



**Powell River**  
**Division of Family Practice**  
A GPSC initiative

2016

# annual **IMPACT** report

2017

# CONTENTS

- 3** Our Vision/Our Mission
- 4** Strategic Focus
- 6** Thank you
- 7** Welcome
- 8** The Big Picture
- 10** Good for All of Us
- 12** Good for Members
- 14** Good for Powell River
- 16** Year at a Glance
- 18** Healthcare Providers in Their Practice
- 20** Patient Access to Coordinated Care
- 22** Robust Community of Healthcare Providers
- 24** Community Health
- 26** Financials

Our Vision:  
A healthy  
and  
resilient  
community

Our Mission:  
Create opportunities  
for our healthcare providers  
to improve patient care



S  
T  
R  
A  
T  
E  
G  
I  
C

## Healthcare Providers in Their Practice



Succession  
Planning

Locums

CPD

Sharps  
Disposal

UpToDate

## Robust Community of Healthcare Providers



Peer-2-Peer  
Support

Welcome  
Gifts

Physicians'  
Lounge

Medical  
Society  
Support

Recruitment

## Patient Access to Coordinated Care



Patient  
Medical  
Home

Residential  
Care

Palliative  
Care

In-patient  
Care

Hospice  
Development

## Community Health



PR  
Wellness

FETCH

F  
O  
C  
U  
S

# 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

Families of our physician members who give up precious family time for Division work • Clinic MOAs • PRGH Administrative staff • City of Powell River • Powell River Regional District staff and Regional Directors • Maggie Hathaway, Constituency Assistant and Nicolas Simons, MLA Powell River & Sunshine Coast • Powell River Firefighters • Tree Frog Bistro • Margot and Nathan Jantz from 32 Lakes Coffee Roasting Co. • Aaron Vending • Powell River Tourism • Corey Matsumoto, CMG Printing • Robert Dufour, Works Consulting • River City Coffee • Beyond Bliss Suites • Banking on It Bookkeeping • Del Mistro Dunn • Royal LePage • Royal Zayka • Linda Shaben • Marika Varro of The Convenient Chef • Rockit Music • City Transfer • The Powell River Hospice Society • The Patricia Theatre • Impact Signs • The Powell River Medical Society • Townsite Heritage Society of Powell River

### 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. David May, chair  
Dr. Bruce Hobson, physician lead  
Dr. Jeffrey Lynskey, treasurer  
Dr. Charles Van Zyl, secretary  
Dr. Leta Burechailo, director  
Dr. Sally Watson, director

### Staff/Contractors

Guy Chartier, Executive Director  
Robyn Sawchuk, Admin' Manager  
Gary Shilling, Communications Specialist  
Christien Kaaij, Project Manager  
Cara Bratseth, Project Support Coordinator  
Crystal Artindale, Housekeeper

### 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  
Guy Chartier, PRDoFP Executive Director  
Bethina Abrahams, Doctors of BC, Shared Care, Co-Lead for Transitions in Care  
Katherine Coatta & Stephen Reichert, Evaluation Lead, Reichert and Associates

### Residential Care Initiative

Dr. Claire Bonsor, Physician Lead  
Dr. Martin Andreae, GP Rep  
Iwan van Veen, Manager of Residential Care, PRGH  
Margaret Wrotny, Residential Care Coordinator, VCH (Willingdon Creek Village)  
Melody Irwin, Residential Care Coordinator, VCH (Evergreen Care Unit)

# WELCOME



2016-17 marks our fifth anniversary.

Created in 2010, our organization grew from 25 members to 50 members and from an annual budget of \$140,000 to \$715,000.

In 2016-17, our Board of Directors developed our new strategic plan. Top priorities included meaningful member engagement and working with the themes of the General Practice Services Committee (GPSC). The December strategic retreat looked at our vision and mission statements as well as developing a set of core values.

Our newly adopted strategic direction includes:

**Our Vision: A Healthy and Resilient Community**  
We work hard to find ways we can interact with people and organizations in Powell River. We need to adapt to the special challenges and opportunities that this community offers.

