



# Ridge Meadows Division of Family Practice

A GPSC initiative

APRIL 2018 – MARCH 2019



## ANNUAL REVIEW 2018–2019

- 122** MEMBERS
- 72** FAMILY PHYSICIANS
- 66** SPECIALISTS
- 20** PROJECTS
- 19** RETIRED PHYSICIANS
- 18** HOSPITALISTS
- 13** ER PHYSICIANS
- 1** HOSPITAL



**VISION**

RIDGE MEADOWS DIVISION OF FAMILY PRACTICE SEEKS TO INFLUENCE CHANGE BY PROVIDING LEADERSHIP TO ACHIEVE OPTIMAL HEALTH FOR OUR COMMUNITY AND PROVIDE SUPPORT TO OUR PHYSICIANS THAT ENABLES PRIMARY CARE FOR OUR COMMUNITY.

# MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

**93%** OF OUR MEMBERS FEEL BEING A DIVISION MEMBER HAS ENHANCED THEIR OVERALL SATISFACTION AS A PHYSICIAN.

This statistic makes all of us at the Ridge Meadows Division of Family Practice motivated, happy and very, very proud.

A heartfelt thank you to our Division members for dedicating your time to improving patient care on our working groups and steering committees, for bringing your diverse physician voices to our member engagement events, for filling out our endless survey requests, for speaking up to what you are passionate about, and for working so hard for your patients.

This year's annual report is filled with a wealth of impactful statistics, that reflect your dedication to your medical community. Our hope is that you feel as proud as we do.

We have ambitious plans for the year ahead. New projects are rolling out to improve physician and specialist referrals, improve seniors complex care, and to start member-requested clinical networks. We will be working more closely with our valued walk-in and maternity clinics as well.

Strategically, the Division leadership wants to be more involved in providing support to build healthier communities and ensuring physician health and wellness is made a priority. We also want to empower our young and new-to-our community doctors to take on deeper

leadership roles, as this will be their division to lead in the near future.

This year, while the members and staff worked on influencing change through our initiatives, the division leadership was tasked with negotiating with the Ministry of Health in partnership with Fraser Health on Primary Care Network service plan strategies.

We enter a new year knowing the challenges will continue as we navigate our way through working with Fraser Health and other community partners. We are determined to implement the primary care network service plan strategies into family practices, into our Wellness Centre vision and potentially open an Urgent and Primary Care Centre. All while keeping everyone



Treena Innes and Dr. Fernando Villasenor

satisfied. Through this important work, we will strive to support and empower our members over the next year.

We want to assure you that the division leadership remains strong, dedicated, transparent, and unwavering in supporting our members' needs.

Thank you for believing in our division and for your valuable membership contribution each year.

Dr. Fernando Villasenor, Board & Strategic Advisory Committee Chair

Treena Innes, Executive Director

## MAKING A DIFFERENCE!

**1593** GP advisory hours invested in division projects this year

**96%** of members agree the division has been effective in providing support, resources, and tools to be more efficient in their practice or department

**93%** of members agree that the division is valuable to them as a physician in the medical community

# BOARD OF DIRECTORS AND STRATEGIC ADVISORY COMMITTEE 2019



## Board:

Dr. Fernando Villasenor (Chair)  
Dr. Bob Harrison (Vice Chair)  
Dr. Virin Bhatti (Treasurer)

## Strategic Advisory Committee (2019–2020):

Dr. Fernando Villasenor (Chair)  
Dr. Ursula Luitingh (Past Chair)  
Dr. Kandas Gounden  
Dr. Melodie Prem-Smith (Incoming Chair)  
Dr. Inna Tcherenkova  
Dr. Pardeep Dhillon  
Dr. Jas Dhaliwal  
Dr. Cilliers Marais  
Dr. Kami Dhillon  
Dr. Imran Ansari

