



Acute Polypharmacy



Rural physicians get connected



UBCO Family Medicine Residency

## Executive Director retiring, welcomes St. Claire

The South Okanagan Similkameen Division of Family Practice would like to announce the retirement of Executive Director, Terrie Crawford, and thank her for seven years of exemplary work building and leading this organization.

As the founding director of the SOS Division in 2010, Terrie was instrumental in building this organization, which started with a limited budget and a keen group of physicians. Under her leadership, SOS Division has grown into an organization with multiple projects and initiatives, and is known around the province as a Division that gets things done.

Terrie will be retiring from her position on March 1st, and is looking forward to spending more time in Mexico with her family and her dogs. "I've really appreciated and enjoyed the opportunity to work with such a committed group, and feel confident that the great work will continue."

At the same time we are pleased to announce that Tracy St. Claire, formerly the Shared Care Project



*The SOS Division wishes Executive Director, Terrie Crawford (left) a happy retirement, and welcomes new Executive Director, Tracy St. Claire*

Manager, will be moving into the role of SOS Division Executive Director.

Tracy has managed and led Shared Care projects since its inception in 2012, and comes to the job of Executive Director with prior experience as the Executive Director of the BC Treaty Commission.

"Terrie has been a great leader for

our organization," says St. Claire. "I have big shoes to fill but look forward to the challenge."

Please see page five to read about Kevin Ronaghan and Kathleen Jagger, new project leads, who will be taking on Tracy's work, along with working on new initiatives.

We look forward to continued partnerships and collaboration.

# Local physicians mentored on polypharmacy risk reduction

Dozens of local physicians are learning about the benefits of polypharmacy risk reduction thanks to mentoring sessions held by Dr. Mark Lawrie.

Just 10 months ago the polypharmacy risk reduction project started with a mentoring session at Haven Hill Retirement Centre. Since that time, Lawrie has given 14 more sessions at facilities in Penticton and Summerland.

The sessions include an initial meeting with a group of six physicians, followed by a meeting with individual physicians, a pharmacist and care staff member to develop new care strategies and look at patient chart examples. “We are building a teamwork approach,” explains Lawrie.

Lawrie, who completed mentorship training, says he is fortunate to have such motivated colleagues. “I appreciate having such a good GP community that is engaged and excited to learn.”

Reaching out to physicians through a mentoring program provides a safe learning environment that is relevant but challenging, and physicians recognize Lawrie as a colleague dealing with similar patient issues.

“I try to respect an individual physician’s level of understanding, and not be judgmental. Together we can explore what we know and don’t



Dr. Mark Lawrie speaks at a recent CME about providing mentoring sessions for polypharmacy risk reduction education.

know, and that’s motivating.” Mentoring has reminded Lawrie of the importance of examining polypharmacy in his own practice. “I’ve taken this to heart, and am definitely much more aware of this issue with my own patients.”

Lawrie has spoken in Oliver/Osoyoos, Kelowna, Summerland and Vancouver in order to help these communities set up their own mentoring programs. “There is enthusiasm for this initiative,” says Lawrie, who adds that as with any project, it’s essential to have structure, funding and a support team to help facilitate. “Divisions and Shared Care are a good vehicle to provide this support,” says Lawrie. “It’s been lots of

fun working with them.” Mentoring sessions with Dr. Robert Calder are set to begin in Oliver and Osoyoos. In addition, Shared Care has started a new project on polypharmacy risk reduction in an acute care setting. Please see page five for more information.

## CLIP

CLIP is an acronym developed by Dr. Mark Lawrie to assist physicians completing a polypharmacy/medication review for residential care patients.

This assessment aid prompts physicians to clarify information and ask questions:

- C**larify the context and situation
- What’s the medication **L**ist?
- What **I**ssues are contributing to problem?
- P**rioritization/assessment: Is medication reduction or change appropriate?

## CACTUS Support for hospital privileges

CACTUS support will be provided for a simplified reappointment process for PRH, PGH and SOGH physicians. This year, most physicians will not need to submit additional supporting documentation.

Support will be provided in the PRH physician’s lounge on:

- **Wed., Mar. 15th 12pm - 7pm**
- **Thurs., Mar. 16th 7am - 3pm**

Physicians should have received an email with a link to the renewal process. Please contact Kim.Killins@interiorhealth.ca if you still need to receive this link.

## ConsultDerm trial time and sessional is extended

Would you like to try using an online consult tool for dermatological consults?

ConsultDerm is a program used to improve access to dermatological consults for family physicians in urban, remote and isolated BC communities. It is currently being used by many local physicians.

To get started, please visit the SOS Division of Family Practice website: [www.divisionsbc.ca](http://www.divisionsbc.ca).