**Our Mission: Creating Opportunities for our Healthcare Providers**  
We strive to help our members have a significant, positive influence on health outcomes in our community.

**Excellence, Continuous Improvement, Collaboration, and Transparency**  
These are our core values that guide us in decision making.

As a member-driven organization, we are confident that our work over the past year has not only benefited physicians and nurse practitioners, but also their patients. We really are influencing system change by working with Vancouver Coastal Health (VCH), community partners and the Ministry of Health (MoH). The Division plays a vital role in helping it members lead system transformation and improvements in healthcare.

In closing, we wish to acknowledge the dedication of our Board members, administration staff and project teams, without which the Division would not be able to function.

We look forward to working with all of you in the current year.

ACE L

Guy Chartier,  
Executive Director

Dr. David May,  
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 healthcare for patients, job satisfaction for physicians and help sustain the BC healthcare system.

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

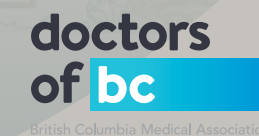
The Divisions initiative provides members with a stronger collective voice in their community while supporting them to improve their clinical practices, offer comprehensive patient services, and engage with their local health authority to enhance their ability to deliver care.

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

# THE BIG PICTURE



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.





# GOOD FOR

**Members**  
**4,410**  
hours of engagement  
since 2011

+

**\$2.6** **Powell**  
million **River**  
invested in  
the community  
since 2011

# ALL OF US



## MEMBERSHIP

**35**  
General Practitioners  
**13**  
Specialists  
**2**  
Nurse Practitioners



Dr. May presents at End of Life session.



Dr. Uhlmann hosting Pearl Fest 2016.



Moms, Undine, Melissa, and Natalia present a cheque to Family Place staff.

## 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  
benefit  
from locum  
recruitment

**4,054**  
hours of engagement  
since 2011



## GOOD FOR POWELL RIVER

**\$2.6**  
million  
invested in  
the community  
since 2011



Sharps collection supported by local Firefighters.



Part of the Division's mission is to improve the health of our community and this can only be achieved through collaboration. In 2016-17, 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. Building on A GP for Me collaboration, we continued to work with community partners to promote our community to potential healthcare providers. 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 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 2011, we have invested \$2.6m in our local economy and have contributed to providing meaningful employment opportunities in our community.

