



**Shuswap North Okanagan**  
**Division of Family Practice**

A GPSC initiative

**2021 | Annual**  
**2022 | Report**



## Highlights of the Year

- **2021 - 2022 was almost apocalyptic with Covid-19, wildfires, anti-vaxers and floods** demanding our attention and adding strain to medical providers, resources and leadership. And yet, like troopers, you rallied yet again, dug deep and found the resilience needed to do what you do best – take care of your patients and community! For this we applaud you and thank you!
- **Collaboration with Interior Health, Okanagan Indian Band, Splitsin First Nations, Community Partners and the Ministry of Health.** In 2021 – 2022 we embarked on over 40 engagement sessions with key First Nations, community, and Physician partners in the development of the SNO Collaborative Services Committee's (CSC) Primary Care Network (PCN) Service Plan. The Service Plan was submitted to the Ministry in 2022. We anticipate a funding announcement in the Fall of 2022.
- **We continue to support Physician and Nurse Practitioner wellness through various courses:**
  - **8 week Managing Distractions for Increased Productivity and Wellness with Dr. Paul Mohapel:**

There were a total of 42 participants (27 Family Physicians, 14 Hospital-based physicians and 1 Nurse Practitioner). registered with this course. Feedback included:

    - “Fantastic sessions. Really, really enjoyed it and would love more like this. Sad this is finished. Really appreciate how SNO is valuing physician wellness and again, more of this would be so fantastic.”
    - “Thank you so much for this - such an amazing investment in our medical staff.”
  - **Charting Champions Course (6 modules) with Dr. Sarah Smith:**

Thirty-six Family Physicians completed the self paced workshop. Feedback included:

    - “Thank you for organizing this awesome course – it has improved the way I chart and now have more time to spend with my family.”
    - “Vitaly important topic for the health of this generation of physicians.”
- **Covid-19 community support**
  - Family Physicians were instrumental in providing support to the Covid-19 Mass Immunization Clinics. Thank you to all the physicians who supported the immunization clinics and thank you Peggy Crough for keeping the schedule organised!
  - Interior Health had the lowest uptake in the Covid-19 vaccine among health care workers which resulted in crippling staff shortages in acute care and long-term care facilities. SNO hosted Covid-19 Vaccine Hesitancy Q and A sessions to help to try to dispel the fear and misinformation surrounding the vaccines. Thank you, Drs. Debbie Phillips, JP Viljoen, Alison Howatt and Liz Montgomery, for your time, patience, and knowledge.
- **A working group was formed to develop a sustainable model for Shuswap Lake Hospital Doctor of the Day program.** This working group was well positioned to submit a Memorandum of Understanding to the GPSC for Bridge Funding to support in-patient care in small to medium sized hospitals. Thank you, Drs. Alison Howatt, Alex Enns, Juliann Aitchison, Laura Hepburn, Rob McKeough, Cody Thomson, Michael Abayomi, Kim Grieve, David Shoemith, and Brook Glanville.
- **Integrated Care Teams and team-based rounds were successfully rolled out** to the family physicians in Sterling Centre, Haugen Medical Clinic and Enderby Health Unit.

## Highlights of the Year Continued

- **We celebrated the return to in-person meetings** with a highly successful Evening with General Surgery, that saw 61 family physicians, NPs, students and residents in attendance as well as 9 physicians on the not so successful Zoom call!
- **Networking opportunities with other specialties included:** Evening with Orthopedics (hand and foot ulcer clinic), Introduction to Pediatricians, Evening with Psychiatry and the development of “telephonic hallway consults”.
- **Successful UBC International Medical Graduate (IMG) Recruitment** saw 2 UBC IMGs start their practices:
  - Dr. Dan Devlin (Armstrong)
  - Dr. Saad Alam (Sicamous)
- **Acknowledging the value and need for a skilled, dedicated SNO Medical Office Assistant (MOA)** resource, SNO hired Tasha Gagne to support MOAs in our area.
- **Additional MOA support** included AED and CPR training and zoom check-ins.
- **SNO CSC successfully hired two PCN NPs to support primary care and new patient attachment in:**
  - Lumby (Graeme Rosenfeld)
  - Sorrento (Lyndsay Lazzarotto)



