

Residential Care Efficiencies



Keremeos Community Worker



Ask a Specialist/Tell a Specialist

Widening the Circle: helping aboriginal youth in crisis

A visit to the Emergency Department by an aboriginal youth in crisis looks much different today than it did just one year ago.

Last year, a newly-formed Aboriginal Crisis Response Group came together to analyse the aboriginal youth journey through hospital and back home again. They focused on finding ways for aboriginal and non-aboriginal care providers to connect, to provide resources, and to incorporate culture into care.

The group included representation from emergency and family physicians, Interior Health, Ministry of Children and Family Development, the Okanagan Nation Alliance, Penticton Indian Band, Osoyoos Indian Band, Upper and Lower Similkameen Indian Bands, and was facilitated by the Division of Family Practice.

The group started with simple goals such as understanding each other's roles and exchanging contact information. In the past, PIB, ONA and IH crisis response workers were unaware of each other's work, and how to reach each other in a time of crisis. Now, they are able to connect



Dr. Zoe Ayling speaks with a presenter who shared his family experiences at a recent Widening the Circle event

with the right person at the right time.

This relationship building led to real process improvements in the Emergency Department.

Now when a youth enters the ED, relevant background information is collected and is made available to all care providers along the youth's care journey.

"I'm really grateful for this group because they have been working really hard to look at what exists in the community, and at addressing gaps in service," says ED physician, Dr. Zoe Ayling.

All the work done emphasizes the importance of incorporating culture into care. As a part of this goal, an

aboriginal drug and alcohol worker gave a cultural training workshop to nurses and other care professionals.

Recently, the Aboriginal Crisis Response Group held a Widening the Circle event at the PIB Band Hall to share and make connections with others interested in this work. The group continue to meet every two months.

"It's extraordinarily important that we work to create and sustain these relationships" says Anne Morgenstern, ED nurse manager.

To learn more, please watch *Pathway to Partnership*, a 10-minute video, which documents this group's remarkable work. On Youtube search: *pathwaytopartnership 2017*.

Finding a way to have it all

Physician thrilled with office scheduling that creates time to see more patients at the office, and make regular visits to residential care facilities

"In the past it was impossible to find time to make patient visits at nursing homes," says Dr. Margaret Myslek, a family physician in Oliver. "Afternoons ran too late. Mornings were too busy. As a result, they rarely happened. And I felt helpless."

All that changed last year when Myslek adopted a new office practice, which put rapid access appointment blocks into her calendar 2 to 3 days per week. Patients with simple issues that can be solved in 5 minutes are now routinely booked into these spots.

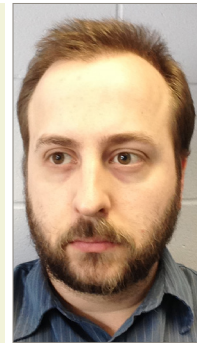
Myslek had tried rapid access before, but says it only became successful with proper staff training, followed by patient training. "When patients are prepped to know this is a short appointment, they understand and are delighted we can slip them in."

Patients at Oliver's two residential care homes are equally delighted. By making her office more efficient, Myslek has been able to regularly schedule a Friday morning block every 2 weeks to visit patients at McKinney Place and Sunnybank Retirement Centre.

"These regular visits have made such a huge difference," says Michelle Larose, LPN at McKinney Place. "Residents worry a great deal and are anxious if they don't know when the doctor is coming. It's wonderful now. The patient feels validated."



Dr. Margaret Myslek (left) makes regularly scheduled visits to Oliver residential care facilities. Alexander Brockholm (McKinney Place) and Penny Spink (Sunnybank) are delighted with this system, which leads to better, and more efficient care



Not only are the patients happier, but it has made care at the facilities much more efficient, and allowed for continuity of care. "We can help patients prioritize lists of what they'd like to talk to the doctor about ahead of time, which is much more efficient."

Facilities also have documentation ready, and have the right staff available. "If we know they're coming, we can make sure patients are up, awake and their family can be there too," explains Alexander Brockholm, assistant manager at McKinney Place.

Both facilities noted that there is less remote filling of prescriptions, and by taking care of small issues on site, larger ones can be avoided.

Communication is key. McKinney Place keeps a communications notebook where patient notes are left for physicians. "But, the missing piece that made this ineffective was knowing when the physicians would

come," says Brockholm.

To aid in communication, Dr. Myslek's office makes a reminder phone call the day before she visits a care home.

These visits have not added any extra time to her work schedule. "The biggest win for me is that I can do more by being more efficient, and I'm less tired at the end of the week," says Myslek. "I'm thrilled."

