



**Oceanside**

**Division of Family Practice**

A GPSC initiative



# 2018–2019 ANNUAL REPORT

## **OUR VISION**

Primary care providers working together to ensure high quality, sustainable healthcare in the Oceanside community.

## **OUR MISSION**

The Oceanside Division of Family Practice strives to facilitate and encourage collaboration between all health care providers to enhance the overall health of the community.

## **OUR VALUES**

Inclusivity, Diversity, Respect, Humility, Fairness, Excellence, Integrity.

We honor and express our gratitude for living and working on the traditional territories of the Qualicum First Nation, first peoples of Vancouver Island and surrounding islands.



# CONTENTS

Co-Chairs' Report .....	4
Treasurers' Report .....	5
Executive Director's Report .....	6
Primary Care Network Report .....	8
Patient Medical Home Report .....	9
Operations Report .....	10
Acknowledgements and Contact .....	12



## CO-CHAIRS' REPORT

The Board of Oceanside Division of Family Practice would like to report that we have completed another successful year. The Board continues to adapt to the changing landscape of health care in BC. Oceanside Division's priorities continue to be member- and community-focused. Activities are informed by the provincial priorities of the Ministry of Health and Doctors of BC, while continuing to serve at the community level.



The Oceanside Division of Family Practice Board, 2018–2019. From left: Dr. Clair Biglow (Past Chair Advisor), Dr. Mark Morris (Co-Chair), , Dr. Gina Bell (Co-Chair), Dr. Kevin Letcher (Treasurer/Secretary), Ms. Del Kristalovich, Director, NP Rosemary Graham (NP Advisor), Mr. David James (Director)

We are proud of the work that was accomplished over the past year.

Highlights from 2018–19 are as follows:

- Expansion of the Board to include community members, and appointment of NP Advisor and Past Chair Advisor positions
  - Delivery of the Patient Medical Home and Incubator Project
  - Oversight of an Expression of Interest for Primary Care Network
  - Oversight of a Primary Care Network strategic plan and hiring of PCN Project Manager
- Strengthening of relationships with all BC divisions through involvement with the rural site visit group, Divisions Learning Session, Network of Rural Divisions, GPSC and Wave 2 PCN meetings
  - Strengthening of relationships with Island divisions through involvement with the Inter-Divisional Committee, Collective Voices, and the shared resource group
  - Development of plans and committees for a Port Alberni/Oceanside partnership and merger
  - Revisions to the Board Manual, bylaws and Board constitution
  - Support of an annual member social
  - Support staff with community outreach and involvement

This next year will continue to see evolution in our Board membership as well as our relationships between members, communities, staff and the Board. We would sincerely like to thank the Board, committee members, staff, and GP/NP members for their efforts in supporting Oceanside Division of Family Practice. We continue to commit to supporting our members and the communities in which they live.

**Dr. Mark Morris and Dr. Gina Bell – Co-Chairs**

# TREASURER'S REPORT

The financial records of Oceanside Division of Family Practice for the fiscal year April 1, 2018 to March 31, 2019 have been audited by Chan Nowosad and Boates Chartered Accountants. These include the statement of financial position, the statement of operations, changes in net assets and cash flows for the year as of March 31, 2019.

The Oceanside Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, the Joint Standing Committee on Rural Issues as well as the support of the Division of Family Practice provincial office. We extend our gratitude for the contributions of our members, Qualicum, Sna-Naw-as First Nations and our many community partners

**Treasurer/Secretary — Dr. Kevin Letcher**

REVENUES		
TOTAL REVENUE	\$762,049	\$673,078
OTHER		
A GP FOR ME		
CARRY OVER GRANT	\$20,975	
PRIMARY CARE NETWORK — RURAL COORDINATION	\$7,717	
PRIMARY CARE NETWORK		
PATIENT MEDICAL HOME	\$196,611	\$97,155
RESIDENTIAL CARE	\$252,255	\$243,644
INFRASTRUCTURE GRANTS	\$283,291	\$290,393
EXPENSES		
TOTAL EPENSES	\$762,049	\$690,603
RETURN OF FUNDS (A GP FOR ME)	\$9,955	
FACILITY/ADMINISTRATION	\$52,820	\$49,986
SUPPLIES AND EQUIPMENT	\$15,723	\$13,716
PROJECT RESOURCES	\$228,323	\$113,488
PROJECT EXPENSES	\$8,461	\$7,123
HUMAN RESOURCES	\$238,221	\$223,472
SESSIONAL FEES	\$218,501	\$251,593
	2018-2019	2017-2018

# EXECUTIVE DIRECTOR'S REPORT

The 2018/19 year was a time of preparing for change. Oceanside Division has continued to extend its activities and community involvement while growing stronger relationships with members and building trusted relationships with other divisions, Doctors of BC, GPSC and Island Health.



