



Powell River

Division of Family Practice

A GPSC initiative

annual

IMPACT

report

2015

2016



Vision



Goals



Mission



MISSION: enrich the
professional experience of
physicians and improve the
health of our community.

PATIENT-
CENTRED
FAMILY PRACTICE

QUALITY
OF CARE

COMMUNITY
HEALTH

Supporting
MEMBERS

in collaboration with
PARTNERS



You

What

Will



Page 6
Thank you!



Page 8
The Big Picture



Page 12
Good for
Members



Page 7
Welcome



Page 10
Good for
All of Us

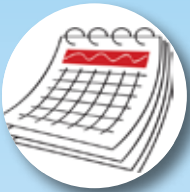


Page 14
Good for
Powell River

A year in the life of our
Powell River Divison
of Family Practice

Find

Inside



Page 16
Year at a Glance



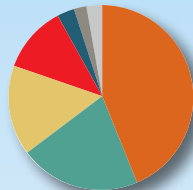
Page 21
Patient-centred
Family Care



Page 24
Community Health



Page 18
Supporting
Members



Page 26
Financials



Page 22
Quality
of Care



THANK YOU!

Our members, who continually amaze us with their commitment to the health of Powell River residents and their willingness to assist with Division work

Ongoing Contributors

Clinic MOAs • PRGH Administrative staff
• City of Powell River Counsellors and staff
• Powell River Regional District staff and Regional Directors • Maggie Hathaway, Constituency Assistant and Nicolas Simons, MLA Powell River & Sunshine Coast • Powell River Firefighters • Families of our physician members who give up precious family time for Division work • Tree Frog Bistro • Margot and Nathan Jantz from 32 Lakes Coffee Roasting Co. • Aaron Vending • Paul, Tracy and everyone at Powell River Tourism • Corey Matsumoto, CMG Printing • Robert Dufour, Works Consulting • River City Coffee • Beyond Bliss Suites • Banking on It Bookkeeping • Del Mistro Dunn • Crystal Artindale • Royal LePage • Wildwood Nursery

Local Organizations donating gifts to our welcome baskets for visiting physicians

Avid Fitness • City of PR – Rec' Complex • Coast Fitness • Coastal Cookery • Costa Del Sol • Footprints Nature Exploration • Fruits and Roots • Hindles Gifts & Stationary • Little Hut Curry • Nancy's Bakery • River City Coffee • Rocky Mountain Pizza and Bakery • T-Fit Training Centre & Nourish Yoga & Wellness Studio • The Laughing Oyster • The Shinglemill • Townsite Brewing • Tree Frog Bistro • Tourism PR

Board of Directors

Dr. Bruce Hobson, chair
Dr. David May, director
Dr. Melissa Meyer, director
Dr. Jeffrey Lynskey, treasurer
Dr. Charles Van Zyl, secretary

Staff/Contractors

Guy Chartier, Executive Director
Megan Sloan, Coordinator
Lin Johnson, Admin' Assistant
Robyn Sawchuk, Admin' Assistant
Gary Shilling, Communications Manager
Christien Kaaij, Project Manager
Brendan Behan, Assistant Project Manager
Cara Bratseth, Physician Support Coordinator

A GP for Me Steering Committee

Dr. Bruce C. Hobson, Physician Lead
Dr. Martin Andreae, Physician Rep
Pat Townsley, Director for Powell River, VCH
Lyn Adamson, Director PREP
Rob Southcott, City of Powell River
David Marceniuk, NP, Tla'amin Community Health
Colin Palmer, Director, Powell River Regional District
Maggie Hathaway, Constituency Assistant to Nicolas Simons, MLA Powell River & Sunshine Coast
Guy Chartier, ED, PRDoFP
Katherine Speakman, Physician Engagement Lead (PEL), Doctors of BC
Katherine Coatta & Stephen Reichert Evaluation Lead, Reichert & Associates

Shared Care (Palliative Care) Steering Committee

Dr. David May, Physician Lead
Dr. Claire Bonsor, Physician Rep
Dr. Susan Horsfall, Physician Rep
Iwan van Veen, Manager of Residential Care, PRGH
Margaret Antolovich, Manager of Home Health Services, PRGH
Corinna Curtis, Manager of Acute Care, PRGH
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Bethina Abrahams, Doctors of BC, Shared Care, Co-Lead for Transitions in Care
Katherine Coatta & Stephen Reichert, Evaluation Lead, Reichert and Associates

