



Shuswap North Okanagan
Division of Family Practice

A GPSC initiative

2020-2021
Mini Annual
REPORT



Highlights of the Year

- **2020 – 2021 was an unprecedented year** with COVID-19 putting enormous pressure on our health care system and health care providers alike. There are not enough words or adjectives to express my appreciation and gratitude to all our Physicians and Health Care Providers who sacrificed their own health and mental well-being over the past year.
- **Our response to COVID-19** supported our Physicians and Nurse Practitioners, our Communities and our IH Partners, enabling us to **“be kind, be calm, be safe”** (Dr. Bonnie Henry).
- **Support to our Physicians and Nurse Practitioners included:**
 - Best Practices for set up of virtual offices
 - Daily / weekly / monthly Communication Updates
 - Personal Protective Equipment Campaign
 - COVID-19 Education and support
 - Physician / Nurse Practitioner Wellness Check-ins and support
 - MOA Check-ins and webinars
- **Support to our Communities included:**
 - Community Education and Awareness Campaign
 - Weekly postings in local newspapers
 - Daily / weekly postings on social media platforms



Examples of Postings and Awareness Campaigns

CORONAVIRUS COVID-19 | GOOD HABITS

On November 1st, 2020,
CHANGE YOUR CLOCKS, NOT YOUR GOOD COVID HABITS

- ▶ Maintain Physical Distance of 2 m (6 ft)
- ▶ Wear a mask
- ▶ Wash your hands, often!
- ▶ Stay home if you are sick

This message brought to you by:
Shuswap North Okanagan
Division of Family Practice

CORONAVIRUS COVID-19 | VOTE FOR SAFETY

The elections may be over, but you can still
VOTE TO KEEP YOUR BUBBLE SMALL AND WEAR A MASK!
Stay safe and stay kind!

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CORONAVIRUS COVID-19 | WE ARE SO GRATEFUL

A HUGE HEARTFELT THANK YOU to all frontline staff, health authority partners and physicians in our long-term care facilities and hospitals for your endless support and commitment.

Thank You!

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CORONAVIRUS COVID-19 | PATIENT PATIENTS

Thank you to our patients for being patient with non-urgent appointments and procedures.

Your Family Physician and Nurse Practitioner are here for you!

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Highlights of the Year Continued

COVID-19 | YOUR SAFE SIX

KEEP YOUR SAFE SIX TO REDUCE THE SPREAD OF UNWANTED INFECTIONS LIKE COVID-19



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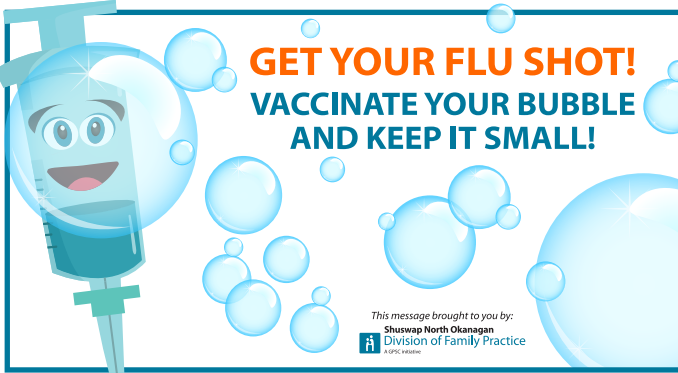
COVID-19 | STICK TOGETHER

Limit in-person social activities to just those you live with.



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GET YOUR FLU SHOT!
VACCINATE YOUR BUBBLE AND KEEP IT SMALL!



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COVID-19 | FALL BACK ON WHAT WE KNOW

- Stay home if you are sick.
- Wash your hands often.
- Maintain 2 m (6 ft) of physical distance.
- Wear a face mask when distancing is not possible.
- Keep your social bubble small.



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Scan the QR Code for quick access to how to properly wear a mask.

COVID-19 | FALL BACK ON WHAT WE KNOW

Be a GOOD TURKEY! WEAR YOUR MASK!



