

Division Updates

****Prince George Physician Assessment Survey**** **...coming soon to a mailbox near you!**

Zoe Redenbach

When the PGDFP became one of the three B.C. Divisions chosen to pilot the Attachment Initiative, one of the first questions that arose was “how can we improve attachment and capacity, when we don’t even know what *current* attachment and capacity are?” Out of that question, the Physician Assessment Survey (PAS) was born.

Written by Dr Zoe Redenbach, a local family physician and PGDoFP Board member, this survey has had trial runs at several physician’s offices in Prince George, and has been well-received. It involves a written survey and a session spent with a Division Coach. For those of you in paper-less office, the coach helps you to extract information from your EMR and teaches some tools to improve meaningful EMR use. For those of you in paper-based offices, these coaches can help you extract information from your billing programs.

This survey is the first of its kind developed in British Columbia. The Divisions in Cowichan and White Rock/South Surrey have been given permission to modify the PAS to suit their local communities, and will soon be distributing it to their own members. A more generic version will eventually be used across the province!

We hope that you will all be willing to complete the PAS when it arrives in your mailbox. We recognize and appreciate the time involved, and so have arranged for funding to remunerate each respondent. The information gathered from the PAS will be immensely useful in planning for the future of Family Medicine in Prince George.

Physician needed for the UPC—Half Time (5 sessions/week)

Join an evolving primary health care clinic providing care to clients with no current access to a Primary Care provider. The physician is responsible for providing quality primary health care, point of contact for allied health care including pharmacy and mental health, liaising with senior administrative team regarding clinic process improvement, collaboratively participating with the nurse practitioner co lead, clinical resource for nurse practitioner component of the clinic.

The UPC Clinic is situated in the University Hospital of Northern British Columbia. The clinic uses electronic medical record, and other electronic clinical systems. The team currently has two Nurse Practitioners, one Mental Health Clinician, and two Medical Office Assistants.

Enjoy providing primary health care, no overhead, session payments, and the opportunity to add to the development of a dynamic multidisciplinary team. Soon to become a community based Primary Health Care Clinic and an enterprise of the PG Division of Family Practice.

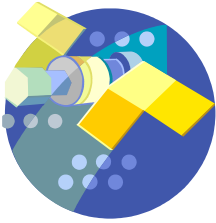
Please contact: Barend Grobbelaar at doctor@telus.net or Olive Godwin at pgdofp.coordinator@gmail.com

Issue 2

February 7, 2011

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IPCDP Docs Working with Division's Practice Coaches

Garry Knoll

This is an exciting time as we make some changes in our practices and begin the improvement work that we all want to do. The Division finally has some of the long awaited resources that we have been hoping for some time to offer IPC docs to support your practice improvement work. We know you have been thinking about your practice and working on improvement, even in an ad hoc way, on some of those follow-up mornings when there are not many patients and the clinical work is done.

Our resource people are Mary Severson-Augustine and Joy Schwartzentruber. Mary is from Saskatchewan where she owned and operated a pizza joint before she completed her training as an RN. She worked in ICU in the Royal University Hospital of Saskatoon. She found her way then to the Peace region where her role changed to work with Practice Support Program (PSP) and the local docs on improvements in their practices. She was well loved there and broke their hearts when she began work in the lower mainland with IMPACT BC. She felt her impact there was too removed from the real work in family practice and when she heard about what we were doing in Prince George she knew she wanted to join our team and we are so very lucky to have her.

Joy has an unpronounceable, unspellable last name but is truly a joy to have around. She has a Bachelor of Commerce degree from UNBC. She has worked with the Northern Sports Center as a fitness instructor before she worked with Care North as a population health manager, where she learned MOIS forwards, backwards and inside out (new and old). Joy is a high energy, bright, pragmatic kind of person and is working on her degree in Nursing at UNBC. She feels her work with the Division and Primary Care is the perfect fit with her studies.

Mary and Joy are skilled coaches who are now available to work with IPC docs at their convenience to begin systemizing your practice improvement efforts. Mary and Joy will be connecting with the IPC doc on call to offer assistance with practice issues or needs that you identify. We will also be fulfilling the terms of our Service Agreement as outlined below, at the same time:

Excerpt from IPC Service Agreement Appendix 1, # 3:

"...In addition to the services listed in Article 2, time permitting, the physician will engage in work related to other Divisional objectives..."