ESCHEC Steering Committee:

Dr. Leta Burechailo, Physician Lead
Mary James, School District #47
Elaine Cappiello, School District #47
Tanja Hanson, VCH Community Health
Laura Kew, Inclusion PR
Rachel Hryniuk, VCH Youth Mental Health & Addictions
Shelley Clements, Tla'amin Community Health Services
Shirley Louie, Tla'amin Child Youth & Family Services
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Carolina Peña Navarro, BOND Program
Kai MacKenzie, Teen Rep
Arianna Shannon-Oliver, Teen Rep
Guy Chartier, ED PRDoFP
Jill Kowalchuk Evaluation Lead, Be the Change Group Inc.

Youth Active Transportation Steering Committee:

Dr. Chris Morwood, Physician Lead
Chris Bratseth, Co-chair, Project Coordinator, SD47 Liaison
Jeremy Sagebiel, City of Powell River (Engineering)
Chris Heffley, Creative Director & Designer
Christien Parsons, City of Powell River (Parks, Recreation and Culture)
Guy Chartier, PRDoFP ED
Ray Boogaards, City of Powell River (Parks, Recreation and Culture)
Graham Cocksedge, Brooks Mountain Bike Club
Andrew Shostak, SD47 Admin Rep
Elayne Vlahaki, Evaluation Lead, Be the Change Group Inc.

WELCOME



The 2015-16 was truly the year of **Member Engagement** and **Partner Collaboration** for the Powell River Division of Family Practice. With over 15 projects and initiatives on the go, membership engagement was critical to ensure meaningful impact on the primary healthcare system – and collaboration with our partners made that impact even more substantial.

Member Engagement has been instrumental in the success of our organization and the division of family practice movement. The Provincial *A GP for Me* initiative and the local palliative care project provided us with opportunities to meaningfully engage our members and give them a voice in influencing primary care improvements. Our *A GP for Me* work began in earnest: the number of unattached patients dropped from 25% to 12% of our population; we supported clinics and incoming GPs in recruiting 5 new doctors to the community; and we developed a website for patients to access health resources in our community. The palliative care project improved the discharge process from acute care to home, increased community awareness and provided meaningful training for healthcare professionals. The insights, commitment and expertise of our members have positively shaped our outcomes and made a meaningful difference in all of our projects and initiatives.

Partner Collaboration has been another key theme in 2015-16. Our partnership with the City of Powell River to leverage the Resident Attraction campaign for

physician recruitment is an example how we are “better together”. Equally, our close partnership with Vancouver Coastal Health and the Hospice Society to improve palliative care demonstrates the power of collaboration. Working with other organizations is challenging and rewarding. We will continue to invest in building relationships in order to reap the benefits.


As outlined by Deputy Minister Stephen Brown, in March 2015, the new vision for our Health Care System is for British Columbians to have an easily understood, recognizable, coordinated system of care in their communities, based on the foundation of the patient medical home, supported by integrated primary and community care services, and both health authority and community agency services.

Our members have had a unique opportunity to work collaboratively with our health authority and community partners. The result is a system of primary care in Powell River that addresses the triple aim of improved patient and provider experience of care, improved population health, and more efficient use of financial resources.

In closing, we wish to acknowledge the dedication of our board, members, and project team, who are making a meaningful difference every day in the health and wellbeing of Powell River residents.

Guy Chartier,
Executive Director

Dr. Bruce Hobson,
Board Chair



The General Practice Services Committee (GPSC) is a joint committee formed under the 2002 Physician Master Agreement between Doctors of BC and the provincial government. Its purpose is to support family and general practice physicians by developing and implementing programs that improve health care for patients, job satisfaction for physicians and help sustain the BC health care system.

Divisions of Family Practice are community-based groups of primarily family physicians working together to achieve common health care goals.

The Divisions initiative provides members with a stronger collective voice in their community while supporting them to improve their clinical practices, offer comprehensive patient services, and engage with their local health authority to enhance their ability to deliver care.

There are currently 35 Divisions of Family Practice in BC that encompass 230 communities.



The Powell River Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Shared Care Committee, as well as the support of the Division of Family Practice provincial office and Shared Care central office. We extend our gratitude for the contributions of our many community partners and community representatives.