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COVID-19 | FALL BACK ON WHAT WE KNOW

Be a GOOD TURKEY! KEEP THE FLOCK 2 m (6 ft) APART!



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COVID-19 | FALL BACK ON WHAT WE KNOW

Be a GOOD TURKEY! STAY IN THE COOP IF YOU ARE SICK!



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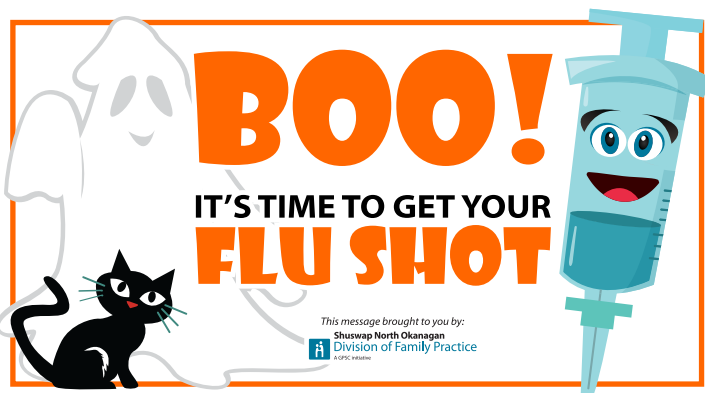
COVID-19 | FALL BACK ON WHAT WE KNOW

Be a GOOD TURKEY! ALWAYS WASH YOUR WINGS!



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Highlights of the Year Continued



• Collaboration with Interior Health:

- Forgotten hero: Vernon Urgent Primary Care Centre opened in their new location on 1 April 2020.** Thank you to Dr. Reta Kutsche and the team of dedicated Physicians and Nurse Practitioners who kept the doors of the UPCC open during the early days of the pandemic. The UPCC initially served as the COVID-19 testing site and then transitioned into the Acute Respiratory Care Centre (ARCC) which allowed for in person assessments of patients.
- Established the Salmon Arm Respiratory Triage Clinic.** The Salmon Arm Respiratory Triage Clinic opened on 30 March 2020 offering in-person COVID-19 assessment and testing seven days a week. The clinic adjusted its hours of operation according to the need in the community, eventually winding down on 29 January 2021. The clinic saw a total of 550 patients, with 446 swabs being taken. A huge thank you to Dr. Liz Montgomery and all the family physicians in Salmon Arm who made this initiative possible. We could not have operated the clinic without the support of the MOAs who helped at the clinic. Thank you to Jenny Wright, Wendy Kwiczak, Vanessa LeDuc, Breanna Fish, Misty Wouters, Kim Doussept and Sidney Dutcher.