# The Year in Review

- APRIL**
- Interior Health Grand Rounds: Covid-19 Vaccination Rollout Phase 2
  - Meeting with Ministry of Health re: SNO Attachment Gap Analysis
  - Interdivisional Network Multi-board retreat
  - Shuswap Lake Hospital Grand Rounds: Sexual Assault Services and Support
  - Long Term Care Funding model discussion for Vernon, Armstrong, Lumby
  - Meeting with Lumby Health Centre re: NP recruitment
  - Meeting with Vernon and Salmon Arm PSP Coordinators
- MAY**
- Evening with Psychiatry team – process for “telephonic hallway consults” developed.
  - MOA AED and CPR Refresher course
  - Physician Mass Immunization rollout launched
  - Introduction to Pediatricians Dr. Mackinlay and Dr. Rajakumar and the Vernon Child Advocacy Shared Care project focusing on referral pathways for at risk children and youth.
  - Medical Assistance in Dying Presentation (new Legislation)
  - Meetings with Lumby and Sorrento Health Care Centres to support Primary Care Network recruitment
  - Meeting with Sicamous Health Centre re: Primary Care services
  - Call out for UBC International Medical Graduate Return of Service process for 2022 placements
  - Referral pathways for children and youth in crisis (Shuswap Lake Hospital)
- JUNE**
- Shuswap Lake Hospital Doctor of the Day (DOD) Working group meeting – focus of the meeting: Development of a sustainable model for DOD
  - Meeting with Orthopedic Surgeons Dr. Charlie Secretan and Dr. Geoff Jarvie and allied support team
  - Presentation with Dr. Martha Spencer: Frailty and How it Relates to Health Outcomes in Older Adults
  - Integrated Care Teams launched at Sterling Centre (Centreville Clinic, Dr. Peters and Dr. van Zyl)
  - Shuswap Lake Hospital DOD working group meeting
  - Support for Covid-19 vaccine t-shirt campaign
  - Meeting with Vernon and Salmon Arm PSP Coordinators
- JULY**
- Meeting with Salmon Arm physicians to discuss extended hours and Sunday coverage to reduce pressure on Emergency Department
  - Discussions with the Ministry of Health re: SNO Primary Care Network next steps for Lumby and Sorrento
  - UBC International Medical Graduate Return Of Service: Information Evening with candidates
  - Health Emergency Management (HEM) BC: Just in Time Community Evacuation Refresher
  - Interior Health Deployable Alternate Care Sites (DACS) deployment discussions
  - Wildfire Coordination Centre for communities under evacuation alerts and orders

# The Year in Review Continued

## AUGUST

- Incident Command structures activated to manage wildfires
- Long Term Care Evacuation Planning and Preparedness meeting: Q and A for physicians
- Pleasant Valley Manor (Armstrong) evacuated
- Shuswap Lake Hospital Doctor of the Day (DOD) Working group meeting

## SEPTEMBER

- AGM: Guest Speaker: Dr. Matt Chow, President, Doctors of BC
- Physician Wellness Series: Managing Distractions for Improved Productivity and Well-being
- Community Pathways developed for Caring for Covid-19 patients in the community
- Process map ER Pediatric Mental Health pathway for Shuswap Lake Hospital
- Flu Immunization strategy shared with Physicians
- SNO Primary Care Network straw dog shared with First Nations Health Authority

## OCTOBER

- Vernon Walk-in-Clinic / Extended hours survey
- SNO PCN Presentation to Salmon Arm Node (Salmon Arm, Enderby, Sicamous and Sorrento)
- Integrated Care Team Lunch and Learn: Sterling Centre (Respiratory therapist)
- Integrated Care Team Launch at Haugen Medial Clinic (Armstrong)
- Vaccine Hesitancy Q and A Series with Dr. Debbie Phillips, Dr. JP Viljoen, Dr. Alison Howatt and Dr. Liz Montgomery
- SNO Primary Care Network NP Interviews for Lumby
- SNO Primary Care Network Service Plan Development
- Meeting with Vernon and Salmon Arm PSP Coordinators
- SNO Primary Care Network Presentation to Splatsin First Nation Council
- Introduction to OAK Childhood Advocacy Centre: How to support our Children and Youth at risk
- SNO Board attend GPSC Virtual workshop on Courageous Conversations and Emotional Intelligence

