

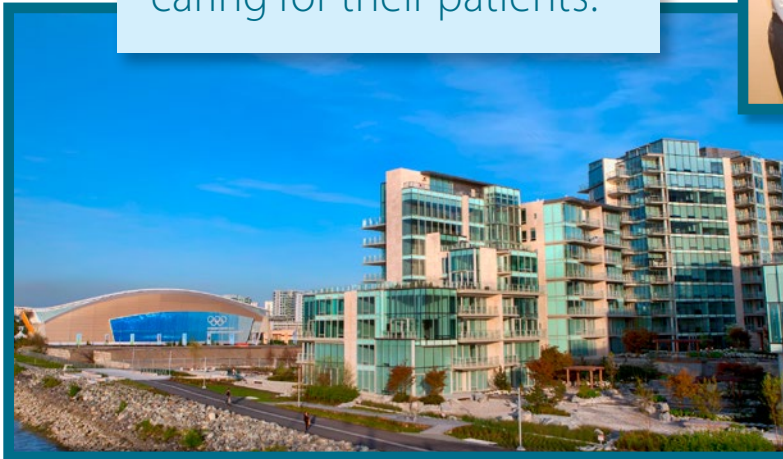
2017–2018 Annual Review

April 2017 – March 2018



OUR MISSION

A medical community that protects, promotes and expands the role of family physicians in caring for their patients.



Richmond

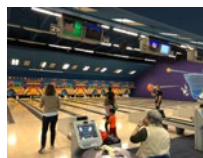
Division of Family Practice

A GPSC initiative

Highlights of the Past Year (April 1, 2017–March 31, 2018)

Enhancing Professional Practice

- Recruited **13 family physicians** to support or launch practices in Richmond
- Procured **216 days of locum coverage** for members requesting coverage
- Matched **32 family physicians** seeking work, space or supports with those with availability
- Hosted **14 education events** and a member social
- Supported **eight physicians** to successfully transition their practice
- Co-hosted **two events** with Doctors of BC on billing education and audit, which were attended by **77 members**



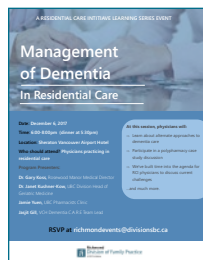
Influencing and Shaping Health Care Delivery

- Represented division members at **18 external committees** of local, regional and provincial groups
- Partnered with Vancouver Coastal Health (VCH) to **develop a consultative geriatrician service** to support community-based physicians
- Secured designated parking spots, teleconference technology and new protocols and pathways to **support improved care of patients in Richmond care facilities**
- Supported physician leaders' input** on the model of care design for the Community Health Access Centre, opening in spring 2019
- Enhanced relationships** with community-based health and social providers in Richmond



Supporting Members in the Care of their Patients

- Partnered with the Delta division to **hold a three-part series on maternity care** led by local maternity physicians. Registration totalled 95 with 18 physicians attending all three events
- Twelve physicians provided enhanced care to **563 patients** in residential care, covering **84%** of all beds
- Offered **two educational sessions on elder care** with a focus on dementia and goals of care
- Sustained **four Neighbourhood Networks** with additional resources



Supported Optimization and Information Technology Use

- Hosted **five meetings of three EMR user groups** to support physicians and MOAs to use their electronic medical record efficiently
- Partnered with the Practice Support Program (PSP)** to offer technological and practice support to enhance business and clinical systems
- Supported **Pathways usage** to streamline the referral process for Richmond family physicians, specialist physicians and medical office staff
- Advocated for improved communication** between acute and community systems through notification processes and technological integration



Message from the Board Chair



Dr. Rachila Sharma Aucone

As I reflect on the past year, I am greatly satisfied to see our Division continuing its mission to help family physicians in various aspects of their professional lives.

We live in a world where change is the only constant. We have seen changes in government, taxation laws, health care delivery, health care regulations, escalating overheads, development in technology, changing patient demographics and physician turnover. The Richmond Division has and will continue to help its membership navigate these changes, influence decisions and voice their concerns, to create a safer and healthier community of physicians and patients.

Our Division continues to grow stronger as more physicians are getting involved in the work and helping to shape the future state of health care. In Richmond, we share a common passion to make positive changes in our community. Physicians in this community are willing to give their time and expertise to materialize this change, and for that I am deeply grateful. This year we have engaged more young physicians at member events and socials than ever before. Physicians have shown interest in joining our working groups and committees, which has been a critical point in our evolution, as we need new leaders who can share

and rise to the challenges that we will face in the years ahead. I want to thank all of the physicians for the ongoing work and for inspiring the future leaders to carry the torch.

We strive to collaborate with our Health Authority at local and regional levels to help forge relationships and provide the best possible support to our family physicians and the best possible care to our patients. We have four Neighbourhood Networks in Richmond and our Division continues to provide support to the physicians and staff in these networks. We hope to help more physicians form networks that may help their practices and give them support to achieve work-life balance. Our Division stays committed to helping family physicians in attaining the attributes of the patient medical home (PMH) and to support physicians navigate the changes to new healthcare reforms and regulations.