THE BIG PICTURE



doctors
of bc





GOOD

Members
3,444
hours of engagement
since 2011



ALLO

FOR

\$1.9

million
invested in
the community
since 2011

Powell
River



FUS



MEMBERSHIP

36

General Practitioners

12

Specialists

2

Nurse Practitioners



Palliative care working group meeting.



ESHEC CME session.



Physician panel at Pearl Fest.

GOOD FOR MEMBERS

Division members include general practitioners, specialists, and nurse practitioners. The Division is dedicated to supporting their work in the following ways:

- Provides free subscription to **UpToDate**
- Maintains the **physician lounge** at PRGH and provides complimentary coffee
- Partners with members & VCH to provide **full-service primary care** in Powell River
- **Advocates** at the local and regional level for physicians in Powell River
- Supports **recruitment and retention** of physicians and locums
- Supports physicians in caring for **unattached in-patients**
- Provides **assistance** with scheduling, meeting organization and project development
- Provides **practical support** for projects
- Provides **compensation** for physician time in working groups
- Organizes **continuing medical education** and other Division events

8

physicians
benefiting
from locum
recruitment

3,444
hours of engagement
since 2011


\$1.9
million
invested in
the community
since 2011



Last meeting of the *A GP for Me* steering committee.



GOOD FOR POWELL RIVER



Part of the Division's mission is to improve the health of our community and this can only be achieved through collaboration. In 2015-16, we took the opportunity to build and deepen relationships with key community partners such as the City of Powell River, the Powell River Regional District and Vancouver Coastal Health. Our collaborative efforts focused on physician recruitment, health promotion, and the local economy.

PHYSICIAN RECRUITMENT AND RETENTION COLLABORATION

Access to primary care is very important to Powell River residents. As part of *A GP for Me* initiative, we partnered with the City of Powell River to build on the Resident Attraction campaign so we could better market our community to healthcare professionals. The collaboration resulted in the development of 3 videos and 1 brochure focusing on physician recruitment. We also supported all our clinics to develop marketing materials to better advertise themselves to new physicians.

HEALTH PROMOTION COLLABORATION

A community approach to health is critical to ensuring that we can have a more meaningful impact. This year, we were involved in many exciting health promotion projects such as active transportation, enhancing sexual health education, and care provision. In addition, we have contributed to the PR Wellness Initiative and the Healthy City Committee.

LOCAL ECONOMY COLLABORATION

A strong local economy helps support a healthy population. Therefore, we make a conscious effort to spend locally in order to support small businesses. Since 2010, we have invested \$1.9m in our local economy and have contributed to providing meaningful employment opportunities in our community.



30+

Local businesses engaged

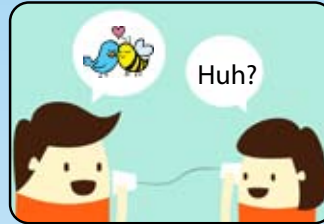
YEAR AT A GLANCE



Sharps collection

"Very informative. Will help guide my future conversations with my inquisitive children."
Parent

