, including general practitioners, to contribute in the Mission Primary Care Network.

General Practitioners: 12

Nurse Practitioners: 1

Other Participants: 15+



# Board of Directors

Dr. Carol Pomeroy, Chair

Dr. Harj Dau, Treasurer

Dr. Peter Chang

Bob Ingram

## Advisory Committee

Dr. Carol Pomeroy

Dr. Harj Dau

Dr. Gwen Siemens

Dr. Lawrence Welsh

Dr. Peter Barnsdale

## Mission Division Staff

Shona Brown, *Executive Director*

Kim Bell, *Project Coordinator*

Kimberly Bergen, *MOA/ Admin*

Paul Burns, *Bookkeeper*

Lori Kesteven, *Business Lead/ PMH*

Jennifer Rhodes, *MOA/ Admin*

Katelyn Pesut, *Community Resource Navigator*

Cristina Rouillier, *Shared Care Project Coordinator*

Debbie Weller, *MOA/ Admin*

## Acknowledgment (Annual General Meeting)



### Matt Burns *Special Olympics Advocate*

Hi my name is Matthew Burns and I am 19 years old. I am an advocate of the Special Olympics. The Special Olympics is a program that offers sports for those with intellectual disabilities. There are both team and individual sports for ages 12 and up. I have been participating in Special Olympics for almost five years in five different sports and have had the opportunity to compete in the 2017 Provincial Games and 2018 BC Games in athletics.

# Resources



Used widely across the province, Pathways has continued to assist physicians in making referrals with comprehensive specialist and clinic information.

Key goals of Pathways include:

- Allowing GPs to identify the most appropriate specialist with shorter wait times

- Simplifying the patient referral process by easily identifying specific areas of practice offered by each specialist
- Providing GPs with the most up-to-date information possible to ensure appropriate referrals
- Decreasing the incidence of re-referrals, thereby increasing the efficiency of patient care

Have you tried emailing your patients a resource or information during an appointment? It's so simple!



The provincial Divisions of Family Practice office provides member access to UpToDate at no cost to the physician.

UpToDate is an online clinical decision support resource, serving as a trusted medical "colleague" that provides unbiased- evidence-based medical information at the point of care.

Subscribers can:

- Access from a desktop, laptop, or mobile device

- Tap into the collective wisdom and experience of more than 5,1000 leading clinicians (including Canadian Physicians) on thousands of clinical topics
- Access answers to clinical questions quickly and easily
- Check drug information
- Use 135 medical calculators
- Access over 1,500 patient articles
- Acquire CFPC Mainpro+ Self Learning & MOC credits

Divisions of Family Practice 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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[www.divisionsbc.ca/mission](http://www.divisionsbc.ca/mission)

Photos by Cristina Rouillier

