



Surrey-North Delta
Division of Family Practice

A GPSC initiative



ANNUAL REPORT
2018–2019

WHO WE ARE

The Surrey-North Delta Division of Family Practice brings together family doctors to enhance the delivery of health care services in our community.

We are a member-driven, non-profit society, funded by the Government of BC and Doctors of BC and created by and for physicians who understand the needs and realities of serving a community as large and diverse as Surrey and North Delta. We strive to provide professional support to our members and work collaboratively to improve patient access to health care services. All Surrey-North Delta family doctors (FPs) are invited to become members.

VISION The Surrey-North Delta Division advocates for improved quality of life for physicians, their patients and the community at large.

MISSION

- Advocate for patient and physician health in our community
- Facilitate member engagement in evaluating and shaping the health care system
- Identify challenges and develop innovative approaches to providing high quality and efficient health care

VALUES

- Our FPs are engaged, involved and active members of the community
- We actively represent the voice of our division members and community
- We encourage and enable physician wellness in everything we do

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CO-CHAIRS' MESSAGE



Dr. Baldev Dhillon



Dr. Elaine Jackson

Another year has passed, and it has been a pleasure serving the Surrey-North Delta Division. In 2018–19 we worked to achieve our goals based on our overarching vision.

Member engagement in division activities increased and we strengthened our relationship with community and Health Authority partners. We continued to develop our patient medical home (PMH) framework and we implemented various support initiatives in preparation for the Ministry of Health's vision of establishing primary care networks (PCNs) across BC.

This has been a busy and exciting year and we want to thank you, our members, for your participation, your guidance and your leadership in delivering outstanding primary care in our community. We want to specially recognize and thank all FP leads, committee members and the division staff. We would not be able to fulfill our mission or our vision without their expertise and commitment.

What happens next? We will continue to develop, revamp, augment and/or maintain our initiatives and programs and actively work on the design, development and implementation of PCNs in our community. We will look for methods to integrate our current work with this new approach to primary care, and we will strengthen our infrastructure and capacity to properly support the work in the coming year.

We are excited about what the future holds for Surrey-North Delta and we are looking forward to leading this work, serving our members and having your ongoing support as we embark on this new adventure.

Sincerely,

Dr. Baldev Dhillon and Dr. Elaine Jackson
Co-chairs, Board of Directors



EXECUTIVE DIRECTOR ANNOUNCEMENT

The Surrey-North Delta Board and staff would like to take this opportunity to recognize our Executive Director, Brian Kines, for his exceptional support and commitment to the Surrey-North Delta Division of Family Practice. By the time this report is printed, Brian will have retired.

Brian was instrumental in the growth and progression of our division over the last three years. He applied his vast experience and expertise in the non-profit and health sectors, propelling us to our present position and preparing us as we evolve into a new vision for primary care in BC.

We are indebted to his vision, leadership, commitment, contributions and support. He will be greatly missed, and we wish him the best as he embraces retirement.

Being committed to ensuring that our division continues to meet the needs of our members, we also want to introduce Tomas Reyes who has recently joined us as our new Executive Director.

Tomas' background is in business, Board of Directors' leadership, operations, project/change management, community development, engagement and facilitation. He worked for two years as a manager and Project Management Officer for the Primary Care department at Fraser Health, collaborating with divisions and FPs in the region. He also worked for three years as the A GP for Me Provincial Lead under the GPSC

at Doctors of BC, leading and supporting the implementation of the initiative across the province.

Over the past two years, Tomas worked in the local design, development and implementation of PCNs in the Fraser region, while actively engaging and strengthening relationships with FPs and partners in the community.

We are convinced that he will continue with the legacy and great work that Brian started. Welcome Tomas.



Brian Kines (left) and Tomas Reyes (right).

