



North Shore

Division of Family Practice

A GPSC initiative



**ANNUAL
REPORT**

2011 – 2012

Board of Directors

Dr. Dean Brown, Chair

Dr. Genevieve Lauzon, Vice-Chair

Dr. Lisa Gaede, Treasurer

Dr. Juanita Anderson

Dr. Christine Florakas

Dr. Jim Hayward

Dr. Francis Vala

Society's Purpose

- ✚ Provide leadership, guidance and support to family physicians in order to enhance care
- ✚ Provide a forum for family physicians to represent their expertise relating to issues of community and patient health
- ✚ Provide a forum for innovative and collaborative approaches to healthcare with other stakeholders
- ✚ Participate in planning of improvements, research, and evaluation in relation to patient care
- ✚ Develop and administer programs related to physician health

Letter from the Chair

It's been an amazing year, and our collective vision is taking shape. We have forged strong relationships with Coastal Health, GPSC, Practice Support Program, and above all with each other, allowing us to work in many areas to improve care, and the physician and patient experience.

Our 127 members provide the energy, feedback, and participation that are moving things forward.

Much of our current activity came from your feedback when the Division was first formed: High Needs/Unattached, Mental Health and Addictions, Palliative Care, Supporting Ourselves, GP/Specialist Relations, and Dine and Learn. These groups are very active, as shown below.

In the past year, members brought forward more good ideas. Some examples:

The GP/Oncology initiative began with support and input from Dr. Amy Weber, whose ideas led to the creation of a working group.

Dr. Krystine Sambor chairs the new IT Working Group, which looks at IT/EMR issues. There are exciting plans to collaborate with the Physician Information Technology Office (PITO).

We are now working with specialist colleagues in several areas including Orthopedics and Psychiatry.

I want to acknowledge and thank our Board - Juanita Anderson, Lisa Gaede, Genevieve Lauzon, Francis Vala, Jim Hayward and Christine Florakas. These are remarkable people, and it's a joy to work with them.

Joanne Wall, Accountant, provides exceptional service, keeping us on track and on budget. Finally, our Coordinator Leslie Keenan, is a major reason for our success, we are extremely lucky to have her.

It's an honor to work with all of these people, and with you, our members.

And we have an exciting year ahead.

Dean Brown, Chair

A. Collaborative Services Committee

The North Shore Division, Coastal Health, BCMA, GPSC and MoH together comprise the North Shore Collaborative Services Committee (CSC), the main forum for addressing system issues and changing primary care.

Aims

- ✦ Co-determine community health priorities and co-design solutions
- ✦ Improve patient care and system efficiencies within sphere of influence
- ✦ Support an innovative approach to population health
- ✦ Enhance Division-Coastal working relationships

Accomplishments

- ✦ Most of our clinically-oriented work is discussed and vetted at this table
- ✦ Enhanced working relationships among the stakeholders
- ✦ GPs now have a 'voice at the table'

Membership

- ✦ **Division:** Doctors Lisa Gaede, Dean Brown and Genevieve Lauzon. Provincial Division office – Sue Davies, Physician Engagement Lead
- ✦ **Coastal Health:** Wendy Hansson, COO; Laurie Leith, Director of Community Health; Carole Gillam, ED Primary Care; and Sandra Edleman, Manager of Chronic Disease
- ✦ **BCMA/GPSC/MoH:** Dr. Garey Mazowita

B. Working Groups

The following describes the aims, accomplishments and membership of the various North Shore Division working or discussion groups. Most involve collaboration with other stakeholders, e.g., Coastal, GPSC, Specialists, etc., while some include Division members only. These groups are a mainstay of Division activity.