## NOVEMBER

- Evening with General Surgery
- SNO PCN presentation to Vernon Node (Vernon, Lumby and Armstrong)
- UBC CBT Course: Introduction to Physicians
- Vernon in-patient call group meeting
- SNO Primary Care Network Service Plan development
- Incident Command meetings for IH West Flood Response
- Salmon Arm School Wellness Advisory Board meeting
- SNO Primary Care Network Presentation to Sicamous Town Council

## DECEMBER

- Vernon Palliative Care Community Whole Rounds meeting
- Meetings with the Ministry of Health on SNO Primary Care Network modelling, attachment data, costing and service planning
- Inter Strategic Council Cultural Sensitivity Awareness with Harley Eagle
- SNO Primary Care Network Service Plan development

# The Year in Review Continued

## JANUARY

- Shuswap Lake Hospital Bridge Funding meeting
- Division membership meeting: Infrastructure Funding for Nurse Practitioners
- Meeting with Sicamous Town Council: Update on SNO Primary Care Network
- SNO Primary Care Network Service Plan development
- SNO Primary Care Network presentation to Okanagan Indian Band Chief and Council

## FEBRUARY

- Shuswap Lake Hospital Bridge Funding meeting: Memorandum of Understanding submitted
- MOA Check-in
- Charting Champions evening: Stop Charting at Night with Dr. Sarah Smith
- Salmon Arm School Wellness Advisory Board meeting
- Meeting with Sicamous Health Centre and Physicians to discuss OAT provision and Options for Sexual Health

## MARCH

- SNO CSC Primary Care Network Service Plan submitted to Ministry of Health
- Interdisciplinary Diabetic Foot Ulcer clinic presentation with Dr. Julian Sernik
- Launch of the Charting Champions course
- Vernon Long Term Care survey: Clustering model
- Primary Care Network / Patient Medical Home support for Physicians
- SNO Primary Care Network Presentation to Metis Nation BC
- Launch UBC CBT Physician Wellness Course
- Building Indigenous Cultural Competency: History Matters Workshop (Sicamous)
- SNO MOA Support Contract position created



# Welcome to SNO

The following physicians / nurse practitioners joined our communities this year:

## **VERNON**

Dr. Justin Perrier

## **LUMBY**

Graeme Rosenfeld (NP)

## **ARMSTRONG**

Dr. Dan Devlin

## **SORRENTO**

Lyndsay Lazzarotto (NP)