Beyond Birds & Bees
1st of 25 learning sessions



Active Transportation
Bike
Night

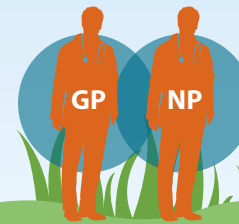
PEARL FEST 2015

CME by and for
local physicians



Recruitment
videos

NP in a GP clinic



April 2015

Sept

Fetch Launch



ESHEC CME Presentation



End of Life film screening with Hospice Society



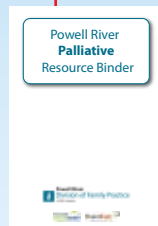
Ministry Family Christmas Hamper



JCC Quality Forum

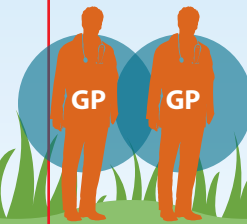


First of 3 End of Life Workshops



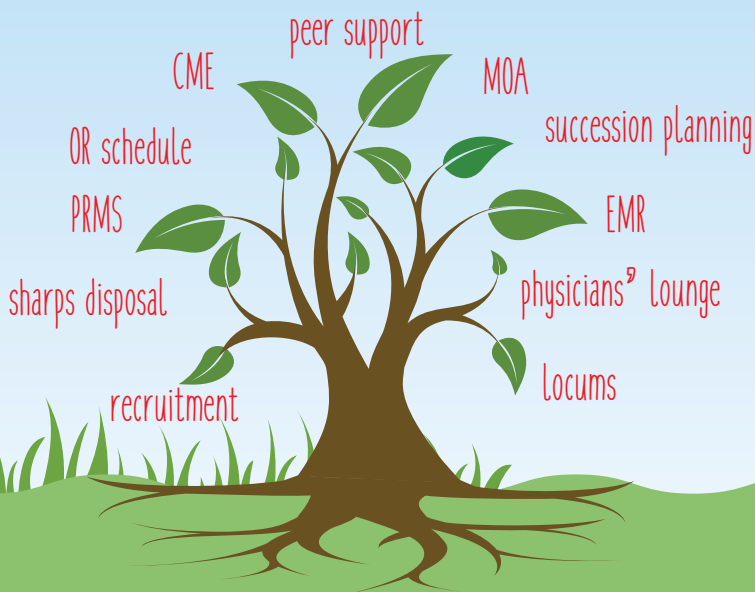
Palliative Care binder

Peer support lunch



SUPPORTING MEMBERS

Supporting members is central to our work as they are the cornerstone of primary care, which is the greatest point of leverage for improving population health, the patient experience, and reducing pressure on the overall healthcare system. Our support focusses on three areas: the physician, their practice, and their community.



"The Division and local physicians make me feel supported, and I feel validated that I am doing a good job."

New physician to Powell River

MEMBERS

THE IMPACT:

- 8 physicians provided with a locum
- Physicians supported with EMR optimization
- Local CME events delivered to members
- 11 GPs + 11 MOAs attended a communication workshop
- 5 GPs participated in a practice improvement focus group to identify areas for improving practices
- 17 GPs attended billing workshops
- 4 new physicians supported through welcome lunch and new to practice peer support
- 1 GP provided with succession planning support



This resource is a toolkit for physicians who are planning to transition out of family practice. It is a practical guide that outlines the steps required to hand over your practice to a new physician or close up your practice.



This booklet is a resource for both the new physician looking to join a practice and the recruiting physician looking to find a new physician to join their practice.



Engaged members at Pearl Fest 2016.

MEMBERS' PRACTICE

THE IMPACT:

- Sharps disposals service provided to clinics
- MOAs supported through educational and social events
- Operating Room scheduling coordinated
- Physicians recruited to our community
- *Finding the Right Fit for your Practice* toolkit developed
- 4 physician site visits coordinated
- 2 HealthMatchBC listings posted
- 4 clinic-specific recruitment brochures developed
- 3 recruitment videos produced
- 1 community recruitment brochure developed
- 9 GPs and their MOAs received supported in their practices, with a combined panel size of 5756 patients
- 5 GP clinics provided with an on-line clinic profile for recruiting new physicians and locums

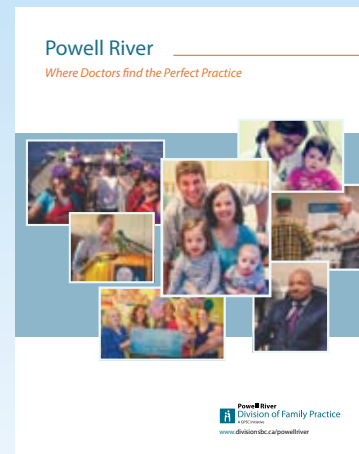


Dr. Ian Ricketson in recruitment video.

MEMBER COMMUNITY

THE IMPACT:

- Maintained physician lounge as a comfortable social hub for physicians working at the hospital
- Organized meet-and-greet events for members and their families
- Supported PRMS (Powell River Medical Society) to provide social events, award an annual scholarship



Recruitment brochure.

IN-PATIENT CARE

THE IMPACT:

- 100% of members involved in two networks
- 100% of unassigned patients were admitted and discharged by a local physician
- \$80,300 in incentives were distributed to the two networks

ACCESS TO CARE

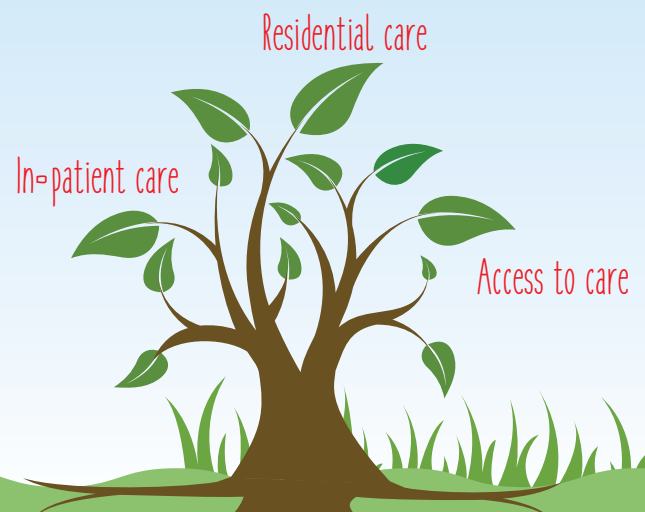
THE IMPACT:

- Improved access to care by decreasing the number of unattached patients from 25% to 12% of our population
- Improved access by relocating an NP in a GP office (36 % increased panel size of Nurse Practitioner)

A longitudinal patient/primary care provider relationship supports patient care across the continuum of care. This relationship is recognized for improving population health, the patient experience and reducing pressure on the overall healthcare system.

WHAT IS AHEAD:

- Patient Medical Homes and Primary Care Homes as new models of primary care
- Residential Care initiative



QUALITY OF CARE

Access to quality (coordinated and appropriate) primary care services is critical to improve the patient experience, outcomes, and to reduce pressure on the overall healthcare system.

Palliative care

Choosing wisely

Hospice development

HOSPICE DEVELOPMENT

THE IMPACT:

- Secured funding for improving hospice referrals and volunteer training

CHOOSING WISELY

THE IMPACT:

- Introduced *Choosing Wisely* campaign to 30+ members during Pearl Fest



WHAT IS AHEAD:

- Chronic disease management
- Telehealth improvement

IMPROVING PALLIATIVE CARE

Physician Lead: Dr. David May

THE SCOPE:

In October 2014, the Powell River Division of Family Practice received funding to work in partnership with Vancouver Coastal Health to improve palliative care in our community.

Phase 1 of the project, which closed March 31, 2015, focussed on:

1. Improving coordination and communication between healthcare providers – in particular between Acute Care, Home and Community Care and GPs

2. Improving stakeholder awareness and understanding of palliative care

3. Improving patients' and caregivers' experience

On April 1st, 2016, the project received approval for phase 2 of the project.

THE IMPACT:

- Increased GP awareness about the Palliative Performance Scale (PPS) increased from 79% in 2015 to 100% in 2016 and their use to 91%
- On average 45 healthcare providers attended the 3 End of Life training sessions; on average 15 RNs attended the 3 palliative care 101 workshops
- 95% of healthcare providers are more comfortable talking to patients and their families about end of life plans
- 161 people attended a film and 100 people participated in a panel discussion afterwards: 93% was more comfortable discussing end of life care with their physician afterwards

“The key achievement was getting the whole table of people involved and talking about palliative care.”

Physician on Steering Committee



Panel discussion & screening co-hosted with Hospice Society at Powell River Film Festival

COMMUNITY HEALTH

By partnering with local organizations, we strive to enable residents of our community to increase control over, and to improve, their health. Projects and initiatives move beyond a focus on individual behaviour towards a wide range of social and environmental interventions such as education and civic infrastructure.

PR WELLNESS INITIATIVE

THE SCOPE:

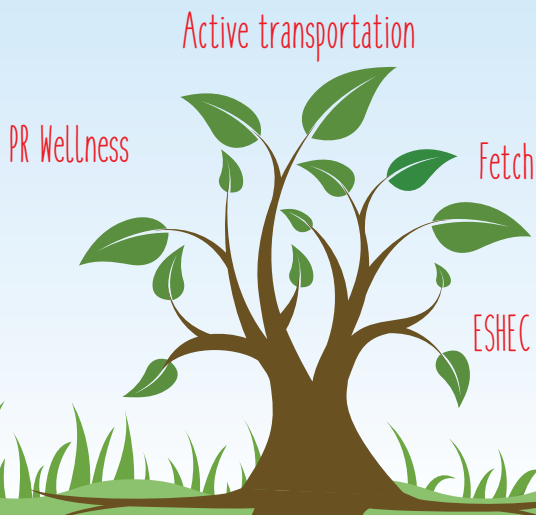
PR Wellness engages community partners in a combination of health and wellness events and initiatives to encourage more residents in the Powell River Region to improve their health.

THE IMPACT:

- 975 participants at the PR Wellness Challenge
- over 200 participants at the PR Wellness Speaker Forum
- \$700 in donation to the Youth Wellness Girls Mountain Biking initiative



PR Wellness focuses on measuring flexibility, heart rate, balance, and blood pressure.