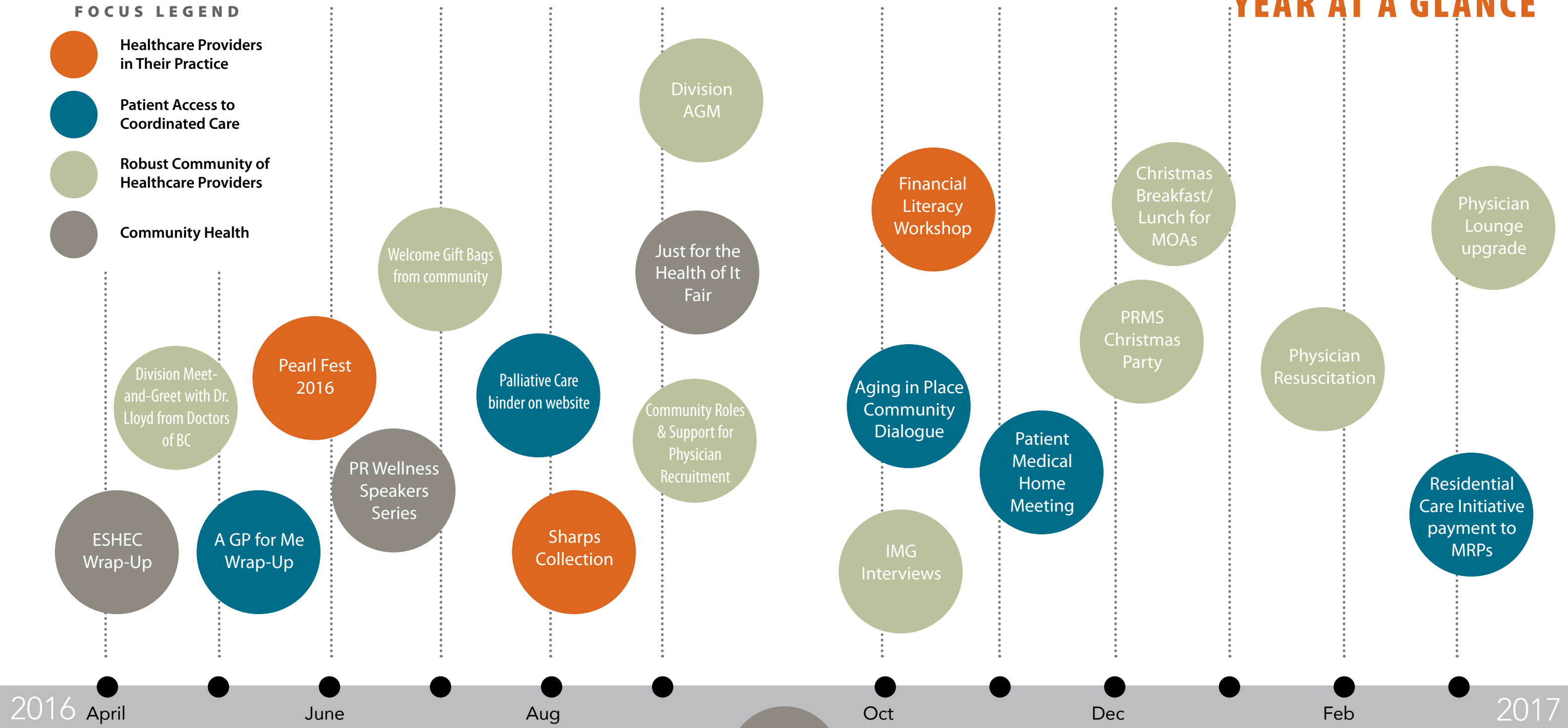
**40+**  
Local businesses engaged



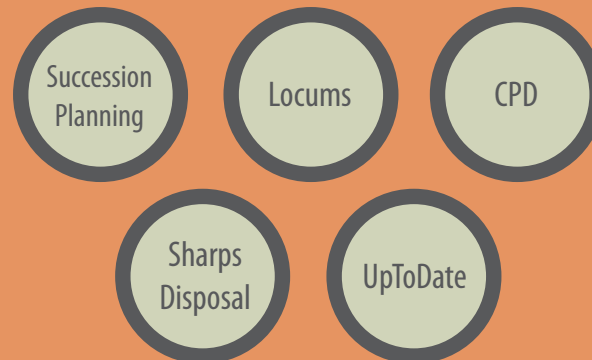
# YEAR AT A GLANCE

## FOCUS LEGEND

- Healthcare Providers in Their Practice
- Patient Access to Coordinated Care
- Robust Community of Healthcare Providers
- Community Health



## Healthcare Providers in Their Practice



## Healthcare Providers in their Practice

Physician capacity within their practice, which includes reflective practice, practice efficiency and competence to support patients in their journey through the health system.

### DIVISION SUPPORT SERVICES

- Succession planning resources
- Locum coordination
- Sharps disposal coordination
- Free uptodate access
- CPD coordination

### IMPACT

- 182 lbs sharps collected free of charge
- 100% members access to UpToDate
- 8 locums requests successfully matched
- Over 50 CME opportunities shared with members
- 5 local educational events held in Powell River



Dr. Martin Andreae presents at local CME event, Pearl Fest 2017.



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.



## Patient Access to Coordinated Care



Patient  
Medical  
Home

Residential  
Care

Palliative  
Care

In-patient  
Care

Hospice  
Development

The ease with which health services are reached in a timely matter and the extent to which patient care is seamless and coordinated.