There, you will find resources such as a how-to guide, developed by Oliver

physician Dr. Robert Swan, which walks you through every step needed to set up and use ConsultDerm in your office.

In this package of information, you will also find a one-page survey. After completing a ConsultDerm referral and survey you will receive a two-hour sessional. This sessional, offered to compensate physicians for learning time and for survey input was previously scheduled to expire in 2016. However, the deadline to receive the sessional has been extended indefinitely.

# SOS Division in our Community

PROJECTS ON THE GO...	... what is it?	... and who's involved
<b>In-patient Care Program</b>	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
<b>Residential Care</b>	Providing proactive care, polypharmacy risk reduction, reducing barriers to good residential care, and decreasing avoidable visits to the ER at residential care facilities	Drs. Colleen Black, Robert Calder, Mark Lawrie, Marina Louw, Bob Mack, Margaret Myslek, Richard Tatham, Elizabeth Watters, Lloyd Westby; (IH) Cindy Regier  Division staff project contact: Arlene Herman tel: 778 476 7696 arlene.herman@sosdivision.ca
<b>Developing Sustainable Rural Practice Communities (JSC)</b>	Facilitating innovative and service delivery arrangements 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
<b>Martin Street Outreach Centre</b>	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

## SOS Division of Family Practice: New and Retiring Physicians

2017

*Thank you,  
Retiring  
Physicians*

**Dr. Mike Surkan**, who has retired from full-time practice, but continues with locum work.

*Welcome,  
New  
Physicians*

**Drs. Richard Beever** (locum in Keremeos, Oliver); **Tarinder Grewal** (SOGH, ED); **Sheena Manning** (PRH, ED), **Tom Oliver** (SOGH); **Ifeju Omojuwa** (Keremeos Health Centre); **David Van Den Berg** (Heartline Medical); **Izak Van der Westhuizen** (White Clinic); **Adam Wiebe** (locum in Osoyoos)

## CONTACT US:

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### Project Lead

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## BOARD OF DIRECTORS

Drs. Ron Gans, Brent Harrold, Margie Krabbe, Ella Monroe, Tim Phillips, Cathy Rooke, Greg Selinger, Murali Venkataraman