Highlights of the Year Continued

- **Established Acute Respiratory Care Centre (ARCC) in Enderby.** Thank you to Dr. Michael Abayomi and Dr. Patrick Mafulu for heading up the COVID-19 assessment and testing in Enderby.
- **Established Salmon Arm COVID-19 in-patient ward.** The in-patient ward was operational from 9 April 2020 to 18 May 2020, enabling Family Physicians to minimize their footprint in the hospital by having dedicated physicians covering the COVID-19 ward. Thank you to all the physicians who supported this initiative.
- **Managing COVID-19 outbreaks in Long Term Care sites.** On 26 December 2020 our first outbreak in Long Term Care was declared. The Vernon Long Term Care Physician Leads, with support from our Vernon Family Physicians and our Nurse Practitioners, worked tirelessly to manage the outbreaks. A special thank you to Drs. Mark Ansdell, Alex Barss, Louis Boucher, Cathy Brown, Chris Cunningham, Nici Dreyer, Henry Iredia, Jeff and Lindsay Kwantes, Diana Peters, Tanya Redelinghuys and Marcus Trayer; and Nurse Practitioners Christy Earle and Jane MacDonald.
- **Successful COVID-19 vaccination rollout for our Physicians, Nurse Practitioners and MOAs**
- **Through the sheer determination, faith, and a can-do attitude of our Okanagan Indian Band (OKIB), IH and Physician partners, the OKIB Primary Care clinic opened on 5 November 2020.** The OKIB Primary Care Clinic is a defining example of what collaboration, dedication, a commitment to local needs and opportunities, a huge dose of bravery and a willingness to build something as we go, can look like.
When we started our conversations with Peter Vlahos (OKIB Director, Health and Wellness) at the end of June of 2020, we had no idea where our journey would take us. Who would have thought that less than 6 months later - in the middle of a pandemic - that we would be opening a Primary Care clinic!! This speaks to the commitment and determination of everyone on the team.
Our humble beginnings saw the clinic initially open for 2 days a week, soon expanding to 3 days a week, and now fully operational at 5 days a week.
Drs. Mark Ansdell, Joanna Banaszek, Leslie Ettlinger, Lauren Galbraith, Michelle Hanbidge, Jen Jeans, Aisha Manji, , Denise Smithers, Blair Stanley and John Stimson, thank you for being part of this amazing team. A team that is willing to build as we go, with trust in one another and our partners.
- **10-week Physician Wellness Emotional Intelligence Series with Dr. Paul Mohapel.** 48 Physicians joined us for this series (29 SNO members, 17 VJH Physician Society Members, 2 SLH Physician Society Members). Feedback from the series included:
 - "This was an excellent course - I wish every physician could take it, and I wish it was offered during medical training!"
 - "Maybe the best course I have ever taken. So useful for me, my family and my patients. Please continue with this type of programming and ensure Paul can teach us more in the future."
 - "This was life changing - thank you!"
- **Successful UBC International Medical Graduate (IMG) Recruitment saw 3 UBC IMGs start their practices:**
 - Dr. Melissa Bryant (Vernon)
 - Dr. Moa Sugimoto (Lumby)
 - Dr. Liesha Mayo-Bruinsma (Salmon Arm)
- **Vernon Physician Resource Guide launched.** Thank you to Drs. Michelle Lehmkuhl, Shannon Rourke and Ali Cole for all your hard work in developing the Vernon Physician Resource Guide. Amazing administrative support provided by Peggy Crough.
- **Primary Care Network (PCN) Expression of Interest (EOI) submitted to the Ministry in July 2020.**
- **Successful PCN Early Draw applications for:**
 - OKIB Primary Care Clinic
 - NP position for Lumby
 - NP position for Sorrento



The Year in Review

- APRIL**
- Collection and distribution of Personal Protective Equipment (PPE), hand sanitizer and COVID-19 posters to Family Physician and Specialist offices and walk-in clinics
 - SNO Virtual Care document developed to support Family Physicians
 - Shuswap Lake Hospital Medical Staff Meeting: COVID-19 updates
 - Grand Rounds: Prognosis and Palliative Care in COVID-19
 - Grand Rounds: IH COVID-19 Response in Long Term Care
 - IH Project Echo: Medical Staff Wellness in a Unique Time
- MAY**
- Collection and distribution of Personal Protective Equipment (PPE), hand sanitizer and COVID-19 posters to Family Physician and Specialist offices and walk-in clinics
 - UBC International Medical Graduates (IMG) and Practice Ready Assessment (PRA) meeting
 - Surgery Evening with Dr. Hamish Hwang
 - Discussions with Ministry and IH: COVID-19 Interim Primary Care Service Funding
 - Shuswap Lake Hospital Medical Staff Meeting: COVID-19 updates
 - UBC Webinar: COVID-19 Office Based Primary Care – Safety for your patients, staff and yourself
 - MOA check-in
 - Shuswap Collaborative Alliance Meeting
 - GPSC Update on Billing for Telehealth Services during COVID-19
 - CME on the Run
- JUNE**
- Preliminary Primary Care discussions with IH and Okanagan Indian Band (OKIB)
 - CME on the Run
 - Meeting with IH to discuss changes on Palliative Care services in Salmon Arm
 - Long Term Care 911 / Care Algorithms Implementation Meeting with Long Term Care Physicians
 - Inter Divisional Strategic Council (ISC) Meeting
 - Medical Assistance in Dyeing (MAiD) Presentation
 - SNO Collaborative Services Committee (CSC) Meeting
 - Ortho evening with Dr. Charlie Secretan, Geoff Jarvie and Jamie MacGregor.
- JULY**
- SNO Primary Care Network (PCN) Expression of Interest (EOI) submitted to the Ministry
 - Small group meeting with Physicians to discuss Equity, Diversity and Inclusivity
 - UBC IMG Information session with IMG candidates
 - Shuswap Collaborative Alliance Meeting
 - Vernon Palliative Care meeting to discuss Whole Community Rounds
 - MOA Meeting: MedAccess Virtual Care and Health Myself Portal
- AUGUST**
- IMG Virtual clinic tours and interviews
 - Launch Vernon Palliative Care Shared Care Project
 - COVID-19 Survey: How has COVID-19 impacted my Family Practice
- SEPTEMBER**
- 10th AGM: Primary Care Network Presentation
 - Pandemic Prescribing Presentations: Opioid Use Disorder and Alcohol Use Disorder
 - IH and OKIB discussions to develop Primary Care Clinic at OKIB
 - Vernon Alliance Meeting
 - Binding together to Build a Community Approach to COVID-19 Physician Meeting
 - MOA Meeting to review office strategies and ongoing support in dealing with COVID-19 stressors
 - OKIB Site visit with Family Physicians
 - Centralized Intake: Meeting with Orthopedic Surgeons