### Hospice Development Initiative

Physician Lead: Dr. Sue Horsfall

#### GOALS

- Develop policies and procedures for volunteer recruitment
- Develop training program for volunteers to deliver 1:1 service and grief groups for children and adults
- Liaise and consult with healthcare professionals to develop appropriate referral and reporting processes between the Hospice Society and Vancouver Coastal Health; develop process for community referral

#### IMPACT

- Streamlined referral process resulted in 74 referrals, 47% of which came from physicians
- 37 volunteers trained through improved training program
- Volunteers provided 500 hours of hospice services to the community

### Residential Care Initiative

Physician Leads:

Dr. Claire Bonsor and Dr. Martin Andreae

#### GOALS

- Develop a local solution that will deliver care according to 5 best practice expectations:
- 24/7 availability and on-site attendance, when required

## Patient Access to Coordinated Care

- Proactive visits to residents
- Meaningful medication reviews
- Completed documentation
- Attendance at case conferences

#### IMPACT

- Disbursement of \$54,000 in incentives to MRP
- Improved care conference protocol developed
- Solid relationship with VCH partners involved in the initiative
- Planning for polypharmacy risk reduction educational sessions in Fall 2017

### Palliative Care

Physician Lead: Dr. David May

#### GOALS

- Improve communication and information exchange between FPs, specialists, other health professionals, community agencies and VCH
- Improve coordination of palliative care delivery
- Improve patients' experience
- Improve caregivers experience in supporting a palliative care patient
- Improve perceptions and understanding of palliative care

#### IMPACT

- Physician/Nurse palliative care materials (binder available on website)
- Patient education materials (incl. videos) and community events
- In-service training for hospital staff on adopting a palliative approach
- Two training videos on palliative care
- Consistency in the adoption and utilization of palliative assessment tools across acute and community
- Checklist and discharge form for palliative patients Acute-Home
- Adoption of early referral to Home and Community Care

### In-patient Care Incentive

#### GOAL

- Develop a local solution for providing incentives for unassigned in-patient on-call coverage

#### IMPACT

- Disbursement of \$70,300 to on-call physicians
- Continued sustainability of current on-call system

### Patient Medical Home

Physician Lead: Dr. Sally Watson

#### GOALS

- Increase patient access to coordinated primary healthcare
- Improve support for patients, through simplified linkages between providers
- Contribute to a more sustainable healthcare system
- Retain and attract healthcare providers

#### IMPACT

Proposal developed based on members' feedback through surveys and consultation

Proposal includes the following 6 initiatives focusing on:

- Improving on-call scheduling for better work/life balance
- Establishing a community vision for ER utilization
- Improving virtual care options to decrease transportation out of town
- Improving referrals to specialists through Pathways
- Decreasing paperwork and administrative overload
- Exploring team-based care options with allied health professionals

"I really value the monthly meetings. They are a wonderful support to me ... What an awesome group!"

Hospice Development Initiative participant

## Robust Community of Healthcare Providers



Peer-2-Peer  
Support

Welcome  
Gifts

Physicians'  
Lounge

Medical  
Society  
Support

Recruitment

## Robust Community of Healthcare Providers

Collegiality that supports professional satisfaction, health and wellness as well as resource planning to meet community primary care needs.

### Division Support Services

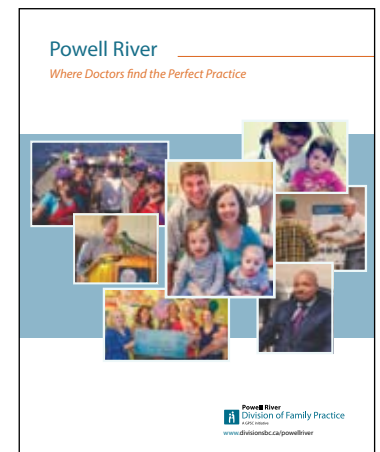
- Peer-to-peer support luncheons
- Welcome gift bags for visiting residents and locums
- Physician Lounge at Powell River General Hospital
- Powell River Medical Society support
- Healthcare Providers recruitment



Physician lounge.

### Impact

- 30 welcome gift bags distributed
- 18 local businesses donated to gift bags
- Over \$5,000 invested in Physician Lounge (new fridge, microwave, kettle, housekeeping and shredding services)
- In-kind support for PRMS activities (social events, scholarship, etc.)
- Successful IMG placement coordination
- Ongoing recruitment on social media, PRDoFP website and medical publications



Recruitment brochure.