ENHANCING SEXUAL HEALTH EDUCATION AND CARE PROVISION (ESHEC)

Physician Lead:

Dr. Leta Burechailo

THE SCOPE:

ESHEC seeks to improve access to sexual health education for all by increasing capacity, confidence, and competence for teachers, child and youth support professionals, and healthcare providers.

THE IMPACT:

- 25 sessions delivered to 5 different groups
- 536 participants involved
- 1 community roadmap developed

ACTIVE TRANSPORTATION

Physician Lead:

Dr. Chris Morwood

THE SCOPE:

The Active Transportation project aims to meaningfully engage youth in cycling as a means of active transportation.

THE IMPACT:

- 21 sessions delivered
- 181 students participated
- 6 bike racks designed by elementary students involved in the project
- 100+ attended the Bike Night event

COMMUNITY RESOURCES (FETCH)

THE SCOPE:

Fetch (for Everything that is Community Health) website was developed with the intention to improve access to community resources for both residents and healthcare providers.

THE IMPACT:

- 352 resources listed
- over 1400 unique visits to the Fetch website

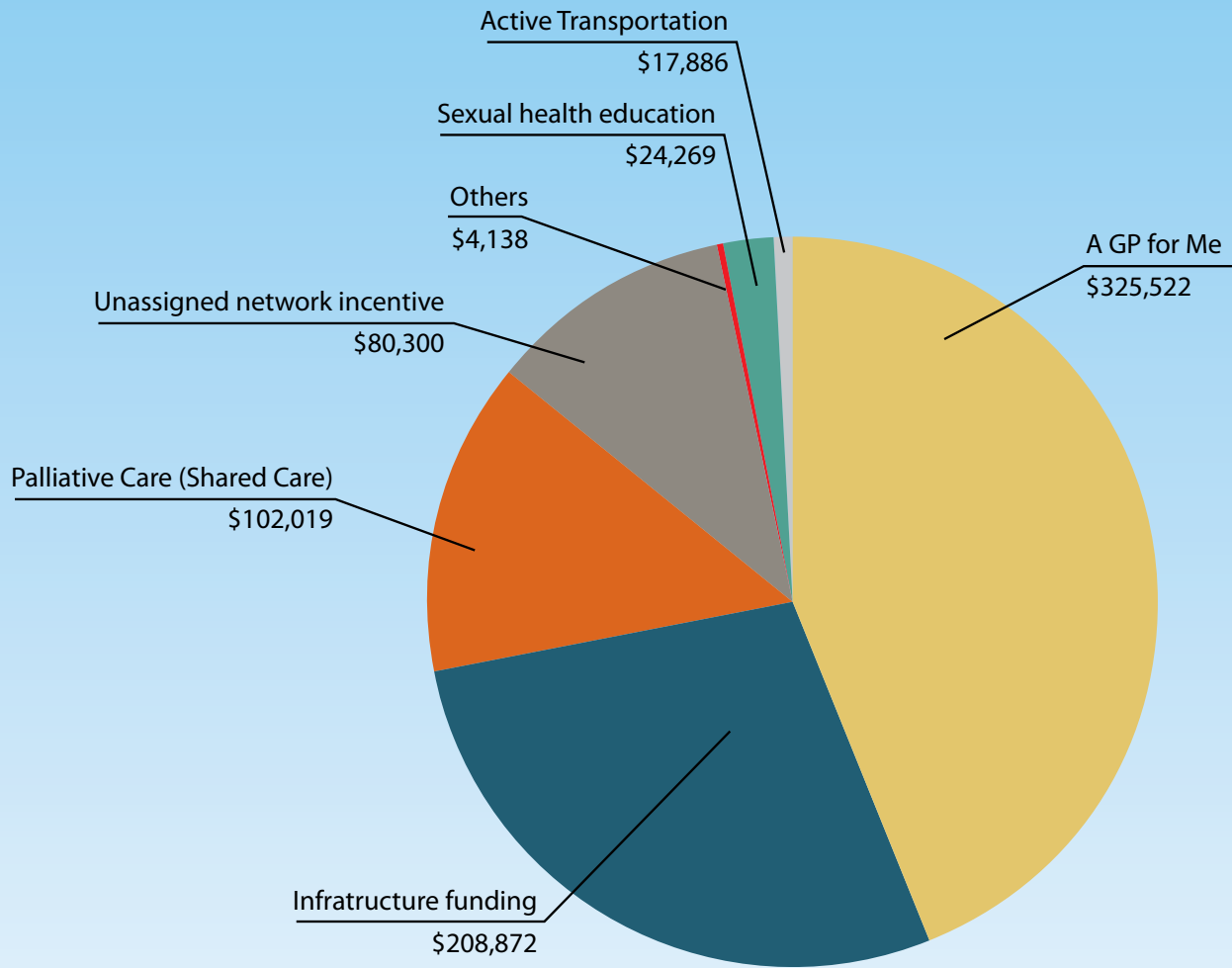
“It is a great to learn things about biking. It is good for your future because you know exercise is good for you.”

