

2015-16 ANNUAL REPORT



78

members across the
Pacific Northwest

10

communities



Pacific Northwest
Division of Family Practice

A GPSC initiative



Telkwa

ABOUT THE PACIFIC NORTHWEST DIVISION OF FAMILY PRACTICE

The Pacific Northwest Division covers the communities of Dease Lake, Houston, Kitimat, Masset, New Aiyansh, Prince Rupert, Queen Charlotte, Smithers, Stewart, and Terrace. The Divisions of Family Practice initiative is funded by the GPSC, a joint committee of the Government of BC and Doctors of BC. Our current infrastructure budget for the fiscal year 2016/2017 is \$335,540.00. The Division Board (see back

cover) meets monthly by videoconference. Pacific Northwest Division representatives meet every six months with the four other divisions (North Peace, Prince George and Northern Interior Rural and the Hazelton Chapter of Rural and Remote) in the Northern Health region to discuss common challenges and initiatives. The Division also meets twice yearly in Vancouver with all divisions in the province.

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Our Programs and Initiatives

Interdivisional Meetings

The Division has been meeting semi-annually with the four other divisions from the North (Prince George, Northern Interior Rural Division, North Peace and the Hazelton Chapter of Rural and Remote). The divisions meet to discuss and collaborate on different projects such as the Pathways website (pathwaysbc.ca) and the development and planning of psychiatric services across the north. Sharing ideas and experiences has helped significantly in the growth and development of the PNW Division.

Social Work Navigator update

The Social Work Navigator position was live for four months. Our navigator, Dana, received calls from physicians, nurses, and MOAs across the Pacific Northwest. The primary reasons for referral were related to finances, transportation, and support with government forms and programs. Successful links were provided in most cases.

Dana strove to find a resource and potential solution for every call she received, and to reduce the time physicians spent seeking services for their patients. In most instances Dana was able to provide information and resources. Gaps in service were identified and efforts are underway to find solutions where possible.

Locum Network update

To increase locum coverage, the Division has created a Locum Network, which enables members to post the dates for which they require locum coverage. Each practice was sent a Locum Network package, which included a small laminated poster, a one-page advertisement, and tear away sheets for easy submission of locum requests.

If you require a locum, please contact Colleen Enns at cenns@divisionsbc.ca, or 250-877-9354 and she will organize a posting.

We have had recent success with the Locum Network. Locums who desire to work in the Northwest have seen our advertisements and our website postings and been in contact with our coordinators for positions in Haida Gwaii and the Northwest.

Please contact Colleen if you have any questions about the Locum Network.



Stewart



Haida Gwaii

Psychiatry Meetings

There have been two meetings held to address psychiatry issues in Pacific Northwest communities. At the first meeting on June 10th, the history of psychiatry in the area and the resulting current psychiatry model were reviewed. Small group discussions explored:

- ER, inpatient care and follow-up in community hospitals
- Psychiatric inpatient care and follow-up at Mills Memorial
- Psychiatry on-call services for ER and/or office-based practice: RACE line, Rapid Response Team
- Designated observation rooms and psychiatry patient transport, RCMP issues
- Outpatient psychiatry: current system, telepsychiatry, alternatives

The attendees created patient journey maps and discussed a psychiatry service model for the Northwest. It was agreed that improved psychiatry support for community physicians and RNs was a priority.

A follow-up meeting held on June 23rd in Terrace reviewed on-call psychiatry support for RNs and physicians, standardization of psychiatry patient sedation, increasing psychiatry resident visits to our Division's communities, transfer of care issues, a regional detox center, psychiatry programs in other divisions, and a potential chronic pain/somatoform referral center in the Northwest. There will be further follow-up psychiatry meetings in September.

Stewart Trail

The Division has been working with the District of Stewart to rebuild a walking trail around the perimeter of Stewart. The goal of the project is to promote wellness by facilitating community connection and outdoor exercise. Construction has begun on the trail and it is anticipated to be finished in 2017.



Top: White (Kermode) Bear, Terrace
Bottom: Haida Gwaii

Division Leadership News

New Executive Director

The division is excited to welcome Colleen Enns as our new Executive Director. Originally from British Columbia, Colleen has held health care leadership roles for over 17 years in Alberta, including the past 10 years as the Executive Director of the Edmonton Oliver Primary Care Network. The Edmonton Oliver Primary Care Network is recognized as a primary care leader provincially and nationally with 170 family physician members, 35 member clinics, and 190,000 patients in the heart of Edmonton. Colleen was responsible for the initial start-up, operation, and ongoing expansion of the network, sustaining nearly 300% growth from October 2007 onward. Through this role, Colleen led the development of many innovative programs, including patient-centered medical home interprofessional teams, led by family physicians and co-located within family physician offices.

Prior to working in primary care, Colleen held an instrumental role as the Director of the Grand Manor and Community Support Services for the Excel Society, as well as working in leadership roles with Capital Health.