I hope that you will be as excited with these opportunities to be more effective as I am. Mary and Joy, I am on the roster for Feb 24, can you call me about 9 AM on the 25th so that we can meet to do some of this stuff? Great it's a date! (not that kind of date really Sue 😊)"

Recruitment

Theresa Shea



As for recruitment, we are pleased that Northern Health has just hired a new recruiter, Charlene Thomas. We are excited to work with her to bring new docs to PG. We have drafted a recruitment plan, which emphasizes the importance of both recruitment and retention – we recognize that historically, PG has been a 'word of mouth' place to come to and stay (come for a visit, stay for 20 years!) and we want to ensure that this does not change despite the increasing numbers of the medical staff.

We would like to welcome Chris Koslovski (joining Denise McLeod) and Dr. Lakoo (taking over Dr. Bhanwath's practice). There are 3 new recruits waiting in the wings as well, and we have big plans on working closely with NH, the NMP and the family practice residency program, to encourage our 'homegrown' docs to stay once they graduate.

We are also planning on establishing a 'Prince George Physician Recruitment Strategy Committee', a group of physicians, NH executive, members of the City Council, the business community, and other interested parties, which will encourage the city as a whole to take part in recruitment. PG has a lot to offer new recruits, and we need to find a way to showcase that!

If you want to help with recruitment, or have ideas for recruitment, or you're looking to recruit a partner/locum, please contact Theresa Shea (Theresa.shea@gmail.com).

Provincial Attachment Working Group—PAWG

Dan Horvat

Prince George is one of three ‘prototype’ Divisions in the province which has been granted the opportunity to develop the Attachment initiative for the province. This unique initiative is funded by the Ministry of Health through the GP Services Committee. This investment is being made in recognition of the importance of family practice as the backbone of an effective and sustainable healthcare system. There is an increasing understanding by many that effective family practice is both good for the patient and good for the healthcare system.

One of the most important features of the Attachment initiative is that it provides a rare opportunity for practicing family physicians to play a leading role in determining what it will take to provide effective – comprehensive, longitudinal, coordinated point of first contact care – to our patients. This should be easier for our community than most, as this type of care remains the norm for family physicians in Prince George. The challenge is for us to find a way to continue to deliver such care, to use the power of the electronic medical record more fully and to make sure that we create practices that attract new graduates because they are both professionally satisfying and provide a good quality of life.

The Division has been provided with funds to plan how this initiative can work in Prince George. We have been working with the other Attachment sites, GPSC, PITO, PSP and Northern Health to better understand what is possible. The Divisional membership meetings, Board discussions and informal communications have helped to shape the emerging plan. The practice surveys which are underway (for which you will be compensated to complete) will also contribute to an understanding of the needs and capabilities of our community. Soon we will move into the next phase. Although nothing is yet finalized, this should result in some compensation to each Division member interested in participating in the Attachment work.

Please put aside the evening of March 2 for the next Division membership meeting. We will have more information to share at that time.

Billing Sessions

Paul Murray

As many of you are aware, a well run medical office needs to pay attention to good billing knowledge and good practice management. Finding time to learn how to bill correctly for all the different things we do in our offices is difficult. The Prince George Division of General Practice has come to our aid with a series of workshops on Billing.

Following a training workshop in Vancouver under the auspices of GPSC last November, Paul Murray and Stephan Ferreira delivered a workshop series in the Phoenix Medical Centre and Victoria Medical Building covering the latest additions to the billing codes and revising our knowledge of existing billing codes. These workshops were well attended and physicians and MOAs are now making changes in their offices to benefit from their newfound knowledge. Physicians should now feel well compensated for the extra time involved in planned pro-active care of our more complex patients.

For those who were unable to attend, please visit the following sites for the handouts and videos copied from the Vancouver workshop. Please also visit the BC Guidelines website.