The Year in Review

- Fall COVID-19 Pandemic Planning Survey
- IH Shuswap North Okanagan Influenza Immunization Strategy shared with Family Physicians

OCTOBER

- Vernon Palliative Care Shared Care Survey
- OKIB Primary Care Clinic Working Group formalized
- Shuswap Collaborative Alliance Meeting
- PCN Discussion with David Allard, Salmon Arm Metis Association
- Community COVID-19 Acute Respiratory Care Centre (ARCC) guidelines developed

NOVEMBER

- OKIB Primary Care Clinic opens
- Introduce OKIB Family Physicians to OKIB Council
- Long Term Care webinar series
- Serious Illness PQI Initiative
- Elder Care Refresher Course
- PCN update from First Nations Health Authority
- Introduction to Adverse Childhood Effects and Trauma Informed Practice
- MOA Coaching and Wellness series
- COVID-19 Survey: Physician and MOA wellness check

DECEMBER

- Shuswap Collaborative Alliance Meeting
- Serious Illness Conversation Guide Workshop
- Inter Divisional Strategic Council (ISC) Meeting
- Vernon Physician Resource Guide launched
- Long Term Care webinar series
- Frailty and Pharmacology
- NOK COVID-19 Pandemic Response Planning Team activated
- COVID-19 Outbreaks in Vernon Long Term Care Sites
- Long Term Care COVID-19 Drills
- SNO COVID-19 Updates initiated

JANUARY

- Phase 1 Physician Vaccination rollout
- Weekly Long Term Care Physician Lead meetings (Vernon)
- Long Term Care COVID-19 Drills
- Vernon Alliance Meeting
- Physician Wellness Series with Dr. Paul Mohapel: Wellness and Emotional Intelligence

FEBRUARY

- Phase 2 Physician and MOA Vaccination rollout
- Persistent COVID-19 Symptoms with Dr. Jill Calder
- Shuswap Collaborative Alliance Meeting
- MOA Check-in
- Vernon Alliance Meeting
- Salmon Arm In-patient Care Meeting
- SNO CSC Meeting
- OKIB Early Draw Primary Care Network funding approved

MARCH

- Vernon Long Term Care Funding model review
- SNO EOI Update and Early Draw meeting with the Ministry

Welcome to SNO

The following physicians joined SNO this year:

VERNON

Dr. Joanna Banaszek
Dr. Cheryl Brus-Peterson
Dr. Melissa Bryant
Dr. Ali Cole
Dr. Nicole Ebert

Dr. Lauren Galbraith
Dr. Michelle Hanbidge
Dr. Michael Mthandazo
Dr. John Stimson