DIVISION STRATEGIC PLAN IN ACTION

CORE STRATEGIC IMPERATIVE 1

Physician Recruitment, Wellness and Retention

As a large division with a diverse, growing patient population, Surrey-North Delta's recruitment and retention initiatives play a crucial role in supporting the community of family physicians and its patients. This year, recruitment and retention efforts focused on hosting various networking events, including a new physician network event to build connections between FPs who are new to practice and/or to the Surrey area; a picnic for members and their families, a casino-themed winter party for members and their spouses and a Christmas brunch among others.

The division also honoured retiring physicians at its AGM and sent two members to the Family Medicine Forum in Toronto. They spread the word about living and working in Surrey-North Delta and about vacancies in the community.

BY THE NUMBERS: RECRUITMENT AND RETENTION

This year, Surrey-North Delta welcomed:

- 10 full-time FPs
- 1 part-time FP
- 1 locum physician
- 2 International Medical Graduate Return of Service physicians

For more information, or to get involved, contact Megan Shymanski at mshymanski@divisionsbc.ca

CORE STRATEGIC IMPERATIVE 2

Physician Engagement and Practice Support

A core mandate of the Divisions of Family Practice is physician engagement, and the Surrey-North Delta Division works tirelessly on that front.

The Physician Engagement and Support (PES) team in Surrey-North Delta endeavors to build long-lasting, trusting relationships with all community FPs, and to be a resource that FPs can consult in times of need.

During the 2018–2019 year, the division has seen FP members increase their participation in events and many new-to-practice FPs join the division's working groups and committees.

In the context of primary care network development in Surrey-North Delta, the division is currently working in collaboration with community organizations, the Practice Support Program (PSP), Health Match BC, health authorities, GPSC and the Ministry of Health to develop a well-coordinated and refined physician engagement strategy that is responsive to physician needs.

PMH & PCN NEIGHBOURHOOD NETWORKS

Through PCNs, more allied health resources can be added to FP practices and the division aims to ensure its FPs are prepared to incorporate those resources into their practices.

The PCN initiative will also bring more FP and Nurse Practitioner (NP) positions to the Surrey-North Delta community. The division is mapping the recruitment needs in its nine LHSA neighbourhoods to identify the areas of highest need.

The nine smaller neighbourhoods are regrouped into three larger neighbourhood networks:

- North Surrey & Guildford
- North Delta & West Newton
- East Newton, Cloverdale, Fleetwood & Panorama

The division is actively developing a neighbourhood network engagement strategy to facilitate FP-to-FP connections and to develop a venue to inform our members about how potential new initiatives under PCN might impact their practices.

We have actively been working in gathering first-hand information from FPs about the primary care needs in their community, and the kind of supports required to address those needs and we see the Neighbourhood Networks as the natural setting to continue these conversations.

For more information, or to get involved, please contact Saira Abrar at sabrar@divisionsbc.ca

MOA NETWORK

Surrey-North Delta's MOA Network Working Group is formed by a strong, hardworking group of medical office assistants (MOAs). These MOAs take a leadership role in planning and organizing MOA Network events and aligning these activities with the group's mission: to provide resources to MOAs in the Surrey-North Delta community.

The network's vision is to see:

- Strong communication and relationships between the division, FPs, MOAs and community health services
- Opportunities for professional development for MOAs that results in improved career satisfaction, job performance and patient care
- A thriving network where MOAs feel heard, respected and valued
- A venue that enables idea sharing and problem solving

Currently, Surrey-North Delta has 254 MOAs actively participating in the network.

For more information, or to get involved, please contact Jaylene Sharma at jsharma@divisionsbc.ca

RACE

RACE, or Rapid Access to Consultative Expertise, is a mobile app developed in 2014 by the Surrey-North Delta Division.

Beginning in late 2017, and ongoing through 2018, the Surrey-North Delta Division participated in the Connected Medicine Collaborative, to spread the use of, and provision of service on, the Fraser Valley RACE app throughout the Fraser Health Region.