1. For general information: <http://www.gpscbc.ca/billing-fees/complete-guide>
2. For video tutorials: <http://www.gpscbc.ca/billing-fees/billing-guide-tutorial>
3. For BC Guidelines: <http://www.bcguidelines.ca/gpac/>

Our thanks to Dr. Cathy Clelland and Dr. William Cavers of GPSC for organizing the training for the workshops.



- *FP's in PG receive professional support and they have the ability to influence patient care in the region*
- *Patients in PG receive enhanced quality of care*
- *Improved sustainability of the health care system*

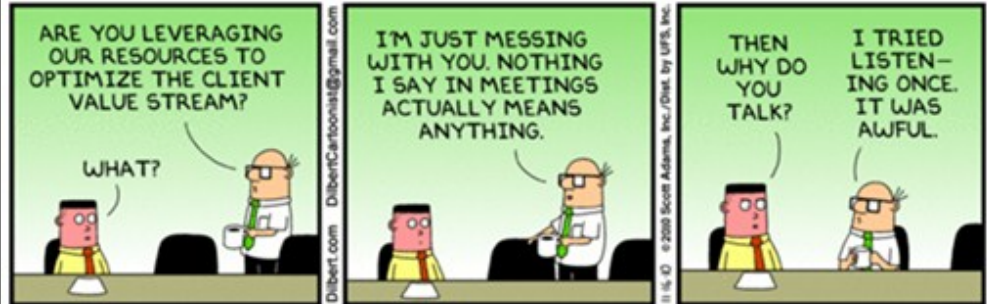
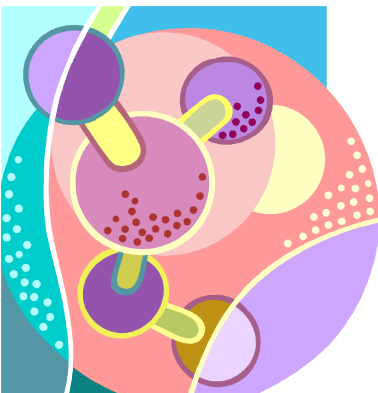


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**Join the Division and be
part of an up and coming
team.**

WE'RE ON THE WEB!!

WWW.DIVISIONSBC.CA



PG Division Staff and Board Changes

Trena (Fry) has decided to move on from her position as Administrative Assistant for the PG Division of Family Practice. Trena held this inaugural position for a year and accomplished an incredible amount for us. She supported us through our second Membership meeting, our first AGM, covered for the Coordinator for 10 weeks in the summer, assisted with all the work to develop new office space, move in and get our first office set up (Suite 201 1302-7th Ave) if you haven't seen it yet drop in and say hi or good bye to Trena, her last official day is the 18th of Feb. We have talked her into continuing to do a bit of contract work for us as we orient and train a new person, so some of you might still get the occasional email from her.

Good Luck Trena!

Two Board positions have come available, Stephan Ferreira has resigned after a short tenure (he was filling Jani Burg's seat) and Theresa Shea is on maternity leave, she will not be standing for election at the next AGM. We are contemplating temporary replacements to help out until the AGM scheduled for May 27th, 2011. If you or another GP you know has great ideas, wants to work with others to add to or develop a shared vision and has the time to put those ideas and plans into action please put your or their name forward to Garry at Garry.Knoll@gmail.com

Nomination Committee Members Needed

Olive Godwin

If you are interested in ensuring the proper representation is on your Division Board you can be a member of the annual Nomination Committee. This is a ad hoc committee that is struck for just a few months before the AGM and dissolves once the election is finalized. Last year's Nomination Committee did the work of developing a Terms of Reference and procedures so the committee this year will just have to recruit people who want to be nominated to stand for election for the Board. This is a good, time limited way to get involved when you are interested and may not have enough time to make a longer term commitment. Please contact Garry at Garry.Knoll@gmail.com or Olive at pgdofp.coordinator@gmail.com

Up and Coming Meetings—Save the Date

Quarterly Meeting of the Division Members set for **March 2nd 2011** from 6:00 pm—9:00 pm.

The **Division Annual General Meeting** is tentatively booked for **May 27th 2011** from 12:00 pm—1:30 pm. Further updates and invites to follow.