# Shared Care in our Community

PROJECTS ON THE GO...	...WHO IS INVOLVED
<b>Telemedicine</b> Using technology to connect rural patients to Penticton specialists	Drs. Jose Goncalves, Marina Louw, Ella Monro, Kevin Renaud, Robert Swan, Michelle Teo, Shannon Walker; (IH) Susan Brown, Viola Brown, Chris Danby, Carl Meadows, Cherie Whittaker; (Shared Care staff)  Project Contact: <b>Kathleen Jagger</b> 778 476 5896 <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a>
<b>Primary Maternity Care</b> Bringing together primary maternity care providers to co-design a sustainable model of maternity care	Drs. Catherine Botting, Armelie dela Cruz, Magda Du Plessis, 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, Kerry Rollison, Maureen Spinks; (RN) Joline McNulty RN, (Shared Care Staff)  Project Contact: <b>Kathleen Jagger</b> 778 476 5896 <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a>
<b>Vulnerable Frail Elderly Discharge from Emergency</b> 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: <b>Kevin Ronaghan</b> 778 476 5896 <a href="mailto:kevin.ronaghan@sosdivision.ca">kevin.ronaghan@sosdivision.ca</a>
<b>Acute Polypharmacy</b> Polypharmacy risk reduction in an acute care setting	Drs. Chad Dyck, Mark Lawrie, Marius Snyman, Shannon Walker; (Pharmacists) Christine Rutherford, Karen Lapointe, Patrick Edwards; (IH) Candace Davis, Sharon Fekete, Jessica Nattress, Lois Neufeld; (Shared Care staff)  Project Contact: <b>Kathleen Jagger</b> 778 476 5896 <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a>
<b>Child and Youth Mental Health And Substance Use</b> Increasing the number of children, youth and their families receiving timely access to integrated and appropriate mental health and substance use services and supports, while involving children, youth and families in that care  Documenting barriers and gaps in care for resolution at a higher systems level	SOUTH OKANAGAN SIMILKAMEEN LOCAL ACTION TEAM: Drs. Zoe Ayling, Vijender Balain, Jeff Harries, Brent Harrold, Manoj Parameshwar, Kyle Stevens; (IH) Gladys Brookes, Kim Canvin, Ginger Challenger, Cathy Kavanagh, Denise Kayto, Esther Krahn, Bruce Lange, Marianne Lockie, Jamie Marshall, Anne Morgenstern, Kayla Nemes, Jenalee Perepolkin, Debra Salverda, Joseph Savage; (SD #67) Louise Ganton, Michelle Glibbery, Adelle Jones, Jenny Mitchell, Susan Thomson; (MCFD) Jason MacKenzie, Marcie Murray, Deneen Ollis, Cindy Whitford; (PDCRS) Tanya Behardien, Kathryn Smith; (CMHA) Jessica Lutz, Dennis Totteham; (FORCE) Traci Cooke, Tricia Highley, Harry Holman, Rylee McKinlay, Terri McKinlay, Jim Pearmain, Leslie Wilson; (FN) Matthew Baran, Ted Cutbill, Jennifer du Bourg, Rhea Dupuis, Elaine Kruger, Lynn Kruger, Tammy Kruger, Sheila Lewis, Bruce Manuel, Sheilah Marsden, Kim Montgomery, Leona One-Owl Hall, Doris Sweetgrass, Eliza Terbasket, Cricket Testawich, Anna Tonasket, Marie Tonasket; (Rotary) Brian Hughes, Milton Orris; (RCMP) Mark Provencal; (Boys & Girls Club) Jen Anderson, Robbie Shea; (PSP Coordinator) Wendy Boyer; (Penticton Mental Wellness Centre) Jim Cleghorn, Denise DeRosier; (MLA office) Dick Knorr; (City of Penticton) Helena Konanz; (Pathways) Daryl Meyers; (YES) Amberlee Erdmann, Melissa Redfern; (Shared Care Staff)  OSOYOOS OLIVER OKANAGAN FALLS LOCAL ACTION TEAM: Drs. Steve Evans, Garnett Tarr; (IH) Dayle Drury, Stuart Johnston, Esther Krahn, Barbara Taggart; (SD #53) Shendah Benoit, Will Eaton, Tammy Gendron, Diane Haddow, Sara Illingworth, (elementary school) Tina Lovett, Adrienne Mailey, (retired) Karin Maertins, Margaret Nazarov, (Tuson Pearlle, (alternative school) Ron Ravchinski, Mike Safek, Karen Sinclair, Marieze Tarr, Bev Young; ; (RCMP) Kirsten Marshall, Mark Provencal, Tina Wallner; (MCFD) Jason McKenzie, Hope Mendes, Chad Teigen; (OIB) Lindsay Anderson, Matthew Baran, Teresa Haberstock, Jackie McPherson, Ruby Peterson, Sandra Shaw; (Desert Sun) Tamara Adspell, Norma Jean Schmidt; (Boys & Girls Club) Jen Anderson; (Community Advocate Access Centre) Donna Ashcroft; (PDCRS) Tanya Behardien, Kayla Drazdoff, Kathryn Smith; (PSP Coordinator) Wendy Boyer; (SOK Immigrant & Community Services) Corrine Janow; (SOICS) Corrine Jannow, Gurtej Kang; (MOA) Jacinda Pownall; (BCSS) Robbie Shea; (OK Boys & Girls Club, Oliver) Laurene Sloboda; (MOAs) Tabbie Janzen, Sheri Shewchuk; (parent) Sherani Theophilus; (Shared Care Staff)

## To learn more about Shared Care projects or to become involved:

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### Shared Care Steering Committee:

Drs. Glen Burgoyne, Marius Snyman, Michelle Teo, Bryan Tighe, Rob Swan and Shannon Walker; Susan Brown, Karen Leach-MacLeod, Carl Meadows, Deb Runge; Tracy St. Claire, Kathleen Jagger, Ida Keller, Anne Marie Locas

# Expanding polypharmacy risk reduction into Acute Care

Building on the success of the residential care polypharmacy risk reduction strategy, a new Shared Care project focuses on polypharmacy risk reduction in acute care.

The project will begin with an exploration of how multiple drug orders are documented and communicated in an acute setting.

Because the South Okanagan Similkameen has a high percentage of elderly patients, who often have a greater number of multiple prescriptions, this project will also address the current potential for Adverse Drug Events.

The Acute Polypharmacy working group consists of family physicians, specialists, pharmacists, IH nursing and

administration, and Shared Care staff.

"This work hopes to optimize medication prescriptions to PRH patients to receive the right medication at the right time," says Dr. Shannon Walker, working group member.

System improvements will require accurate tracking of admission and discharge medications and two-way communication between the hospital and local community care.

It is hoped that the successful implementation of process improvements, coupled with patient and care-giver education, will lead to a reduction in the number of admissions to the hospital for polypharmacy-related issues.

The group's ultimate goal is to see



*Dr. Shannon Walker is a member of the Acute Polypharmacy working group.*

a reduction in the overall number of medications, especially medications administered to patients at higher risk of adverse drug reactions at time of discharge from acute care.