Colleen is an active community volunteer, and for the past 8 years has been a voluntary Board Director and Treasurer for Niginan Housing Ventures, an award-winning, non-profit aboriginal charitable organization that builds and operates supportive housing for individuals struggling with homelessness, mental health, and addiction challenges.

Colleen will be replacing Caitlin MacDonell, who will be moving on to pursue a legal career. Caitlin was our interim coordinator for the summer, replacing our founding coordinator, Zachary Davies. We thank Zach for the amazing work and effort he put into starting the Division, and wish him the best in his new career as an electrician.

New Physician Lead

Dr. Blouw, our founding Physician Lead, will be stepping down in September. Dr. Geoffrey Appleton will be taking over as Physician Lead. Dr. Appleton has a long history of medical and administrative experience. He has held positions such as the Northwest Medical Director for Northern Health and the President of Doctors of BC (formerly the BC Medical Association) in addition to being a family physician. Welcome to Dr. Appleton, we look forward to working with you.



Terrace

Message from Outgoing Physician Lead

It has been an honour to work with all of you while starting this division of family practice in the Northwest. I am impressed daily with how hard everyone is working to improve the quality of life of their patients and communities. The breadth of care and the commitment and responsibility taken on by the physicians and allied health care providers in this region is truly impressive.

There have been challenges due to the unique geographical characteristics of our Division and the heavy workloads we all carry. Just getting a portion of our members together for a meeting can be a major undertaking—but it is worth the effort. We have much in common, and we have both wisdom and frustrations to share.

Our region is rich and complex with many First Nations populations, who (I have been told) speak more languages per square kilometer than any other region in Canada. We are continuing to build important relationships between the Division and the First Nations populations in our area.

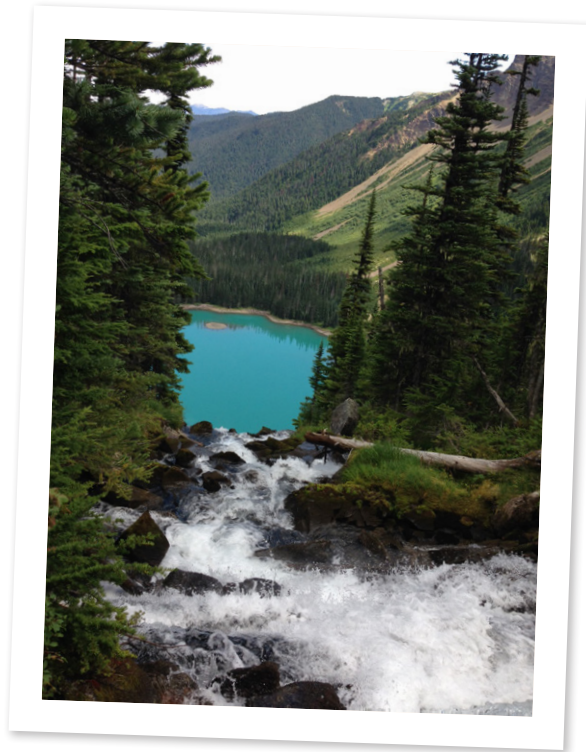
I have enjoyed many of our initial projects, particularly looking at our psychiatry services and options for developing them in a way that will improve care. The Social Work Navigator project has revealed the many frustrations that we and our patients experience trying to find and access social services on a daily basis, and some potential tools to help with this process.

Penny Anguish, COO for Northern Health in our region has been welcoming and cooperative with our new Division; we look forward to continuing this relationship with Chris Simms and the rest of the NH team in the upcoming months.

We are fortunate to have Dr. Geoff Appleton take over as physician lead, bringing to the role his history of leadership working with physicians in this region and in the province. I am also very excited to have Colleen Enns join us as our new Executive Director. I believe that her expertise in medical administration and organization will provide us with many great opportunities to move forward on our journey. I look forward to working with both Geoff and Colleen in the future.

Thank you for the opportunity to start this division!

Karin Blouw



Hazelton

Board of Directors

Board Chair(s)

Dr. Karin Blouw /
Dr. Jodi Preto
(Smithers)

Vice Chair(s)

Dr. Greg Linton /
Dr. Jacobus Strydom
(Terrace)

Treasurer

Dr. Wouter Morkel
(Houston)

Secretary

Dr. Corneli Coetzee
(Prince Rupert)

Board Members

Dr. Andrea Wilhelm
(Haida Gwaii)

Dr. Gillaume Coetzee
(Prince Rupert)

Dr. Brenda Huff
(Stewart)

Dr. Li Huang (Kitimat)

Board Member and Incoming Physician Lead

Dr. Geoff Appleton
(Terrace)



Smithers

Pacific Northwest Division of Family Practice

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Photos provided by Dr. Karin Blouw

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/pacificnorthwest