SALMON ARM

Dr. Liesha Mayo-Bruinsma
Dr. Jacquelyn Gilbank
Dr. Riaan Nieman
Dr. Cody Thomson

LUMBY

Dr. Moa Sugimoto

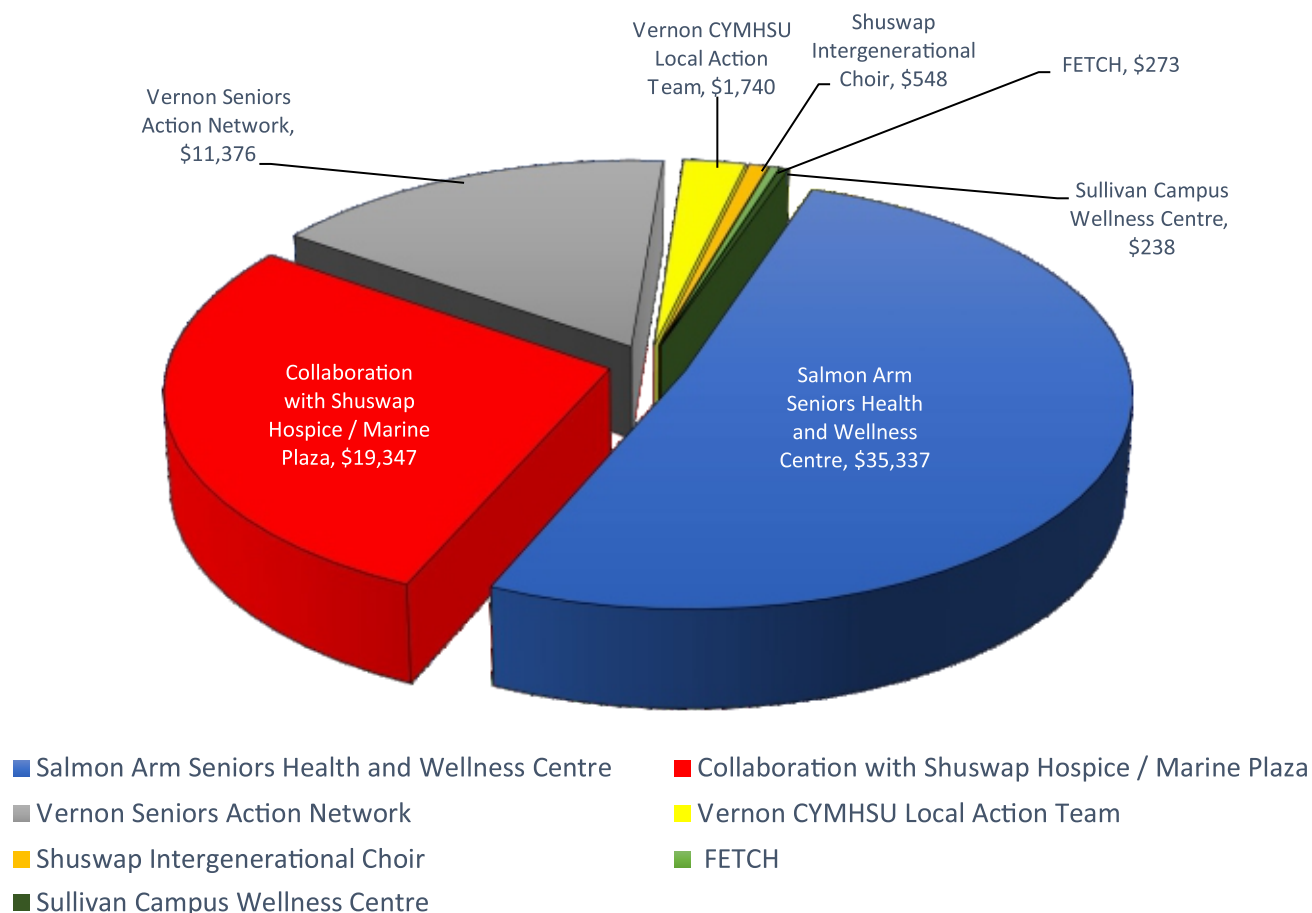


Major Expenses

2020-2021 Division Initiatives With Community Partners

Community Program / Partner	Financial Support
Salmon Arm Seniors Health and Wellness Centre	\$35,337.00
Collaboration with Shuswap Hospice / Marine Plaza	\$19,347.00
Vernon Seniors Action Network	\$11,376.00
Vernon CYMHSU Local Action Team	\$1,740.00
Shuswap Intergenerational Choir	\$548.00
FETCH	\$273.00
Sullivan Campus Wellness Centre	\$238.00
Body Science - Beairsto (refund cancelled event)	\$2,148.00
Total Financial Support for 2020-2021	\$66,711.00