Some residents at Sunnybank now come down to the office on Friday mornings, not for an appointment but just to say hello to Dr. Myslek. "It's therapeutic for them to know she's there at a regular time, and they will be cared for if they need it," explains Penny Spink, care coordinator at the facility.

"Dr. Myslek comes for the morning, but even if a physician could come for ½ hour every other week of dedicated time, it would be great. It's so much more efficient," says Brockholm. "This system works, and we are all delighted."

Successful Community Worker program now up and running in Keremeos

The Community Worker project was such a success in Princeton that a similar program was recently adopted and launched in Keremeos.

Sherry Reimer, Princeton's Community Worker, helped get the program started in Keremeos during their hiring process. She provides practical and direct support to primary care physicians for psycho-



Princeton's Community Worker, Sherry Reimer, is currently assisting with the Keremeos CW position

social issues. That support can include help with forms and documents, assisting with other health or

dental appointments, setting up transportation for patients, and helping patients connect to other community resources.

"We had such positive feedback from Princeton physicians and patients, it's encouraging to see the Joint Standing Committee Initiative support this expansion into Keremeos," says Aarin Frigon, SOS DivoFP Project Manager.

Valley newcomer shares her paediatric clinical pearls

Katzman and five other local specialists to speak at popular Ask/Tell a Specialist CME

Do you have a question for local specialists, or information about your family practice you'd like to share with them?

An upcoming CME, Ask a Specialist/Tell a Specialist is the perfect place to meet and network with other physicians, especially those new to the community.

At this world cafe style event, hosted by Shared Care, the SOS Division of Family Practice and the Penticton Physician Medical Society, six specialists will hold fast-paced round table discussions with participants.

One of Penticton's newest specialists, Dr. Miriam Katzman, will be presenting her clinical pearls at the event.

A paediatrician, Katzman started working in the Okanagan in January, and will be practicing in Penticton permanently starting May 1st.

May is a busy month for Katzman. Just 10 days after the May 17th CME, she will be getting married in Kelowna. "It's quite a bit to have going on, but I'm looking forward to

meeting everyone, and putting faces to names."

Katzman is just as pleased to be living in the Okanagan. Growing up in Saskatchewan, and living in Hamilton and Winnipeg, it's a treat to be able to ski, hike, and cycle from her house to the climbing bluffs.

She recently completed a residency in Vernon and Kelowna, and then locumed throughout the valley for 6 months. "After that, my fiancé and I both knew we wanted to end up in the Okanagan."

At the CME, Katzman will be speaking about Paediatric Growth Assessment. "We get a lot of referrals for poor growth and hormonal deficiencies," she says. "It will be nice for people to hear what the Canadian Paediatric Society recommends for the initial work up for those children."

Other specialists who will be sharing their clinical pearls and answering family physician questions are:

Dr. Tracy Chandler (Radiology) presenting on the topic: Imaging



Dr. Miriam Katzman, pictured with her fiancé, Tom Oliver, is presenting at the Ask a Specialist/Tell a Specialist CME

Wisely; **Dr. Trevor Connolly** (Emergency) on Concussion; **Dr. Leslie Lappalainen** (Addictions) on Smoking Cessation/E-cigarettes; **Dr. Shannon Walker** (Respirology) on Obstructive Sleep Apnea; and **Dr. Majid Zolein** (Pathology) on Monoclonal Gammopathy.

For more info: please contact: Julie Young: 778 476 5696 or member.services@sosdivision.ca.

Ask a Specialist Tell a Specialist

WHEN: Wed., May 17th
TIME: 5:30-9:00pm

WHERE: Linden Gardens
RSVP: member.services@sosdivision.ca

SOS Division of Family Practice: New and Retiring Physicians

*Thank you,
Retiring
Physicians*

Dr. Martine LeBel, retiring from Jubilee Medical Clinic in Summerland

Going for a walk with your patients

Walk with your Doc is annual event every May where doctors take an afternoon walk with their patients. It's a great way to connect, and motivate patients to get active. Our region has two Walk with Your Doc events taking place this month. For more information, to join a walk or to start your own: walkwithyourdoc.ca.

Start: Oliver Community Centre
6359 Park Drive, Oliver BC
When: Sunday May 7, 1:30 pm

Start: Veteran's Square, Princeton BC
(Corner of Bridge St. and Vermilion Ave.)
When: Saturday May 6, 10:00am

Welcome!

The SOS Division of Family Practice would like to welcome Renate Hayden, Project Coordinator for the Joint Standing Committee and Martin St. Outreach Centre projects. Renate has many years experience as an MOA, has worked for PITO, and most recently was employed with the Practice Support Program at Vancouver Coastal Health.