## **SALMON ARM**

Dr. Graham Jurgens

Dr. Chet Stickle

## **SICAMOUS**

Dr. Saad Alam



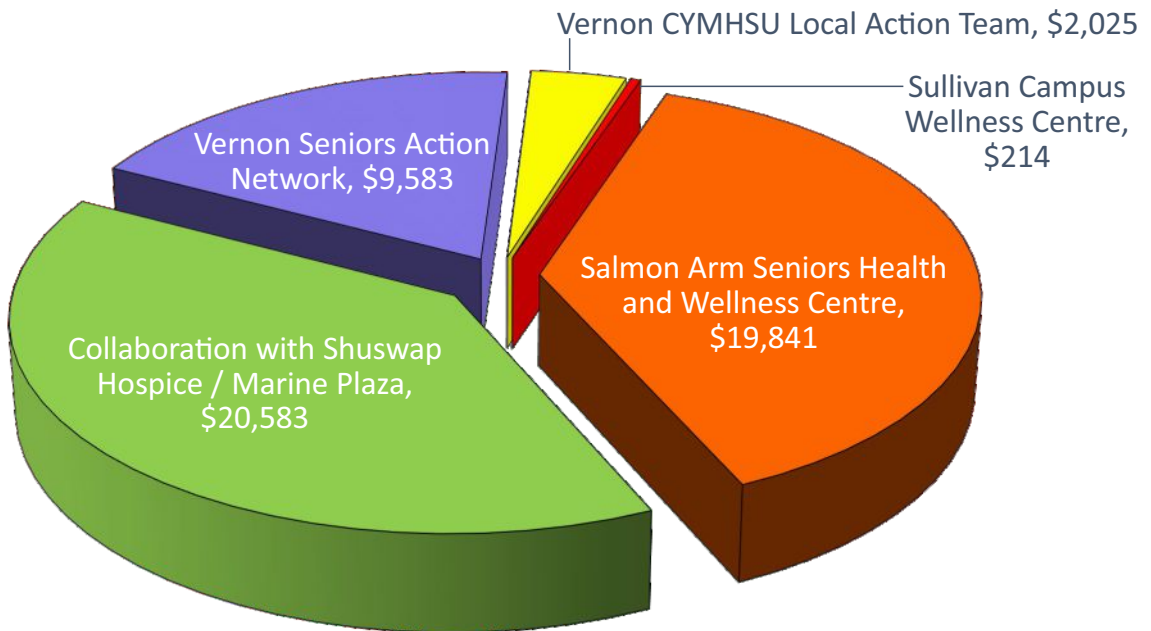
# Major Expenses

## Division Initiatives with Community Partners

**2021-2022**

Collaboration with Shuswap Hospice / Marine Plaza	\$	20,583
Salmon Arm Seniors Health and Wellness Centre	\$	19,841
Vernon Seniors Action Network	\$	9,583
Vernon CYMHSU Local Action Team	\$	2,025
Sullivan Campus Wellness Centre	\$	214
<b>Total</b>	<b>\$</b>	<b>52,246</b>