2020-2021 Division Initiatives With Community Partners



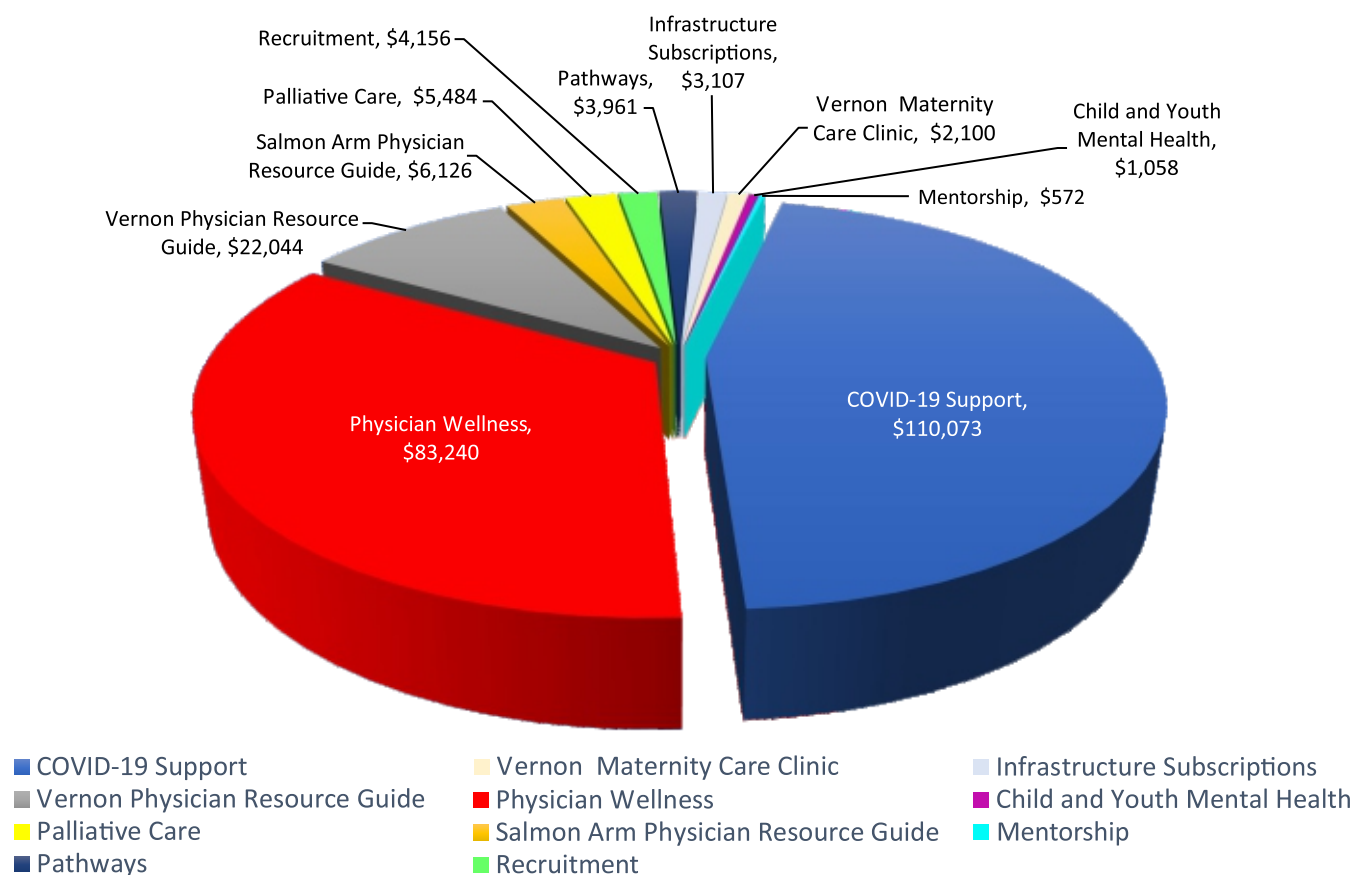
Major Expenses

2020-2021 Programs and Projects

2020-2021

COVID-19 Support	\$ 110,073.00
Physician Wellness	\$ 83,240.00
Vernon - Physician Resource Guide	\$ 22,044.00
Salmon Arm - Physician Resource Guide	\$ 6,126.00
Palliative Care	\$ 5,484.00
Recruitment	\$ 4,156.00
Pathways	\$ 3,961.00
Infrastructure Subscriptions	\$ 3,107.00
Vernon Maternity Clinic	\$ 2,100.00
Vernon Child and Youth Mental Health	\$ 1,058.00