Also joining Division, is Kristen Hart, who is a project assistant for Residential Care Initiatives. She also works as the Site Coordinator for the UBC Family Practice Residency Program. Kristen recently moved from Vancouver where she worked at BC Children's and Women's Hospital as a medical imaging clerical manager.

SOS Division in our Community

PROJECTS ON THE GO...	... WHO IS INVOLVED
In-patient Care Program Physicians care for their own patients in-hospital and care for patients admitted without an FP, cover call collaboratively, provide Doctor of the Day support at residential care facilities	Drs. Ron Gans, Ella Monroe, Jan Venter Division staff project contact: Julie Young 778 476 5696 member.services@sosdivision.ca
Residential Care Providing proactive care, polypharmacy risk reduction, reducing barriers to good residential care, and decreasing avoidable visits to the ER	Drs. Colleen Black, Robert Calder, Mark Lawrie, Marina Louw, Bob Mack, Margaret Myslek, Peter Bennett, Richard Tatham, Elizabeth Watters; (IH) Cindy Regier Division staff project contact: Arlene Herman tel: 778 476 7696 arlene.herman@sosdivision.ca
Developing Sustainable Rural Practice Communities (JSC) Working to resolve issues of recruitment, retention, and/or service delivery in Oliver/Osoyoos, Keremeos and Princeton	Drs. Peter Entwistle, Marina Louw, Tim Van Der Heide; Interior Health, BC Ambulance, Osoyoos Indian Band, Lower Similkameen Indian Band, Okanagan Nation Alliance, RDOS, PDCRS, Princeton Family Services, Support our Health Care, Village of Keremeos, Towns of Oliver, Osoyoos, and Princeton Division staff project contact: Aarin Frigon tel: 778 476 1878 aarin.frigon@sosdivision.ca
Martin Street Outreach Centre Impact funding to support a mental health and substance use stabilization clinic in Penticton	Drs. Lisa Friesen, Leslie Lappalainen, Kyle Stevens, David Stoll; (IH) Kevin Fraser, John Yarschenko, (MOA) Kelly Hawes Division staff project contact: Aarin Frigon tel: 778 476 1878 aarin.frigon@sosdivision.ca
Telemedicine Using technology to connect rural patients to Penticton specialists	Drs. Jose Goncalves, Ella Monroe, Robert Swan, Michelle Teo, Shannon Walker; (IH) Susan Brown, Chris Danby, Scott Frymire, Carl Meadows, Mark Mogan, Deborah Runge, Cherie Whittaker; (Shared Care staff) Project Contact: Kathleen Jagger 778 476 5896 kathleen.jagger@sosdivision.ca
Primary Maternity Care Bringing together primary maternity care providers to co-design a sustainable model of maternity care	Drs. Catherine Botting, Armelie dela Cruz, Steve Evans, Lisa Friesen, Jose Goncalves, Sheena Manning, Manoj Parameshwar, Kevin Renaud, Julie Ryckman, Greg Selinger, Sue Severide, Marius Snyman, Cara Wall, Danielle Weisgarber, Murali Venkataraman; (midwives) Alyson Jones, Suzanne Lobb, Jennica Rawston, Christy Reynolds; (IH) Ruth Johnson, Carl Meadows, Patricia Park, Maureen Spinks, Kerry Rollison, Shannon Taylor; (RN) Joline McNolty; Sally Bouchard; (Shared Care Staff) Project Contact: Kathleen Jagger 778 476 5896 kathleen.jagger@sosdivision.ca
Vulnerable Frail Elderly Discharge from Emergency Optimizing a care pathway for vulnerable frail elderly from the ED back to the community	Drs. Zoe Ayling, Brent Harrold, Shannon Walker, Elizabeth Watters; (IH) Susan Brown, Lisa Danby, Karen Leach-McLeod, Carl Meadows, Anne Morgenstern, Deborah Runge; (Shared Care staff) Project Contact: Tracy St. Claire 778 476 5694 tracy.stclaire@sosdivision.ca
Acute Polypharmacy Polypharmacy risk reduction in an acute care setting	Drs. Chad Dyck, Mark Lawrie, David Paisley, Marius Snyman, Shannon Walker; (Pharmacists) Christine Rutherford, Karen Lapointe, Patrick Edwards; (IH) Candis Davis, Sharon Fekete, Jessica Nattress, Lois Neufeld; (Shared Care staff) Project Contact: Kathleen Jagger 778 476 5896 kathleen.jagger@sosdivision.ca

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