## Division Initiatives with Community Partners



■ Vernon Seniors Action Network

■ Vernon CYMHSU Local Action Team

■ Sullivan Campus Wellness Centre

■ Collaboration with Shuswap Hospice / Marine Plaza

■ Salmon Arm Seniors Health and Wellness Centre



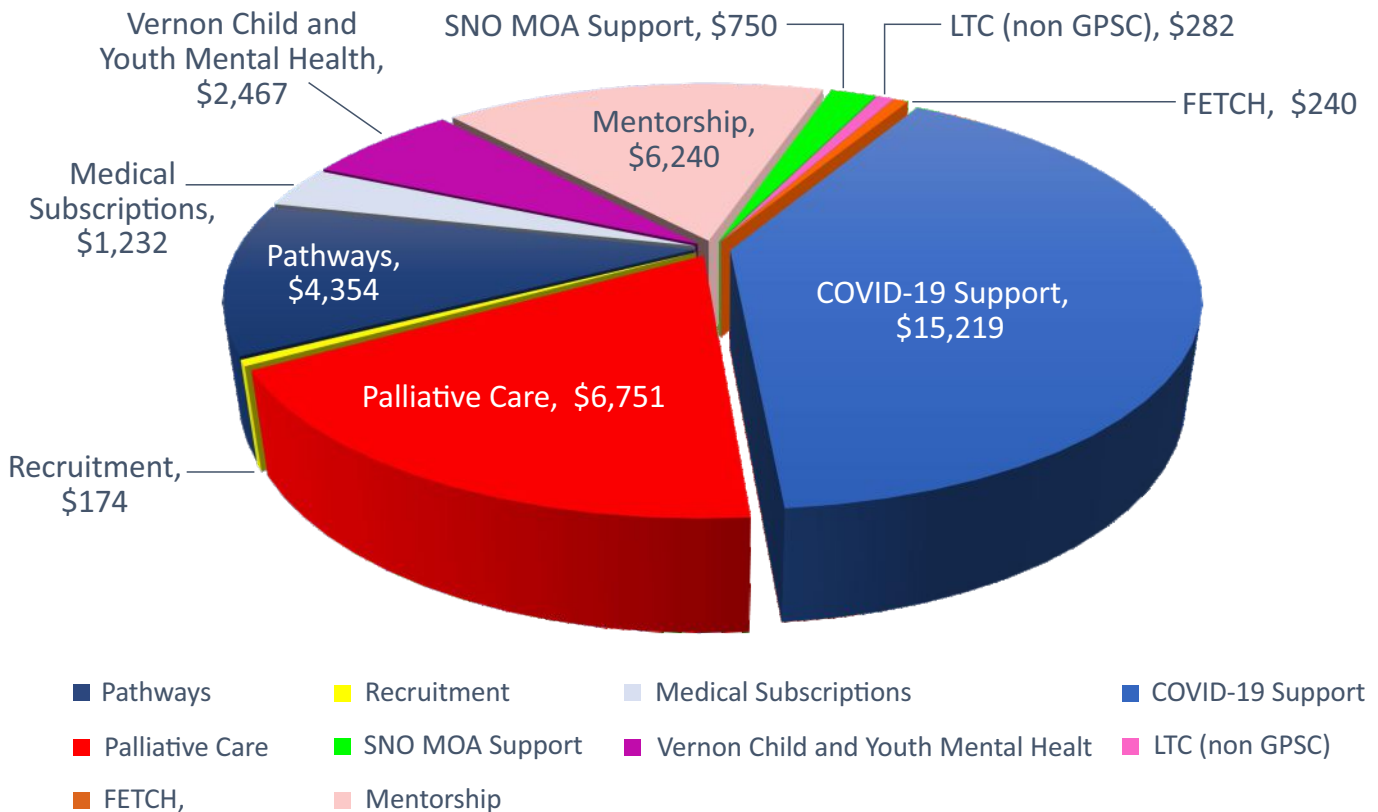
# Major Expenses

## Programs and Projects

**2021-2022**

COVID-19 Support	\$	15,219
Palliative Care	\$	6,751
Mentorship	\$	6,240
Pathways	\$	4,354
Vernon Child and Youth Mental Health	\$	2,467
Medical Subscriptions	\$	1,232
SNO Division Contractors	\$	750
Long Term Care (Non-GPSC)	\$	282
FETCH	\$	240
Recruitment	\$	174
Vernon Maternity Clinic	\$	0
<b>Total</b>	<b>\$</b>	<b>37,709</b>

## Programs and Projects



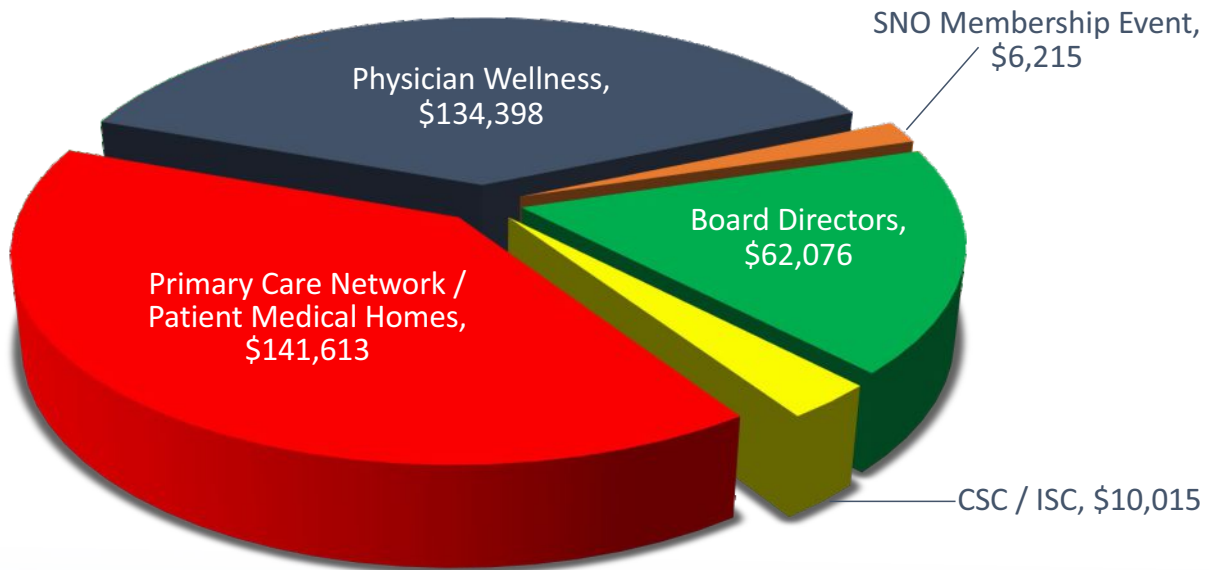
# Major Expenses

## Director, Physician and Member Sessional Fees

2021-2022

Directors and Member Fees	
Board	\$ 62,076
CSC and ISC	\$ 10,015
SNO Physician Sessional Funding	
Primary Care Network / Patient Medical Homes	\$ 141,613
Physician Wellness	\$ 134,398
SNO Event (Division Membership Discussion)	\$ 6,215
<b>Total</b>	<b>\$ 354,317</b>