Mentorship	\$ 572.00
Total	\$ 241,921.00

2020-2021 Programs and Projects

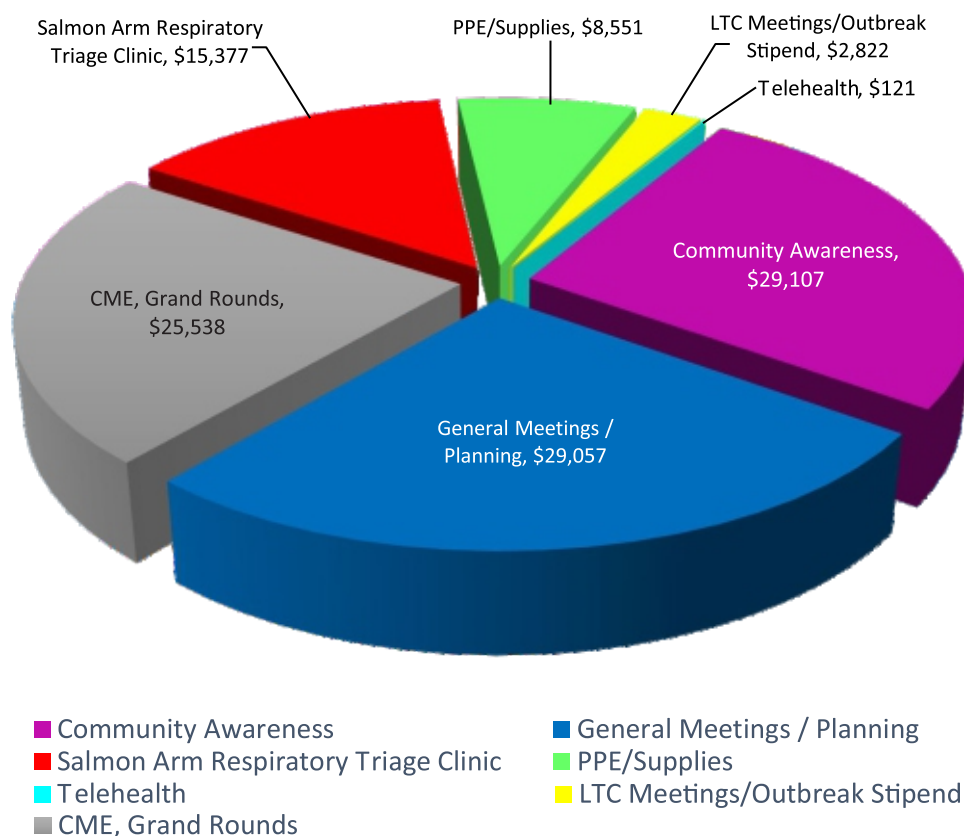


Major Expenses

2020-2021 COVID-19 Expenses

	2020-2021
Community Awareness	\$ 29,107.00
General Meetings / Planning	\$ 29,057.00
CME, Grand Rounds	\$ 25,538.00
Salmon Arm Respiratory Triage Clinic	\$ 15,377.00
PPE / Supplies	\$ 8,551.00
LTC Meetings / Outbreak Stipend	\$ 2,822.00
Telehealth	\$ 121.00
SLH Inpatient COVID Ward	\$ 500.00
Total	\$ 110,073.00