The division collaborated with Fraser Health to receive funding from the Canadian Foundation of Healthcare Improvement (CFHI) in order to achieve these goals.

As a result of these efforts, by December of 2018, Fraser Valley RACE app users had increased from 400 to 700 and the number of specialists providing services on the app had increased from seven to nine.

For more information, or to get involved, please contact Roni Freeman at rffreeman@divisionsbc.ca



PATHWAYS

Over the past year, Pathways has grown both in users and number of specialists. Phase 1 (Launch Improved CS to Physicians) and Phase 2 (Expand User Access) of the Community Services Improvement Plan was completed. Phase 3 (Launch Public-Facing Community Services) is currently underway.

In Surrey-North Delta and other select divisions, Pathways has been preparing to launch its Referral Tracker, an electronic tool that will allow FPs and specialists to collaborate more effectively while providing real-time information to patients. This is an exciting project that aims to simplify the referral process, reduce costs and improve the referral experience for all stakeholders and the division has committed to actively work on its implementation.

For more information, or to get involved, please contact Cathy Lawson at info.sndfp@pathwaysbc.ca

BY THE NUMBERS: PATHWAYS

Across BC, Pathways has **6233** users and lists **5294** specialists and **1258** clinics

In Surrey-North Delta, Pathways has **400** active users, **375** specialists and **114** clinics



Pathways

CORE STRATEGIC IMPERATIVE 3

Strategic Initiatives

RESIDENTIAL CARE INITIATIVE

The Residential Care Initiative (RCI) aims to provide educational opportunities for FPs with patients in residential care, enabling them to update their skills and knowledge in areas that are of relevance to that patient population.

The RCI team is currently partnering with Shared Care and the Directors of Care Group to improve the flow of information between acute care and residential care when a resident or an elderly person from the community visits a hospital.

This project's goals are to:

- Improve the quality of care to elders while they are in hospital
- Reduce length of stay
- Avoid unnecessary treatments and investigations
- Improve elders' care upon their return to residential care or the community

For more information, or to get involved, please contact April Bonise at abonise@divisionsbc.ca

SHARED CARE

NEUROLOGY PROJECT

2018–2019 was a busy year for the Neurology Project working group, which aims to improve access, capacity, communication and referrals to

neurology to reduce wait-times for consultations. This year, the group held two well-attended education sessions, "Diagnosing and Treatment of Migraines" and "Concussion Management," and piloted a concussion clinic at the Surrey Library.

The group also developed migraine resources and a headache tool, which includes protocols and resources (available to members on Pathways as well as the division website).

MATERNITY CARE FOR REFUGEES PROJECT

The Maternity Care for Refugees Project was created in 2018 to improve early care for refugee women who are pregnant. Two engagement sessions were held to determine gaps in care and identify strategies for addressing them. These uncovered a need for translation services, patient education and attachment to a provider.

To begin addressing these needs, the group developed maternity resources in English, Arabic and Punjabi, including a video for refugees that explains what they should expect from maternity care.

The group also worked to raise awareness of existing programs for pre- and post-natal education and made a presentation to a refugee moms group organized by DIVERSEcity.

For more information regarding Shared Care projects, or to get involved, please contact Tracy Miyashita at tmiyashita@divisionsbc.ca

LOCAL ACTION TEAM

The Surrey-North Delta Local Action Team (LAT) was formed four years ago under the CYMHSU initiative, funded through Shared Care the Committee. This work has continued in our community through support and funding from the Division.

The LAT is a catalyst for change in child and youth mental health, starting and continuing the conversation on ACEs and trauma in the Surrey-North Delta community and amongst FPs whose patients include children and youth.

In 2018–2019, the LAT collaborated with community partners on several initiatives aimed at addressing child and youth mental health and substance use in the community.