## Thank you to Strategic Advisory Committee (2018–2019) Members:

Dr. Len Hatlelid  
Dr. Ravi Vanukuru

## MAKING A DIFFERENCE!

18 committees

280 attendees at 4 member engagement events

92 members involved

# DIVISION COMMITTEES 2018–19

## Adult Mental Health

Dr. Melodie Prem-Smith — GP Lead  
Dr. Britt Bright — SP Lead  
Dr. Victoria Dmitrieva  
Dr. Rajasree Nadella  
Dr. Marla Connor  
Dr. Inna Tcherenkova  
Dr. Salendra Naidoo  
Dr. Allen Neufeld  
Kristelle Heinrichs  
Annika Polegato  
Kristy Rogge  
Denyse Houde

## BBQ

Dr. Cilliers Marais  
Dr. Laura Kelly

## Walk/Cycle

Dr. Virin Bhatti  
Dr. Laura Kelly  
Dr. Doug Botting  
Carol Botting  
Dr. Lorne Walton

## Member Engagement

Dr. Fernando Villasenor  
Dr. Jas Dhaliwal

## GP Mentors

Dr. Marla Connor  
Dr. Fernando Villasenor  
Dr. Al Neufeld  
Dr. Melodie Prem-Smith  
Dr. Ursula Luitingh  
Dr. Ravi Vanukuru  
Dr. Catherine Pattinson  
Dr. Laura Kelly

## Healthy Communities

Dr. Ursula Luitingh

## Chronic Pain

Dr. Jas Dhaliwal — GP Co-Lead  
Dr. Len Hatlelid — GP Co-Lead  
Dr. Shiraz Mawani  
Dr. Don Okere  
Dr. Melodie Prem-Smith  
Dr. Allen Neufeld  
Dr. Zoe Redenbach  
Dr. Siva Raghavan  
Dr. Aly Somani  
Dr. Mark Nikkel  
Dr. Charuka Maheswaran  
Dr. Michael Lloyd  
Denyse Houde  
Sayed Atthari  
David Moffit  
Hanea Ismail  
Crystal Mayfield  
Bill MacDonald  
Maria Hudspith  
Val Spurrell  
Jen Hanson

## Youth Wellness Centre

Dr. Ursula Luitingh — GP Lead  
Dr. Melodie Prem-Smith  
Dr. Al Neufeld  
Dr. Richard Van Gend  
Dr. Len Hatlelid  
Dr. Matt Chow  
Dr. Britt Bright  
Dr. Smita Naidoo  
Vicki Kipps  
Alicia Erenli  
Maria Agostino  
Julia Miller

## Policy

Dr. Bob Harrison

## Board Development

Dr. Fernando Villasenor  
Dr. Melodie Prem-Smith

## Education

Dr. Jas Dhaliwal — GP Lead  
Dr. Amyeen Hassanali  
Dr. Ken Burns  
Dr. Britt Bright  
Dr. Inna Tcherenkova  
Dr. Paul Sidhu  
Dr. Manisha Latti  
Dr. Richard van Gend  
Dr. Julia Pottinger  
Dr. Ken Bayly  
Dr. Kandas Gounden  
Dr. Theresa Perry  
Dr. Shiraz Mawani

## Health & Wellness

Dr. Laura Kelly  
Dr. Al Neufeld

## Maternity Clinic

Dr. Simone Loch — GP Lead  
Dr. Virin Bhatti  
Dr. Ken Burns  
Dr. Cilliers Marais  
Dr. Paul Sidhu  
Dr. Marla Connor

## MOA Network

Dr. Fernando Villasenor — GP Lead  
Mary Catherine Villasenor — MOA Lead  
Julia Miller  
Maya Galos  
Monica Wojcik  
Janet Pirnak  
Denise McConnell

## Complex Care & Attachment

Dr. Al Neufeld — GP Lead

## Primary Care Network

Dr. Ursula Luitingh — GP Co-Lead  
Dr. Melodie Prem-Smith — GP Co-Lead  
Dr. Britt Bright — SP  
Dr. Natalia Ciapryna  
Dr. Marla Connor  
Dr. Catherine Pattinson  
Dr. Frank Ervin  
Jan Hickman  
Denyse Houde  
Kelly Lavoie  
Shawn Matthewson  
Linda Szilagyi  
Art Van Pelt  
Jeremy Bekar  
Leslie Billinton  
Michelle DePodesta  
Val Spurrell  
Ingrid Tyler  
Christie Beveridge