## Community Health

Improvement of local social determinants of health through partnership, innovation and patient empowerment.

### PR Wellness Committee

#### GOAL

Increase awareness of wellness in our community by holding an annual Speakers Forum as well as developing Wellness Challenges

#### IMPACT

- Over 1,500 people completed the Wellness Challenge
- Over 150 people completed a wellness pledge
- Over 130 people attended the June Speakers Forum

### Fetch

(For Everything That's Community Health)

#### GOALS

- Increase awareness of community resources in Powell River
- Increase community resiliency by empowering residents and organizations to connect more easily

#### IMPACT

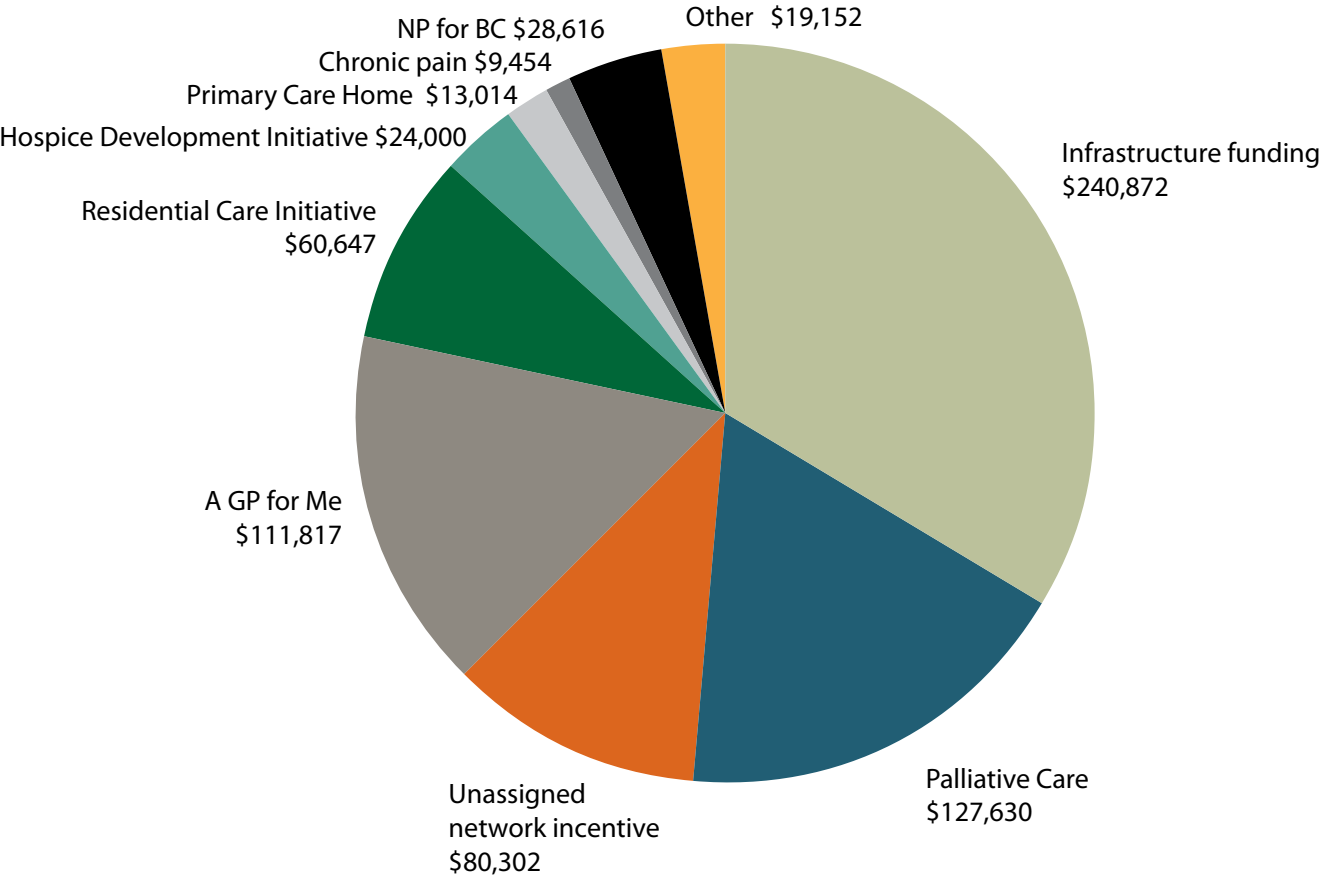
- Over 1,000 unique visitors per month
- 365 resources listed
- Partnership developed with PREP Society for website maintenance



