



Implementation Strategies

Practice Support Strategy

- Provide **enhanced practice support coaching** to our members aimed at augmenting current PSP services;
- Implement the **SIDFP Practice Manual** and providing **succession planning** support to retiring physicians. As gaps are identified we will work with our partners to refine and improve processes and strategies that support practice efficiency and maximize EMR function.
- Provide **support and education to MOAs** to boost administrative efficiency and flow using a ‘train the trainer model’ based on quality improvement principles.
- Create a **web enabled member practice profile** for practice management, recruitment & practice coverage and to facilitate ongoing SIDFP planning & service development.

Activities

- **Enhanced Practice Support Coaching**
- **Implementation** of the SIDFP Practice Manual
- **Succession Planning**
- **Web Enable Practice Profile**
- **MOA Training**
- **Billing Sessions**

Improved Access for Aboriginal Population

- **Attach Aboriginal residents** desiring a family physician within the SID region through improved access to physician practices and team based models of care.
- Build a foundation for change, by supporting our members in accessing the **Cultural Competency Training** developed by PHSA and supported by the First Nations Health Authority and Island Health.
- Steward and support opportunities for **engagement and relationship building** enabling service development that is culturally safe and that meet the needs of Aboriginal people living within the SIDFP region.

- **Cultural Competency training** starting with 40 physicians and 50 MOAs
- **Aboriginal Services Physician Liaison** to support relationship building
- **Team Based Service Model**

New Models of Care

- Support members to develop and implement new inter-disciplinary models of care. This new innovation will be initiated in Saanich & Peninsula region supporting a group of physicians to realize their goal of one **Primary Health Care Centre (PHCC)**. The PHCC, based out of three strategic locations, will aim to maximize patients’ access, consisting of one governance/ administrative infra-structure, and allow for one EMR to facilitate cross coverage and interdisciplinary team collaboration.
- Readiness engagement will be initiated in parallel within other SIDFP communities with the goal of providing support for the implementation of new models of care in those communities.
- All lessons learned and business models will be shared and supported with other communities across the SIDFP, with the goal of achieving spread.

- **Primary Health Care Centre**
- **New Models of Care Toolkit**
- **Community & Member Engagement** to facilitate spread

Health Promotion

- Increase system capacity by maximizing community services promoting better health and self-care; working with community service providers and members to improve linkages between the physician offices and community services to **support improved patient and physician navigation**.
- Create a **community web based resource** to capture and manage community service details.

- **Health Promotion Coordinator**
- **FETCH (For Everything that is Community Health)** web enabled community resource data base

Physician Recruitment & Practice Coverage Support

- Establish a **robust process for recruiting new physicians** (e.g. **Red Carpet Strategy**), by creating opportunities for retiring physicians including locum matching. This process will align with existing Provincial and Inter-Divisional Recruitment Working Groups.
Improve relationships and learning opportunities for Family Practice (FP) residents through member training and coaching designed to enhance and better meet the needs of FP residents, as well as increase opportunities for residents to connect with the SI physician community.

- **Recruitment and Practice Coverage Coordination**
- **Member Mentorship Training**
- **Red Carpet Strategy**