## Recruitment & Retention

Dr. Al Neufeld — GP Lead  
Dr. Bob Grist (Old Doc Lead)  
Dr. Paul Sidhu (Young Doc Lead)  
Dr. Ursula Luitingh (GP Women's Club Lead)  
Dr. Fernando Villasenor (Everyone Welcome Club)  
Dr. Kandas Gounden (IMG Lead)

## Partnership Development

Dr. Fernando Villasenor  
Dr. Bob Harrison

## Communications

Dr. Al Neufeld — GP Lead

## Finance

Dr. Virin Bhatti  
Dr. Bob Harrison  
Dr. Fernando Villasenor

## Human Resources/Evaluation

Dr. Fernando Villasenor  
Dr. Bob Harrison  
Dr. Virin Bhatti  
Dr. Ursula Luitingh  
Dr. Melodie Prem-Smith

## Board Succession/Nominating

Dr. Fernando Villasenor  
Dr. Bob Harrison  
Dr. Virin Bhatti

## Residential Care

Dr. Martin Milewski — GP Lead  
Dr. Ravi Vanukuru — Co-GP Lead  
Dr. Ken Bayly  
Dr. Shiraz Mawani  
Dr. Melodie Prem-Smith  
Dr. Stacy Burton  
Dr. Fernando Villasenor  
Dr. Salendra Naidoo  
Dr. Simone Loch  
Dr. Elzbieta Pater  
Deanna Fontaine  
Naomi Agbebaku  
Michele Nicholson  
Kanika Ghosh  
Denise Bedard  
Karam Sekhon  
Rafael Torres  
Suzanne Fontaine  
Michelle DePodesta  
Dr. Ariana Verdizad

## Resource Guide

Dr. Virin Bhatti  
Dr. Ken Burns  
Dr. Amyeen Hassanali  
Dr. Laura Kelly  
Dr. Lorne Walton

## Seniors Physician Network

Dr. Melodie Prem-Smith — GP Lead  
Dr. Martin Milewski  
Dr. Ken Bayly  
Dr. Shiraz Mawani  
Dr. Elzbieta Pater  
Dr. Craig Lytle  
Dr. Imran Ansari  
Dr. Timothy Mogga  
Dr. Anson Li  
Michelle DePodesta  
Joanne Leginus  
Heather Treleaven  
Bev Schmahmann

## Senior Coordinated Care/

Dr. Al Neufeld — GP Lead  
Dr. Frank Ervin  
Dr. Winston Tsui  
Dr. Rajasree Nadella

## Technology / Pathways

Dr. Ken Burns — GP Lead  
Dr. Imran Ansari — PW Lead  
Dr. Don Okere  
Dr. Lakshmi Challa  
Dr. Larry Lim  
Dr. Pardeep Dhillon  
Dr. Richard Mathew  
Dr. Shiraz Mawani  
Jennifer Montgomery  
Gillian Marshall  
Therese Lange

# MEMBER ENGAGEMENT

At the core, our division is engaging physicians to work collectively to improve patient care, to provide social connections for physicians to strengthen our local camaraderie, partnership and to engage with ongoing communications.



The Annual General Meeting was turned on its head this year by introducing “Doc Games”, a series of Olympic-style events where the physicians and guests brought their best competitive, fun spirit. Our medical community also enjoyed our annual summer BBQ generously hosted by Dr. Laura Kelly, and the Community Spirit Walk and Cycle fundraiser at Osprey Village in honour of passed physicians.

98% of our members felt that the division creates opportunities for social networking which fosters a sense of collegiality.

Every fall, we bring our members together to showcase the successes among the initiatives throughout the year. We take the time to understand what members are finding valuable, so the division can incorporate it into our planning direction.