2020-2021 COVID-19 Expenses



Major Expenses

2020-2021 Innovation Patient Medical Home (PMH) Development Funding

2020-2021

Sullivan Campus Wellness Centre	\$ 64,760.00
Okanagan Indian Band (OKIB) Primary Care clinic	\$ 24,359.00
Total	\$ 89,119.00

2020-2021 Director and Member Sessional Fees

2020-2021

Board Sessional	\$ 67,724.00
Committees and Councils (CSC / ISC)	\$ 6,599.00
Change Management (PCN) and SNO Events	\$ 5,445.00
Total	\$ 79,768.00



Financial Statements

2020-2021 Statement of Operations for the Year Ended March 31, 2021

REVENUE	2020-2021	2019-2020
Infrastructure	\$ 687,807.00	\$ 572,323.00
Unassigned In-patient Care Network (DOD)	\$ 182,500.00	\$ 183,000.00
GPSC Long Term Care Program	\$ 456,868.00	\$ 414,019.00
PMH Network Development	\$ -	\$ 134,678.00
Innovation PMH Development	\$ 88,500.00	\$ -
Shared Care Initiatives	\$ 98,974.00	\$ 11,707.00
Total	\$ 1,514,649.00	\$ 1,315,727.00

EXPENSES		
Long Term Care Program	\$ 456,868.00	\$ 414,019.00
Programs and Projects	\$ 241,921.00	\$ 132,119.00
Unassigned In-patient Care Network Fees (DOD)	\$ 182,500.00	\$ 183,000.00
Salaries and Wages	\$ 179,058.00	\$ 169,712.00
Shared Care Initiative	\$ 98,974.00	\$ 11,707.00
Innovation PMH Development	\$ 89,119.00	\$ -
Directors and Member Sessional Fees	\$ 79,767.00	\$ 60,058.00
Division Collaboration with Community Agencies and Programs	\$ 66,711.00	\$ 72,182.00
Continuing Medical Education	\$ 64,778.00	\$ 77,553.00
Events and Meeting Costs	\$ 16,381.00	\$ 32,971.00
Auditor Fees	\$ 13,772.00	\$ 12,484.00
Office	\$ 12,563.00	\$ 13,968.00
Travel	\$ 4,124.00	\$ 2,254.00
PMH Network Development	\$ 2,518.00	\$ 136,191.00
Amortization	\$ 2,290.00	\$ 2,183.00
Insurance	\$ 1,734.00	\$ 956.00
Bank Charges and Interest	\$ 1,571.00	\$ 1,294.00
Total	\$ 1,514,649.00	\$ 1,332,651.00
EXCESS (DEFICIENCY) of Revenues Over Expenses	\$ -	\$ (6,924.00)

2019/20 Statement of Cash Flow from Operating Activities for the Year Ended March 31

Cash Receipts from Funders	\$ 1,578,968.00	\$ 1,275,935.00
Cash Paid to Suppliers and Employees	\$ (1,399,807.00)	\$ (1,302,387.00)
Interest Paid	\$ (1,571.00)	\$ (1,294.00)
	\$ 177,590.00	\$ (27,746.00)
Acquisition of Equipment	\$ (988.00)	\$ -
Net (Decrease) Increase in Cash	\$ 176,602.00	\$ (27,746.00)
Cash at Beginning of the Year	\$ 216,959.00	\$ 244,705.00
Cash at the End of the Year	\$ 393,561.00	\$ 216,959.00

The full audit report is available 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.

2020-2021 Board Members

Dr. Mark Ansdell (Physician Lead)

Dr. Henry Iredia (Treasurer)

Dr. Stephen Friesen

Dr. Michelle Lehmkuhl

Dr. Barbara Rawlek Stone

Dr. Jennifer Roger

Dr. Shannon Rourke

Dr. Liz Watson