## Is your clinic interested in testing team-based care for the frail elderly?

Frail elderly patients are often admitted to hospital from emergency, rather than being discharged home or into community care.

A new Shared Care project aims to develop a team-based approach to care, ultimately allowing for more of these patients to be discharged.

We are developing a process for vulnerable frail elderly patients to undergo a brief identification of needs in the Emergency Department. Following discharge, these patients

would continue to be assessed and supported by a physician office and an Interior Health integrated care team, including a case manager.

Because this pilot project continues beyond the Emergency Department, we are seeking a family physician clinic who would be interested in co-developing and testing this team-based approach.

Ideally, this would be a group clinic of approximately four physicians, open 5 days per week, using EMR, and having

a population of frail elderly patients.

This team approach should allow for better patient care, and a reduced reliance on the hospital and Emergency Department.

If you would like to get involved or learn more about the Vulnerable Frail Elderly Discharge from Emergency project, please contact working group members: Drs. Zoe Ayling, Brent Harrold, Shannon Walker or Elizabeth Watters.

Or contact Project Lead, Kevin Ronaghan: [kevin.ronaghan@sosdivision.ca](mailto:kevin.ronaghan@sosdivision.ca)

## The Division of Family Practice welcomes new Project Leads to the team

With Tracy St.Claire moving into the role of Executive Director, the South Okanagan Similkameen Division of Family Practice is pleased to welcome two new faces to the organization.

Kathleen Jagger is a new Shared Care Project Lead with a focus on Maternity Care, Acute Polypharmacy and Telemedicine.

A longtime resident of the Okanagan, Kathleen brings a wealth of experience to the position, having worked for 15 years as a post secondary instructor. Community

minded, she has been a community police volunteer and restorative justice facilitator. She is excited to be working with so many dedicated health care professionals.

Kevin Ronaghan will also be stepping into a Project Lead role, focusing on Vulnerable Frail Elderly Discharge from Emergency and Patient Medical Homes.

Kevin brings more than a decade of experience working in the not-for-profit sector in British Columbia. Having recently moved to the Okanagan with his wife and



*New staff: Kathleen Jagger and Kevin Ronaghan*

daughter, Kevin looks forward to making a positive contribution to the wellbeing of people and communities in the region.



## UBC Okanagan Family Medicine Residency Program in its second year

The UBC Okanagan Family Medicine Residency program is going full steam into its second year in the South Okanagan Similkameen.

The program offers a full-spectrum of family medicine with a strong rural emphasis. Depending on whether in year one or two, residents complete rotation blocks in rural areas including Princeton, Oliver and Osoyoos.

Preceptors such as Drs. Alistair Bannerman, Margie Krabbe, Robin Masson, Barb Main, Greg Selinger, Kyle Stevens, Elizabeth Watters and Murali Venkataraman act as mentoring physicians to the family medicine residents.

This year, family physicians, specialists and allied health professionals will also have an opportunity to be presenters on a variety of topics at Academic Half Days, held in Penticton every Wednesday.

"The residents appreciate the sharing of knowledge and experience in this intimate setting and interactive format," says Dr. Venkataraman, Site Faculty Curriculum. "By presenting



*Drs. Sheena Manning, Jacqueline Bourdeaux, Travis Thompson and Greg Selinger share a laugh at a recent dinner celebrating UBCO's first year of the Family Medicine Residency Program.*

for as little as one hour, you will be mentoring residents to develop into competent and confident family physicians and will cultivate relationships that can lead to locums and new practice partners."

Please contact Dr. Margie Krabbe, Site Director, if you're interested in presenting or obtaining more information on topics and presentation guides, or if you're interested in becoming a preceptor.

Physicians, preceptors, residents and faculty celebrated the successful

inaugural year of the UBC Okanagan family medicine residency program at a recent dinner. Dr. Willa Henry, director of the program, spoke about outcomes and goals, and participants had a chance to formally and informally reflect on and share what they learned on an average day.

Local physician faculty and staff are: Dr. Margie Krabbe (Site Director), Dr. Mark Lawrie (Faculty Development), Dr. Murali Venkataraman (Curriculum), Dr. Richard Tatham (Assessment and Evaluation), and Kristen Hart (Site Coordinator).

## SOS Rural Corridor Physicians enjoyed making connections at event

The SOS Division of Family Practice recently hosted a Get Connected Event for Rural Corridor physicians.

This successful family social with lunch, local wines and family-friendly activities attracted 17 physicians, one resident, 13 spouses, partners and extended family, and 24 children and teens. The event also included a business meeting to discuss the SOS Rural Corridor Practitioner Collective, Community Coalition and Protocol.

A second Get Connected event will be coming soon.



**SOS Rural Corridor physicians and their families at a recent Get Connected Event**