## Director, Physician and Member Sessional Fees



■ Physician Wellness   ■ SNO Membership Event   ■ CSC / ISC   ■ Board Directors   ■ PCN / PMH



# Financial Statements

## 2021 - 2022 Statement of Operations for the Year Ended March 31, 2022

REVENUE	2021 - 2022	2020 - 2021
Infrastructure	\$ 739,350	\$ 687,807
Innovation PMH Development	\$ -	\$ 88,500
GPSC Long Term Care Program	\$ 421,996	\$ 456,868
Unassigned In-patient Care Network	\$ 182,500	\$ 182,500
Shared Care Initiatives	\$ 79,476	\$ 98,974
<b>Total</b>	<b>\$ 1,423,322</b>	<b>\$ 1,514,649</b>
EXPENSES		
PMH Network Development	\$ -	\$ 2,518
Long Term Care	\$ 421,996	\$ 456,868
Directors and Member Fees	\$ 354,317	\$ 163,008
Unassigned In-patient Care Network Fees	\$ 183,500	\$ 182,500
Salaries and Wages	\$ 170,100	\$ 179,058
Shared Care Initiative	\$ 79,476	\$ 98,974
Continuing Medical Education	\$ 65,620	\$ 64,778
Division Collaboration with Community Agencies and Programs	\$ 52,246	\$ 66,438
Programs and Projects	\$ 37,709	\$ 158,953
Events and Meeting Costs	\$ 16,947	\$ 16,381
Office	\$ 15,661	\$ 12,563
Professional Fees	\$ 12,256	\$ 13,772
Travel	\$ 5,415	\$ 4,124
Amortization	\$ 2,221	\$ 2,290
Bank Charges and Interest	\$ 2,139	\$ 1,571
Insurance	\$ 1,830	\$ 1,734
Innovation PMH Development	\$ 214	\$ 89,119
<b>Total</b>	<b>\$ 1,421,647</b>	<b>\$ 1,514,649</b>
<b>EXCESS (DEFICIENCY) of Revenues Over Expenses</b>	<b>\$ 1,675</b>	<b>\$ -</b>

## 2021/22 Statement of Cash Flow from Operating Activities for the Year Ended March 31

Cash Receipts from Funders	\$ 1,520,384	\$ 1,578,968
Cash Paid to Suppliers and Employees	\$ (1,280,640)	\$ (1,399,807)
Interest Paid	\$ (2,139)	\$ (1,571)
	\$ 237,605	\$ 177,590
Acquisition of Equipment	\$ (1,930)	\$ (988)
Net Increase in Cash	\$ 235,675	\$ 176,602
Cash at Beginning of the Year	\$ 393,561	\$ 216,959
Cash at the End of the Year	\$ 629,236	\$ 393,561

The full audit report is available to SNO members upon request.



## Our Vision

*Healthy patients, communities and physicians.*

## Our Mission

*Family Physicians working to provide better sustainable healthcare for our communities, thereby increasing physician satisfaction.*

### 2021-2022 Board Members

Dr. Mark Andsell (Physician Lead)

Dr. Blair Stanley (Treasurer)

Dr. Juliann Aitchison

Dr. Nicolette Dreyer

Dr. Stephen Friesen

Dr. Michelle Lehmkuhl

Dr. Jennifer Roger



## *In Memoriam* *Dr. Michael Mbuye Mthandazo*

Dr. Michael Mthandazo was born in Francistown, Botswana March 7, 1981. He was the last-born of 6 siblings. He started primary school in 1988 and completed high school in 1999. He went on to further his studies at the University of Botswana and continued to medical school at the University of Cape Town where he graduated as a medical doctor in 2007.

In 2008 Michael's career as a medical doctor began at Steve Biko Academic Hospital. His community service was done in Gaborone, Botswana and in 2012 he started work at Boitumelo Hospital in Kroonstad, South Africa. In January 2014, Michael moved to Canada and started work as a family physician in the community of 100 Mile House. He served there until December 2020 when he moved to Vernon. Michael met his wife, Julia, in 2008 in South Africa. They married in 2011 and were blessed with 2 sons, Musa and Lethu.

Michael enjoyed soccer and played with different recreational teams throughout his life. He was also involved in developmental soccer for young boys in Botswana. Michael is described as dedicated, kind, patient, knowledgeable and always welcoming with his warm smile. He will be missed.