1) High Needs/Unattached Patients

Aims

- ✦ Define the NS high needs/unattached population
- ✦ Meet the needs of these patients by providing care outside of ER for patients without a GP
- ✦ Attach patients to primary care provider where possible
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ Formed CSC working group
- ✦ Defined NS high needs/unattached population: 3,000 to 4,000 frequently using LGH ER and acute care services
- ✦ Developed online and laminated one-stop resource list noting key community and health care services
- ✦ Surveyed GPs to determine need/desire for iPhone App for community and health care services
- ✦ Submitted Innovation Fund proposal for iPhone App that is scalable across BC
- ✦ Developing funding proposal for high needs, multidisciplinary clinic; outreach services; and, attaching patients to a primary care physician where possible
- ✦ Improve the patient/provider experience and the sustainability of the system
- ✦ Decrease this population's use of ER/acute
- ✦ Attach patients to primary care provider where possible

Members

- ✦ **Division:** Dr. Francis Vala and Dr. Dean Brown
- ✦ **Coastal Health:** Sandra Edelman, Chronic Disease Manager; and, Juan Solorzano, Team Leader, Chronic Disease Management

2) Mental Health and Addictions

Aims

- ✦ Improve access to MHA patient care and information
- ✦ Improve the consult process and decrease wait time for patients needing speciality care
- ✦ Appropriate use of Psychiatrist and Family Physician expertise
- ✦ Work towards a cleaner, clearer communication process for physicians and patients
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ CSC working group formed to explore and implement system changes
- ✦ Subcommittee formed to review models for one-time consults and group medical visits, where appropriate
- ✦ Part-time primary care physician position developed for mental health clinic
- ✦ Psychiatrist list developed for private, community and acute with wait times and sub-specialties
- ✦ Shared Care funding to support working group initiatives

Members

- ✦ **Division:** Doctors Dean Brown and Genevieve Lauzon
- ✦ **Coastal Health:** Psychiatrists, Dr. Lance Patrick and Dr. Elie Debbane; Elizabeth Stranger, Director of MHA; and, Claudia Frowein, Manager of MHA

3) Palliative Care

Aims

- ✦ Decrease unnecessary ER visits by palliative care patients
- ✦ Use community GP resources appropriately
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ Formed Division working group of NS Family Physicians and Palliative Care On Call Physicians (PCOC)
- ✦ Formed 24/7 call group for palliative care patients under the care of 10 community GPs who welcome new members.
- ✦ Provided dedicated on-call telephone line for on call group. Patients have access to a GP knowledgeable in Palliative Care within 2 hours of call

Members

- ✦ Doctors Juanita Anderson, Chair; Janis McCaffrey, Project Lead; Lucy McShane; Dean Brown; Michael Davidson; Jim Hayward; Catherine Bazilli; Dorothy Janzen; Wayne Smith; Sandra Wiebe; Susan Chow; Paul Sugar, PCOC; and, Peter Edmunds, PCOC

4) Supporting Ourselves

Aims

- ✦ Improve physician job satisfaction and health/well-being
- ✦ Facilitate collegiality among NS Family Physicians
- ✦ Promote education for Division members
- ✦ Improve the provider experience through a sustainable system
- ✦ Enhance short and long-term physician recruitment and retention

Accomplishments

- ✦ Formed a Division working group
- ✦ Preferred purchase programs for office and medical supplies
- ✦ Social gatherings – Christmas party, Pub night (watch for the family Summer BBQ on July 28th!)
- ✦ Obtained NS community resources for GPs for seniors and parents/children patients
- ✦ Division pens, post-it notes, writing pads, memory sticks, tote bags
- ✦ Enhanced sense of community for NS physicians
- ✦ Developing a locum-friendly community to attract GP vacation relief and long-term recruitment through: advertising/mail outs; annual sponsorship of a UBC round table discussion between NS GPs and locums at the annual UBC *Practice Skills* conference; locum survey, website feature.
- ✦ YouTube video criteria for presentations to GPs that are under 10 minutes in length. See www.divisionsbc.ca/northshore |Resources

Members

- ✦ Doctors Juanita Anderson, Dean Brown, Christine Florakas, Amy Weber, Jim Hayward, Barbara Hejdankova, and Ken Satake