From left: Tony Waugh, Bookkeeper; Carly Mann, RCI Coordinator; Jill Skuse, Administrative Assistant; Sharon Todd, Operations/Recruitment; Evelyn Clark, Executive Director

## MAJOR AREAS OF FOCUS FOR OCEANSIDE DIVISION STAFF AND BOARD THIS YEAR:

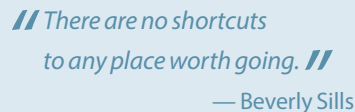
- Engagement, development and delivery of the Patient Medical Home
- Improved relationships with the Collaborative Service Committee and development of PCN Oversight and working groups
- Collaboration with Island Health and community in developing and writing an Expression of Interest for a Primary Care Network project
- Acceptance and launch of Primary Care Network with Ministry of Health and GPSC
- Hiring a Project Manager for the Primary Care Network service planning and beginning member/community outreach
- Improvements to Residential Care Initiative administrative processes
- Changes to sessional and invoice payment to create efficiencies and better oversight

- Relationship building with Port Alberni representative to initiate a merger between Port Alberni and Oceanside
- Development of a partnership agreement between GPSC, Port Alberni chapter and Oceanside Division
- Involvement in Opioid Therapy solution committee in Oceanside
- Involvement in community organizations — Perfect Storm Group, Parksville Qualicum Health Foundation, Oceanside Health and Wellness Network, Oceanside Hospice Society, and various levels of government
- Support to community groups — Forward House, Access Oceanside, Qualicum Pain Therapy, and Revolving Doors
- Involvement in Island Division leadership initiatives, Inter-divisional meetings, rural forums, GPSC projects and Wave 2 collaborative meetings

There is great momentum and optimism in the Oceanside Division these days. In developing trust, delivering on accountabilities and continuing to improve on providing great services to our members, we hope to continue to have great success in the years ahead.

Thank you to the Board for your dedication and leadership in a very challenging year. Thanks to staff for their dedication and skills that have built a strong team that delivers excellence every day.

Respectfully Submitted  
**Evelyn Clark – Executive Director**



*// There are no shortcuts  
to any place worth going. //*  
— Beverly Sills

## PRIMARY CARE NETWORK

In 2018/19, Oceanside Division of Family Practice (ODFP) through the Collaborative Service Committee made significant progress in developing a Primary Care Network. Highlights include:





- The creation of an Expression of Interest writing committee composed of ODFP and Island Health (IH) staff and overseen by the Collaborative Service Committee (CSC)
- Expansion of the CSC to invite community groups, First Nations and patient voices to the CSC
- Completion, submission and defense of the EOI to Island Health leadership in September 2018
- Acceptance of the EOI by Ministry of Health, allowing the CSC to go forward to the development of a Primary Care Network Service plan in October 2018.
- PCN Working Group established to develop the service plan proposal and redesign  
Service Planning began in February 2019 starting with the striking of a Project Manager Hiring Committee. The Project Manager started mid-February 2019.
- In March 2019, the PCN Working Group established to develop the service plan proposal and redesign. This group was comprised of representatives from ODFP, Island Health, mental health partners, public health leaders and the First Nations Health Authority (FNHA).
- A PCN Steering Committee also commenced in March 2019 to oversee PCN planning and processes.
- Dr. Mark Morris appointed the physician lead and was a visible leader in the many engagement meetings and events held the spring of 2019.





## PATIENT MEDICAL HOME

ODFP has been very active in the last year planning and implementing Patient Medical Home. Our PMH work has looked at leveraging existing resources, as well as creating functional teams who care for our complex aging demographic, all the while establishing a model that is attractive to physicians entering the community.

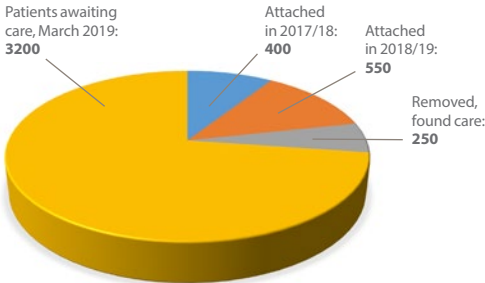
- PMH Implementation Working Group met from June–September 2018 and established an application and selection for all clinics that applied to be the Clinic Incubator.
- Held a workshop on June 27 for all five clinics and six clinicians who came forward to apply.
- Dr. Clair Biglow at Qualicum Associates was selected as the successful candidate.
- Our four priority projects for the clinic incubator:
  -  Remote data manager
  -  Virtual clinic manager
  -  Super MOA training
  -  Nurse in practice
- Two networks of care were initiated based on the results received by members in a distributed survey : Palliative Care Network and MOA Network.
  - MOA Network: Three meetings occurred from December 2018–April 2019. MOAs were offered networking and training, which in turn supports the clinics in which they work.
  - Palliative Care Network: Met in December 2018 and March 2019. There was much interest in re-establishing this network and working together in end of life care. ODFP, Island Health and community groups were all represented.
- Physician/Practitioner Supports began by having a First Nations Cultural Safety and Humility CME with Dr. Kelsey Louie from FNHA in February 2019, with 19 members in attendance.