Through collaboration with the Health Authority, General Practice Services Committee (GPSC) and Ministry of Health, Richmond is helping to influence the future of health care delivery systems for our community and our province. We have been chosen as one of the first

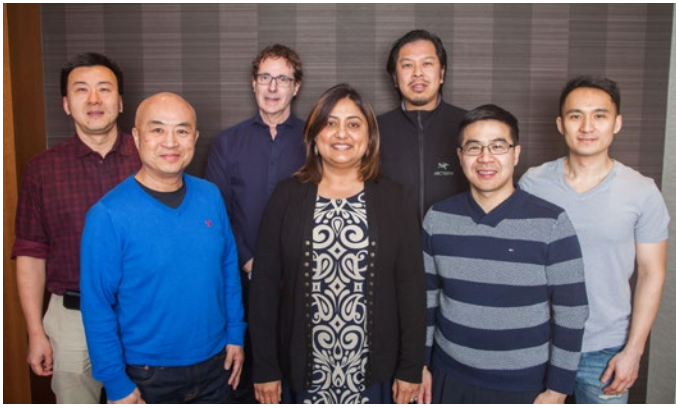
five communities in the province to devise a service plan for a primary care network (PCN) which will help wrap services around physician practices to support both the physicians and patients. This is part of a bigger plan of health care transformation and with input from our members, we are spearheading local plans.

This year we have three Board Directors who will be stepping down after completing their tenure. Dr. Peter Chee has been the Physician Lead for the division and has served on various committees over many years. He has helped the Board with his sound advice, selfless service and attention to detail. Dr. Ki-Sun Kim has been the Treasurer for the division for many years, bringing his knowledge and experience to help the Board make sound decisions with his critical thinking and practical experience. Dr. Robert McKenzie has been the Secretary for the Board and has brought his compassion, kindness and expertise in patient care, to our work.

Please join me to thank Dr. Chee, Dr. Kim and Dr. McKenzie and to wish them all the best for the future.

Dr. Rachila Sharma Aucone





The Richmond Division of Family Practice Board of Directors 2017–18.
Back row: Dr. Ki-Sun Kim, Dr. Robert McKenzie, Dr. Peter Chee, Dr. Tyler Ngai
Front row: Dr. Boon Wong, Dr. Rachila Sharma Aucone, Dr. Adam Chang

BOARD MEMBERS

Dr. Rachila Sharma Aucone – Chair
Dr. Tyler Ngai – Vice Chair
Dr. Robert McKenzie – Secretary
Dr. Ki-Sun Kim – Treasurer
Dr. Peter Chee
Dr. Adam Chang
Dr. Boon Wong

SUPPORT TEAM

Denise Ralph – Executive Director
Linda Jung – Administrative Coordinator
Louise Corral – Meetings Administrator
Sherry Wang – Member Support Coordinator
Barinder Chauhan – Project Manager
Nerissa Tai – Project Coordinator
Annie Hobson – Pathways Administrator

COMMITTEES AND WORKING GROUPS as of March 31, 2018

Collaborative Services Committee

Jennifer MacKenzie, VCH, Co-Chair
Dr. Rachila Sharma Aucone, RDFP, Co-Chair
Dr. Meena Dawar, VCH
Carole Gillam, VCH
Nellie Hariri, VCH
Dr. Brenda Hefford, Doctors of BC
Jodi Kortje, VCH
Jillian Kratzer, VCH
Natalie McCarthy, VCH
Dr. Tyler Ngai, RDFP
Denise Ralph, RDFP, Executive Director
Deb Turner, Patient Representative

Frail Seniors – Primary Care Home Planning Committees

JoAnne Douglas, VCH
Erin Gables, VCH
Carole Gillam, VCH, Co-Chair
Nellie Hariri, VCH
Dr. Jack Kliman, RDFP

Dr. Robert McKenzie, RDFP, Co-Chair
Natalie McCarthy, VCH
Deb Sanderson, VCH
Kenneth Tsang, Patient Representative
Deborah Turner, Patient Representative
Dr. Patricia Wong, RDFP

Integration of Care Committee

Dr. Jack Kliman, RDFP, Chair
Dr. Meena Dawar, VCH
Yogeeta Dosanjh, VCH
Carole Gillam, VCH
Ray Grewal, Shared Care
Nellie Hariri, VCH
Dr. Allan Horii, RDFP
Chris Salgado, VCH
Deborah Turner, Patient Representative
Dr. Boon Wong, RDFP
Dr. Patricia Wong, RDFP

Pathways Working Group

Dr. Allan Horii, Pathways Physician Lead
Dr. Cheryl Nagle, Pathways Physician Lead
Denise Ralph, RDFP Executive Director
Annie Hobson, RDFP

Residential Care Initiative Committees

Dr. Adam Chang, RDFP Chair
Dr. Morton David, RDFP
Dr. Ashok Krishnamoorthy, VCH
Dr. Gary Koss, RDFP
Dr. Ana Ortiz
Dr. Luke Tse, RDFP
Dr. Patricia Wong, RDFP
Natalie McCarthy, VCH

Facility Managers:

Jacqueline Corona
Nicky Dhugga
Jo-Anne Kirk
Lori Sidjak
Avril Taylor

We acknowledge the support and partnership of Vancouver Coastal Health and PSP in addition to our many community partners. We appreciate the commitment of our patient representatives Deborah Turner and Kenneth Tsang for ensuring the patient's voice is central to our work to improve care.

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/richmond

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