5) GP/Specialist Relations and Shared Care

Aims

- ✦ Improve access to patient care and information
- ✦ Cleaner, clearer communication and consult process with a decrease wait time for patients needing speciality care
- ✦ Develop a more tight-knit community between GPs and Specialists
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ Separate working groups formed with Oncologists and Orthopedic surgeons to collaboratively determine how to achieve the above aims
- ✦ Shared Care funding received to support above working group projects
- ✦ GP/Oncology group is a CSC-supported initiative
- ✦ Received support from VCH through a half-time project support staff loaned to the Division at no cost for one year, sponsored by GPSC
- ✦ Developing mutually beneficial and collaborative working relationships with Specialists

Members

- ✦ **GP/Orthopedics: Division** - Doctors Lisa Gaede, Ruth Campling, Louise Corcoran, Jim Bovard and Dana Haaf. **Orthopedic surgeons** - Doctors, Alan Baggoo, Peter Zarkadis, and Victor Jando.
- ✦ **GP/Oncology: Division** - Doctors Dean Brown and Amy Weber; **PCOC**: Dr. Peter Edmunds; **Oncologist** - Dr. Sasha Smiljanic; **Coastal Health** - Laurie Leith, Director Community Health, Phil Lawrence, Director of Seniors & Acute, and, Jane Webley, Manager, Palliative Care

6) Information Technology

Aims

- ✦ Understand physician IT/EMR needs and work to develop a timely exchange of electronic communication between EMR users
- ✦ Enhance physician awareness of resources available to assist in the above, e.g., PITO
- ✦ Obtain EMR patient records, labs and diagnostic information in a timely manner
- ✦ Support e-referral processes
- ✦ Provide a seamless interface between community and acute care
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ Division working group formed
- ✦ Event planned for June 5/12 for NS Specialists and Family Physicians to assess IT/EMR needs and discuss working together on maximizing EMR through practice efficiency, support, identifying barriers, and developing a multi-vendor Community of Practice to problem-solve and provide support for EMR issues

Members

- ✦ **Division:** Doctors Krystine Sambor, Chair, Dean Brown, Dianne Barnett, Bryce Kelpin, and Dana Haaf
- ✦ **PITO:** Stan Shaw, Regional Lead

7) Dine and Learn

Aims

- ✦ Provide Family Physicians with educational opportunities about their role within the system and the health system's role within their practices
- ✦ Provide Family Physicians and Coastal with opportunities to dialogue about health care system changes
- ✦ Enhance sense of community among NS physicians
- ✦ Improve the patient and provider experience through a sustainable system

Accomplishments

- ✦ Division working group formed that guides work towards meeting the above
- ✦ Dine and Learn events held thus far: Geriatrics, Mental Health and Addictions, Orthopedics, Palliative Care, Pediatrics, Population Health and Radiology
- ✦ Dialogue at events has led to collaborative efforts in making health care system changes
- ✦ Enhanced relationships among GPs, Specialists and Coastal
- ✦ Increased sense of community among NS GPs

Members

- ✦ Doctors Lisa Gaede and Dean Brown

8) Social Housing Discussion Group

Aims

- + Promote access to NS affordable housing and transportation
- + Leverage opportunities for improving access to primary care for low income and homeless population
- + Improve access to community services for low income and homeless population
- + Improve the patient and provider experience through a sustainable system

Accomplishments

- + Family Physician joined North Shore Homelessness Task Force
- + Family physician feedback provided to CNV re: using a health lens to review the Official Community Plan
- + Met with CNV Mayor and Councillors to discuss potential areas of collaboration
- + Process for accessing NS recreational centres for low income patients provided to NS GPs
- + Planning June, 13, 2012 presentation to City Council to provide overview of the Division, its aims and possible areas of collaboration
- + Improved understanding of areas where collaboration can occur to improve the provider and patient experience

Members

- + **Division:** Doctors Dean Brown, Amy Weber, Francis Vala and Bryan Norton.
- + **CNV:** Mayor Darrell Mussatto and Councillors Linda Buchanan and Craig Keating
- + **Coastal Health:** Dr. Brian O'Connor, Medical Health Officer and Sandra Edelman, Manager of Chronic Disease

9) Interdivisional Regional Council

All Divisions in Vancouver Coastal Health send representatives who will meet quarterly to address regional health issues. The first meeting will occur in May 2012.