For more information, or to get involved, please contact Lynne Godfrey at lgodfrey.divisionsbc.ca

SURREY/WHITE ROCK INTEGRATED YOUTH COLLABORATIVE

Since November of 2018, the Surrey/White Rock Integrated Youth Collaborative (SWRIYC) has been meeting twice weekly with the aim of integrating youth health services and creating a Foundry in Surrey-North Delta and White Rock. Foundry is a chain of integrated health services' centres for youth aged 12 to 24 that provide access to mental health care, substance use services, primary care, social services and youth and family peer supports.

Because provincial funding for additional Foundries was announced in the last Provincial Budget, the SWRIYC is currently preparing a proposal to submit to Foundry BC when it issues its next call for proposals. More information can be found at foundrybc.ca.

For more information, or to get involved, please contact Michelle Ninow at mninow@smartt.com

PATIENT PORTAL

The Patient Portal is a website and phone line maintained by Surrey-North Delta Division staff that connects patients with FPs. The portal lists family physicians in the Surrey-North Delta region who are currently accepting patients, along with their contact information and other key details such as languages spoken.

BY THE NUMBERS: PATIENT PORTAL WEBSITE

In the 2018–2019 year, the Patient Portal website had **8970** page-views

The **most common reasons** that visitors were looking for a family physician were **"I recently moved to the area,"** and **"My family doctor retired."**

For more information, or to get involved, please contact Jennifer Doan at jdoan@divisionsbc.ca

OAT FORCE

Initiated in April 2018, the Opioid Agonist Therapy (OAT) Force is a multidisciplinary, team-based project that exists to combat the devastating impact of fentanyl overdoses by empowering physicians on the front lines of the opioid crisis to administer opioid agonist therapy.

While opioid agonist therapy is a safe and effective treatment, many FPs do not offer it to patients.

The OAT Force identified several barriers to physicians offering OAT, including a lack of trauma awareness, burnout, difficulty adapting to new billing workflows and a sense of isolation stemming from a shortage of meaningful connections amongst FP colleagues.

To combat these challenges, the group partnered with the BC Centre on Substance Use to develop a curriculum in Trauma Informed Practice. They also developed several educational modules, delivered to FPs in Surrey-North Delta, that cover topics including urine drug screen ordering and interpretation, billing for BupNaI Tx, OAT EMR workflows and more.

In February 2019, the OAT Force was invited to present at the sold-out Quality Forum where the group shared their learnings with over 80 live audience members and many more via social media.

For more information, or to get involved, please contact Jennifer Doan at jdoan@divisionsbc.ca



BY THE NUMBERS: OAT FORCE

\$79,000 innovation grant recipient

9 new OAT prescribers in Surrey-North Delta

65 more patients receiving OAT

32 empty attachment slots created

33 project steering, development and education sessions held

ROOTS COMMUNITY HEALTH CENTRE

In March 2018, the Surrey-North Delta Division of Family Practice Refugee Health Working Group formally created an independently registered non-profit called Roots Community Health Centre Society (Roots CHC). The group opened its first site in Surrey in July 2018.

WHAT ROOTS DOES:

Roots CHC's mission is to provide person-centred, longitudinal care to vulnerable newcomers through an interdisciplinary, culturally-safe team of family practice clinicians, specialists, allied health, social service professionals, and PMH attachment services.

The clinic provides primary health care to Government Assisted Refugees, privately sponsored refugees, refugee claimants, migrant workers, and other vulnerable newcomers and visitors from around the world regardless of their ability to pay.

Currently, the clinic is seeing an especially high number of people with significant needs displaced by violence in Syria. To date, Roots has provided 2,000 primary care visits for over 750 patients.

APPLYING THE PATIENT MEDICAL HOME MODEL

Since opening, Roots CHC's partnerships and engaged executive team have enabled its patients to receive not just primary medical care, but also services from allied health professionals working with patients within the same space. The clinic is continuing to expand its on-site interdisciplinary services.