Part of our strategic plan is to support young doctors (24 active members) and new-to-our-community doctors (27 active members over the last two years) to take on GP leadership positions through chairing committees and getting involved. This will set them up for Strategic Advisory Committee and Board positions in the future.

## MAKING A DIFFERENCE!

- 78% of our membership are engaged
- 95% of our young docs are engaged
- 63% of our new to our community docs are engaged
- 100% members agree they feel updated and informed



From top left to bottom right:

Annual General Meeting, Young Doctors, Community Spirit Walk and Cycle, and Doc Games

# COMMUNITY ACCESS TO PRIMARY CARE INITIATIVES

- Complex Care and Community Attachment & Primary Care Network
- Physician Networks
- Patient Medical Home Development
- PCCN Nurse
- Urgent Primary Care Centre
- Walk-in Clinics

Patient attachment in our community is a theme embedded in all our initiatives, as there are over 18,000 unattached patients in our community. The division continues to maintain the Doc to Doc referral tool which has a private listing of doctors who are willing to accept complex care patients referred from specialists and hospital doctors. The division also maintains our public Find a Doctor website that lists doctors who are accepting patients.

The division and Fraser Health partnered to develop a services plan agreement with the Ministry of Health. This agreement will be implemented over the next three years and will aim to improve access to primary health care and attachment. This plan will bring 8.75 new GPs to our community, 6 NPs and 4 RNs to create more patient attachment. We will also see the development of a wellness centre that incorporates allied health service providers to help family doctors provide care for patients struggling with chronic pain, mental health issues, or seniors that need special care. Implementing and launching the service plan will require strategic planning that meets our local needs and the needs of the Ministry of Health and Fraser Health.

As part of our patient medical home and primary care network development readiness, we worked on our Physician Network model this year. The model supports developing GPs with a sub speciality, creating vision for Adult Mental Health/Addictions, Child and Youth, Seniors, and Chronic Pain. With funding from Shared Care, Adult Mental Health/Addictions, Seniors, and Chronic Pain work will begin in April 2019. Arising from this work is a new women's health physician network that is in the development stage. Members have prioritized eight physician networks and the division will continue to seek funding to implement them.

We supported the Practice Support Program (PSP) in working with

our family practices to optimize member panels in preparation for primary care network reporting and service provider alignment. 45% of our practicing physicians are currently engaged in this process.

The Primary & Care Community Nurse pilot was supported in three clinics (Golden Ears, Westgate, and Mageta) aiming to improve complex care patient service with learnings from the Nurse Terry launch. The Primary & Care Community Nurse will provide mobile nursing support to Home Health patients in their home, help connect patients with supports such as occupational therapists or physiotherapists, as well as provide rapid response to at-risk patients.

The division was hard at work with Fraser Health on initial discussions to determine what a local Urgent Primary Care Centre could look like in our community for 2019/2020. We also focused on our walk-in clinic partnership and how we could better support this valuable service for our community, including physician recruitment and promotional targeting to the general public through the Medimap tool which states walk-in clinic wait times and hours of service.

## MAKING A DIFFERENCE!

- 7 GPs have been on the doc-to-doc private referral list this year
- 6 GPs have been on our Find a Doctor public website this year
- 6 Primary Care Community Nurses in our community have resulted from the Nurse Terry model
- 7 walk-in clinics in our community, together providing services throughout 7 days a week collectively equating to 334 hours of availability per week

# PATIENTS SUPPORTED IN COMMUNITY INITIATIVES

- Maternity Clinic
- Frail Elderly
- Residential Care
- Child and Youth Mental Health and Substance Use
- Chronic Pain
- Adult Mental Health
- Seniors Coordinated Care Inquiry

This year we have wrapped up some outstanding patient care project improvement work with Frail Elderly, Adult Mental Health, and Chronic Pain, all funded through Shared Care.