Firefighters volunteered to facilitate residents in completing the PR Wellness Challenge at various locations throughout Powell River and Powell River Region.

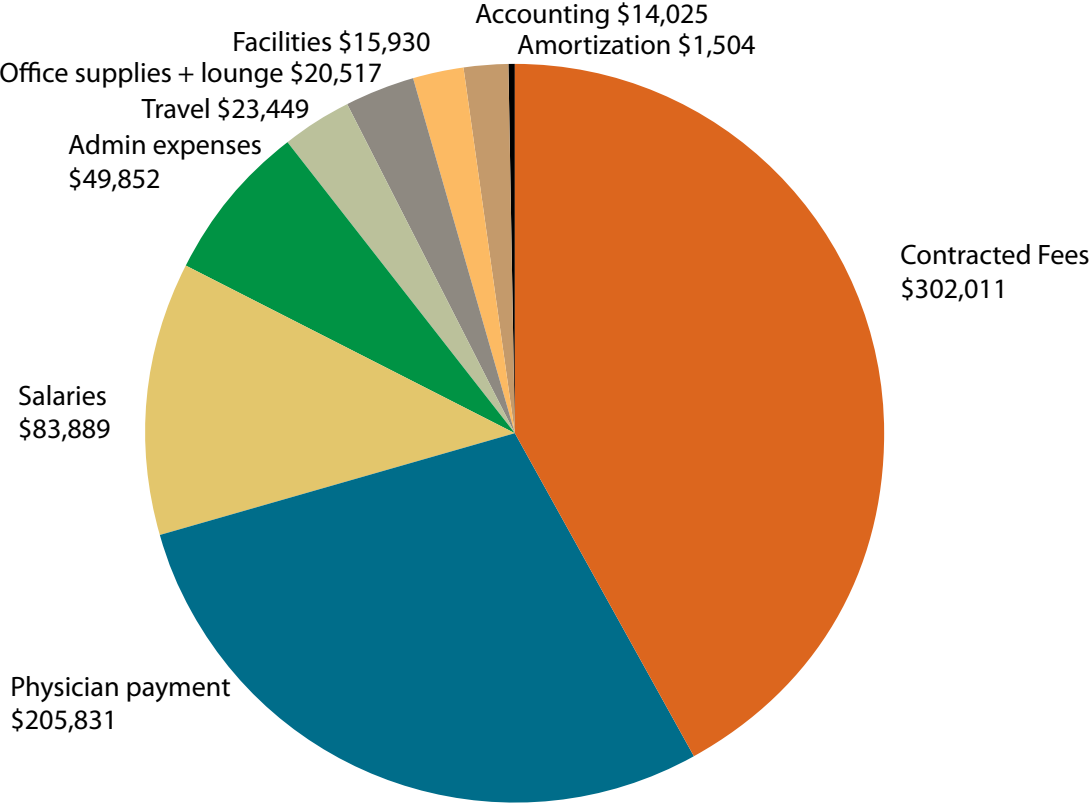


FINANCIALS



revenue \$715,504

FINANCIALS



expenses \$717,008





### **Powell River Division of Family Practice**

4760 Joyce Avenue,

Powell River, BC

Mailing Address:

PO Box 36, Powell River, BC V8A 4Z5

[www.divisionsbc.ca/powellriver](http://www.divisionsbc.ca/powellriver)

[powellriver@divisionsbc.ca](mailto:powellriver@divisionsbc.ca)

604-485-4700