**Tina Biello, Project Manager, PMH**



# OPERATIONS

## PATIENT ATTACHMENT MECHANISM

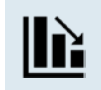


## RECRUITMENT/RETENTION YEAR SNAPSHOT

 **85+**

= Number of days that the Oceanside Division of Family Practice booked locums at Oceanside practices this year

## QUALICUM BEACH



**April 2018:**  
Five primary care clinics with 11 physicians.



**March 2019:**  
Four primary care clinics with 9 physicians.

With clinics shutting down due to retirements and the number of practitioners decreasing consistently in Qualicum Beach, this signals physician burnout and will be a focus for the upcoming Primary Care Network project.

## PARKSVILLE



**April 2018:**  
Five primary care clinics with 15 FPs (full or part time) and 4 NPs.



**March 2019:**  
Five primary care clinics with 20 FPs (full or part time) and 4 NPs.

This is good news as far as the retention and support of the existing physicians in Parksville clinics, and with added services coming in 2019/2020 from the Primary Care Network, we would like to see this continue.

## RESULTS OF BEST PRACTICES AUDIT:

### OCEANSIDE RCI PHYSICIAN (MEDIAN & MEAN) COMPLIANCE WITH BEST PRACTICES IN FOUR FACILITIES

BEST PRACTICES CRITERIA	MEDIAN	MEAN	A	B	C	D
Admission History and Exam by MD in chart	96%	71.3% (Facility A excluded)	N/A	96%	100%	18%
Meaningful Medication Review < 6 months (including at admission if < 6 months)	99.2%	96.4%	98.5%	100%	100%	87%
MD visit intervals < 3m	98.5%	98%	97%	100%	95%	100%
MD attendance at 1 Case Conference	87%	68.7%	81%	100%	93%	1%

## RESIDENTIAL CARE INITIATIVE SNAPSHOT

- \$114k provided to MRPs for RCI five best practices and three systems level outcomes
- \$43.8K provided to Oceanside Mount Arrowsmith Medical Society's 24/7 call group
- Avoidable Transfers to Acute Care CME delivered in May 2018
- Learning Essential Approaches to Palliative Care training provided to 20 Oceanside healthcare providers in January 2019

- Two Quality Improvement projects started in January 2019

In May 2018, the Residential Care Initiative funded a point in time facility audit to assess physician achievement of the Five Best Practices, while gathering data to inform planning and determine feasibility for future quality improvement initiatives.

**Sharon Todd, Program Manager**

# ACKNOWLEDGEMENTS

The Oceanside Division of Family Practice board and staff would like to acknowledge the help and support of the following division members for their contributions to our work throughout the year:

- Dr. Penny Bartlett, for her work on the advisory panel for the Patient Medical Home and with the Residential Care Leadership Committee
- Dr. Peter Haslett, for his support of the Patient Medical Home working group
- Dr. Rick Henderson, for his work on the Residential Care Initiative and the Patient Medical Home advisory panel
- Dr. Mirka Owen, for her support and leadership with the Residential Care Initiative
- Dr. David Owen, for his support and assistance with the Residential Care Initiative and Pathways
- NP Liz Gilmour, for her support of the Patient Medical Home working group
- NP Kirsten McKinnon, for her support of the Patient Medical Home working group
- Dr. Colin Duncan, for his support of the Patient Medical Home working group
- Dr. Chris Kwiatkowski, for his support of the Patient Medical Home working group
- NP Sandra Hodge, for her support of the Patient Medical Home working group
- NP Rebecca Eggers, for her work on the advisory panel for the Patient Medical Home

We would like to thank our Island Health and community partners for their involvement in the success of the Collaborative Service Committee. They are:

- Dr. Drew Digney
- Lisa Holloway
- Tom Davies
- Sue Aberman
- Angela Thachuk
- Shelley Gallant
- Dr. Shelley Ross



## CONTACT US

### Oceanside Division of Family Practice

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Photo credits: Oceanside DoFP

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/oceanside](http://www.divisionsbc.ca/oceanside)