With Adult Mental Health, we supported the opening of the Rapid Access Clinic for psychiatry assessments. Together we improved access to Adult Mental Health services through an open house at the Adult MH Centre, inventory guide development and one-on-one clinic visits showcasing services. Education for depression and anxiety medications, Adult ADHD, CBT training, and Alcohol Use Disorder were in abundance. Chronic Pain work aimed to improve the care of patients dealing with addictions and narcotic/opioid dependency due to chronic pain. College prescribing education, service awareness, and pain management support for patients were effectively implemented.

A successful Chronic Pain clinic pilot was launched, and learnings spread to the primary care network service plan where this clinic has been approved within the Wellness Centre model. The Chronic Pain work also supported the development of the regional chronic pain hub strategy for the Fraser region.

After a successful transition from Nurse Terry to the Rapid Response Nurse launch last year, we moved into developing the vision of the Seniors Network with a focus on pre-frailty and dementia. From this learning, the division received inquiry funding to develop a proposal supporting coordinating Seniors Complex Care that has been successfully funded for an April 2019 start. This project will focus on coordinating specialist, family practice, care-giver, and patient care for seniors living with dementia and either cardiac or COPD conditions.

*// I have noticed that family doctors have improved knowledge about the Adult Mental Health services in our community. //*

— DR. BRIGHT



*// Medical care of our marginalized residential care patients has become more consistent and appropriate with a robust mechanism in place to ensure timely physician response to brewing medical issues. //*

— DR. MILEWSKI

Headed by GPSC, the provincial Residential Care Initiative was launched to increase supports for residents in long-term care facilities to improve quality of care for the frail elderly. Our local program has been successful in providing 24/7 physician support to our facilities since February 2016, along with hosted education sessions and an orphan patient attachment system.

The maternity clinic is supported with physician recruitment, partnership opportunities, and member communication. The Division has applied to Shared Care to improve maternity care for our community that will begin inquiry work in April 2019. The division also supported positive conversations with our Fraser Health partners about maternity ward renovations in our hospital.

The Youth Wellness Centre is transitioning to Foundry this year and with that comes renovations, a new governance structure, and opportunities to work collaboratively. The division continues to support the five family physicians that spend a lengthy time with patients who visit the centre with mental health concerns and with the recruitment of psychiatrists.

### **MAKING A DIFFERENCE!**

Supported the opening of the Psychiatrist Rapid Access Clinic (RAC) with over **300** assessments

**95%** of GPs satisfied with RAC referrals

**95%** of the GPs who attended the CBT training CME agreed they will use this learning in their practice

**95%** of the GPs who attended the Deprescribing Opioids and Sedatives CME agreed they will use this information in practice

**95%** of physicians are more aware of chronic pain programs and services

**10%** decrease in number of unscheduled emergency transfers for residential care patients

**3** child and youth psychiatrists at the Youth Wellness Centre

**1250** psychiatric assessments

**90%** of members are satisfied

*// The YWC has supported the members with coordinated resources that are now readily available for their patients and with education sessions on Youth Mental Health. There is an awareness of the safety net we can surround our patients with and have confidence that the mild to moderate mood disorders will be managed in a timely fashion. //*

— DR. URSULA LUITINGH

# IMPROVE SYSTEM CAPACITY

- Initiative: Technology and GP/SP Referral Improvement Inquiry

Technology and sharing communication continue to challenge our clinics, hospital and the medical community due to multiple EMR and record-keeping platform requirements. Conversations happening at the local level and at the Ministry of Health are prioritizing a provincial digital strategy in light of primary care networks.



We are committed to support members to use technology and Pathways to increase practice efficiency. In June we hosted our Technology Showcase with over 40 guests and the division supported three physicians participating in a telehealth pilot. Working closely with Pathways, we are preparing to launch a public community service website, and we

continue to work with Fraser Health on improving timely access to patient information across a variety of secure electronic platforms.

Working better together is top of mind with our family physicians, hospital physicians, specialists, and MOAs as we completed our Shared Care GP/SP Referral Improvement Inquiry this year. Improving referral processes, communication, relationships, knowledge, and timely notification were approved for Shared Care funding for a two-year project starting in April 2019.