Active Transportation student



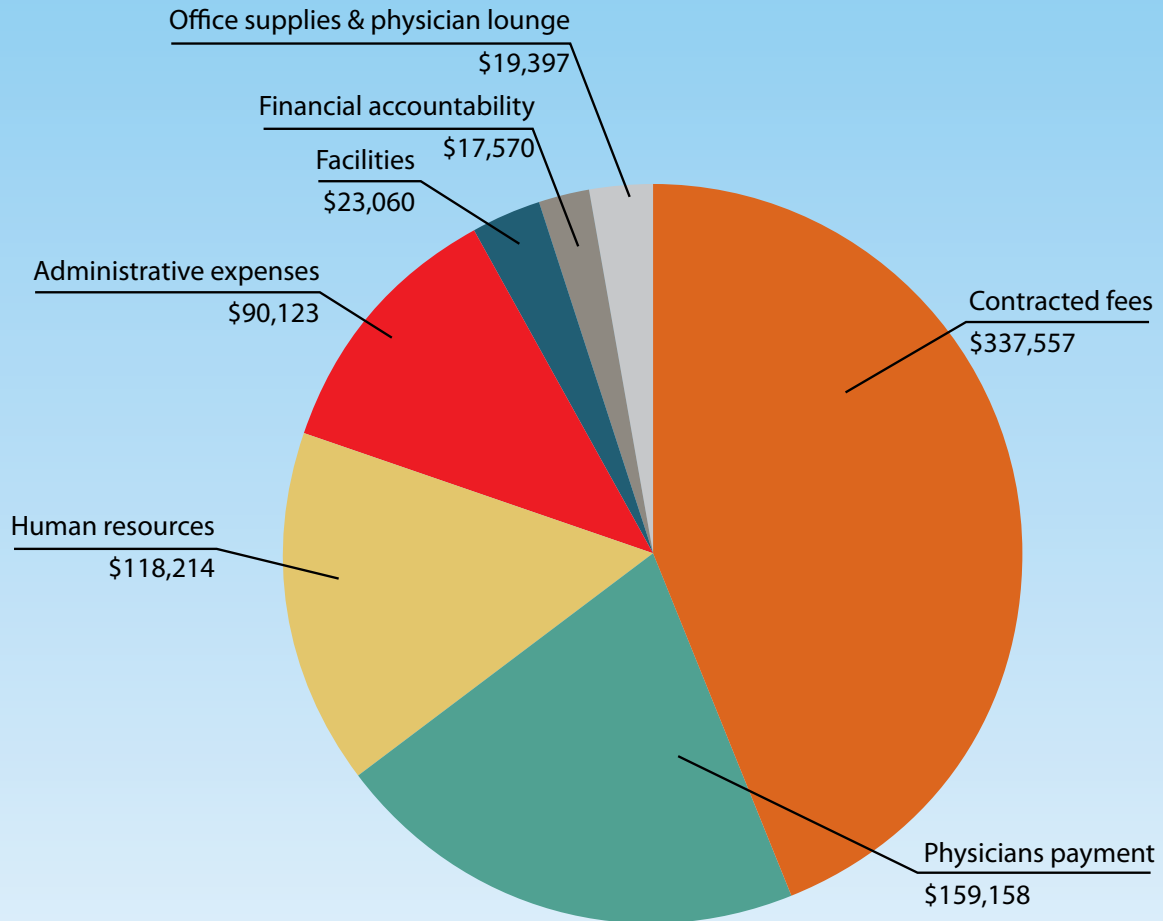
Community health workers attend ESHEC session.

FINANCIALS



revenue \$763,006

FINANCIALS



expenses \$765,079



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