To learn more, visit rootshealthcare.org or contact Jennifer Doan at jdoan@divisionsbc.ca



STATEMENT OF FINANCIAL POSITION

As at March 31,	2019	2018
ASSETS		
Current		
Cash and cash equivalents	\$ 1,150,342	\$ 830,941
Receivables	44,351	57,844
Prepaid expenses and deposits	8,485	8,580
	\$ 1,203,178	897,365
PROPERTY AND EQUIPMENT	20,019	23,376
	\$ 1,223,197	\$ 920,741
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 207,623	\$ 163,269
Deferred revenue	256,771	159,349
Refundable grants, current	631,376	468,738
	\$ 1,095,770	791,356
NET ASSETS		
Internally restricted	65,364	65,364
Unrestricted	62,063	64,021
	127,427	129,385
	\$ 1,223,197	\$ 920,741



STATEMENT OF OPERATIONS

For the Year Ended March 31,	2019	2018
REVENUE		
Infrastructure	\$ 966,931	\$ 846,461
Shared care	110,752	115,289
Residential care	302,553	255,078
Patient medical home	151,846	186,219
Opioid agonist therapy	74,520	–
PMH network	129,226	–
Miscellaneous	11,572	33,800
Interest	5,498	3,886
	1,752,898	1,440,733
EXPENSES		
Advertising and promotion	9,631	15,061
Amortization	16,510	37,620
Human Resources	686,364	587,003
Insurance	8,666	1,034
Meeting and event costs	123,677	142,035
Office	77,755	55,661
Physician costs	724,702	486,927
Professional development	4,265	38,974
Professional fees	42,149	68,725
Rent	44,062	34,586
Travel	17,075	10,727
	1,754,856	1,478,353
DEFICIENCY OF REVENUE OVER EXPENSES	\$ (1,958)	\$ (37,620)

STATEMENT OF CHANGES IN NET ASSETS

For the Year Ended March 31	Internally Restricted Funds	Unrestricted Funds	Total 2019	Total 2018
Balance, beginning	\$ 65,364	\$ 64,021	\$ 129,385	\$ 167,005
Deficiency of revenue over expenses	–	(1,958)	(1,958)	(37,620)
Balance, ending	\$ 65,364	\$ 62,063	\$ 127,427	\$ 129,385

BOARD & STAFF



From left to right: Drs. Jit Singh, Joan Fujiwara, Baldev Dhillon, Nazia Niazi, Elaine Jackson, Hala Ahmed. Not present: Baldeep Toor.

BOARD OF DIRECTORS

Dr. Baldev Dhillon, Co-Chair
Dr. Elaine Jackson, Co-Chair
Dr. Nazia Niazi, Treasurer
Dr. Joan Fujiwara, Member-at-Large
Dr. Hala Ahmed, Member-at-Large
Dr. Baldeep Toor, Member-at-Large
Dr. Jit Singh, Member-at-Large

THANK YOU AND ACKNOWLEDGEMENTS

Many of our FP members have contributed to the work of the division over the course of the year and we want to acknowledge and appreciate those contributions. Thank you for your time, ideas, timeless commitment, energy and support.



STAFF

Brian Kines, Executive Director
Tomas Reyes, incoming Executive Director
Susan Kreis, Office Manager and Controller
Jody Friesen, Operations, Physician Engagement and Support Manager
Saira Abrar, Physician Engagement & Support Lead for Guildford and North Surrey
Charles Lee, Physician Engagement & Support Lead for West Newton and North Delta
Tracy Miyashita, Shared Care Project Lead
Gloria Hunter, Residential Care Initiative Lead
Kristin Warkentin, Communications Lead
Lynn Godfrey, Surrey Local Action Team Project Lead
Michelle Ninow, Surrey White Rock Integrated Youth Collaborative Project lead
Megan Shymanski, Recruitment & Retention Coordinator
Cathy Lawson, Pathways Administrator
Jennifer Doan, Administrative Assistant

CONTACT US

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Division of Family Practice

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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/snd