## MAKING A DIFFERENCE!

95% participants from the technology showcase said they have an increased awareness of technologies that are making a difference in their practice.

// *The use of technology in our practice of medicine and in the lives of our patients is steadily increasing.*

*We as healthcare leaders need to be aware and effective at managing and maximizing the use of this tool. Your technology representatives try to stay informed and involved in the rolling out of these new functionalities to optimize the care to our patients and minimize the stress to our staff and ourselves.*

*Your support and involvement are greatly appreciated. //*

— DR KEN BURNS

# HEALTHY PRIMARY CARE PHYSICIAN

- MOA Network
- Member Education
- Physician Recruitment/Retention

Physician recruitment and retention continues to be a priority in our community.

Our Red Carpet approach to partnering with stakeholders for recruitment efforts has been very effective at showing how much our community wants and needs physicians. We have been working with IMGs encouraging our members to provide much needed mentorship. Our matching mentorship program has been a success and a great resource for new physicians joining our community. We work hard to maintain our Ministry of Health and GPSC partnerships to help them understand this critical physician recruitment need. The primary care network service plan will be allocating several salaried GPs and NPs to support attachment, and

we have much work ahead figuring out how this new physician supply will work in our community with our fee-for-service members. Our committees benefit from input from a diverse group of members who are committed to physician retention in our communities.

Local member and MOA education is a driving force throughout the year with the following sessions delivered: Acute Pain Prescribing, GST & Tax Info Session, Technology Showcase, Medicinal Cannabis for Symptom Management, Maternity Doc Talk, Child & Youth Anxiety & Depression, Adult ADHD, Serious Illness Conversation, Deprescribing Opioids & Sedatives, CBT Training for Physicians, Adult Mental Health Centre Open House, and an ICBC Update.

*// The work of the education committee increases physician confidence and knowledge base that helps to provide a high level of care to their patients. //*

— DR. JAS DHALIWAL



## MAKING A DIFFERENCE!

- 9 social club meetings with 92 attendees
- 13 IMG Mentors
- 13 mentorship matches, and 4 new matches
- 9 family physicians recruited
- 90 MOAs in our MOA Network
- 90% of the physicians agree education sessions delivered were relevant to family medicine
- 273 education participants overall

# BOARD AND STAFF 2019

## We honour the past Board Chairs of our Division:

Dr. Ken Burns (2010–2014)  
Dr. Ursula Luitingh (2014–2016)

## Dr. Ken Burns' Membership Award recipients:

Dr. Ken Burns 2014  
Dr. Laura Kelly 2015  
Dr. Martin Milewski 2016  
Dr. Shiraz Mawani 2017  
Dr. Al Neufeld 2018

## Board

Dr. Fernando Villasenor — Chair  
Dr. Bob Harrison — Vice Chair  
Dr. Virin Bhatti — Treasurer

## Strategic Advisory Committee (2019–2020)

Dr. Fernando Villasenor (Chair)  
Dr. Ursula Luitingh (Past Chair)  
Dr. Kandas Gounden  
Dr. Melodie Prem-Smith (Incoming Chair)  
Dr. Inna Tcherenkova  
Dr. Pardeep Dhillon  
Dr. Jas Dhaliwal  
Dr. Cilliers Marais  
Dr. Kami Dhillon  
Dr. Imran Ansari

## Thank you to Strategic Advisory Committee (2018–2019) Members

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Dr. Melodie Prem-Smith (Incoming Chair)  
Dr. Inna Tcherenkova  
Dr. Jas Dhaliwal  
Dr. Len Hatlelid  
Dr. Ravi Vanukuru

## Staff 2019

Treena Innes — Executive Director  
Tracy Miyashita — Project Manager  
Lori Graham — Project Manager  
Cheryl Ashlie — Project Manager  
Leanne Regan — Project Manager and Society Support  
Sara Antunes — Operations Manager  
Szilvia Miklos — Member Engagement Coordinator  
Alana Tohill — Administration

