



2010

Annual Report



South Okanagan Similkameen
Division of Family Practice



Message from the Physician Lead



Dr. Jeff Harries
Physician Lead

As you know, the idea of Divisions of Family Practice is to give physicians a voice and the capability to help make a difference in our local health system and to our level of work satisfaction. Thank you all for supporting this idea through your membership in the South Okanagan Similkameen (SOS) Division. With all of us working together, we have accomplished a number of good things in our first year of operation. I think we have been able to establish a base to do more good things in the future. Our Hospital Care/ Doctor-of-the-day program has been working well and there are a number of other programs just beginning. These new programs involve Residential Care, Shared Care with our specialist colleagues, medication reconciliation, and the development of a plan to support our colleagues at the South Okanagan General Hospital (SOGH) emergency room.

The Division had funds available at the end of the 2010/2011 fiscal year that, under the terms of our funding agreement, would be passed back to the General Practice Services Committee (GPSC) if the funds were not used. Your board considered this an opportunity to improve and strengthen those parts of our health care system that were struggling due to a lack of infrastructure funding. The board took this opportunity to support the Penticton Primary Maternity Clinic in using an integrated electronic medical record to facilitate the shared care of maternity patients in the South Okanagan. We were also able to fund the community midwives to use the same information system. Funding was also provided to improve access to information our ER physicians need to take care of our patients in a more effective and complete manner. Through the same funding we enabled the nurse practitioner in Princeton to participate in the community EMR; again, this was done to facilitate more integrated care for the patients she serves.

I'd like to take this opportunity to thank our Board of Directors and the Executive Lead for all their time and energies in bringing the Division into being, and their ongoing work on committees to further the Division's goals.

There will be many more opportunities to improve our health care locally, and to improve our lives and our patients' lives. We can be optimistic that the Ministry of Health (MoH) and the Interior Health Authority (IHA) recognize the South Okanagan Similkameen Division as an essential partner in improving the effective and efficient delivery of health care in our area. Thank you again for joining the Division and I encourage you to help in making the Division work for you, your families, and our communities.

Message from the Executive Lead

As I reflect on the work the SOS Division of Family Practice has undertaken in the past year, I believe we are building a community of primary health care partners one relationship at a time. As a relatively new organization, with new collaborative relationships and partnerships developing, we are working together to create an innovative approach to improve patient care, increase primary care physicians' influence on health care delivery and improve the well-being of residents in our communities.



Terrie Crawford
Executive Lead

As the Executive Lead, my role this last year has focused on supporting the work of the board, the committees and working groups, and on tasks related to organization development to build a strong foundation for the SOS Division. This also includes developing collaborative relationships with partners of our Division including the Interior Health Authority, Ministry of Health and Patient Voices Network. Part of my role in the future will be to connect with the various initiatives that are occurring at the provincial and local division level, and to work with our partners to create new opportunities and avoid unnecessary duplication.

As we continue to establish ourselves as an organization, the SOS Division board plans to create a strategic plan to formalize the Division's focus and direction. It is important that Division's activities represent the priorities of our physician members. I encourage you to continue sharing your thoughts and ideas with the board.

I've had the opportunity to work with some of you throughout this year on various committees and on working groups. I look forward to working with more of our members and partners next year to continue supporting primary care physicians to enhance comprehensive patient care in our communities.

Terrie Crawford
Executive Lead



Residential Care Committee Report

The Residential Care Committee is a working group that reports to the Collaborative Services Committee. It is comprised of members from the Ministry of Health, Interior Health and the SOS Division of Family Practice. Physician members from the Division on this multidisciplinary committee are Dr. Mark Lawrie, Dr. Mike Surkan, and Dr. Murali Venkataraman.

The goal of the Residential Care Committee is to improve quality of care provided to residential care patients in the five Penticton and two Summerland facilities and to optimize efficiency in providing care. Together, these facilities have 619 patient residents.

Proposed Outcomes:

- annual care conference, quarterly patient rounds, and Advance Directives on every resident (all MSP billable)
- family practitioners continues support of their patients in residential care
- facility staff education
- reduction in faxes/telephone calls from Facilities to Physician, and
- reduction in ER visits and Acute Care admissions for Residential Patients.

At this early stage of the committee's work, it is exploring the idea of appointing a physician Director of Care to oversee all facilities. The role of the Director of Care will be to:

- formulate and facilitate achievement of the proposed outcomes
- identify gaps in care and services, and
- promote leading practices and quality improvement opportunities.

Residential Care physicians would be compensated for any calls or on-site visits. Overall, the program would promote continuing MRP involvement with residents.

Physicians interested in participating in this committee or sharing their thoughts on residential care are encouraged to contact me or Terrie Crawford.

Dr. Murali Venkataraman

Board Member

Residential Care Committee Member

South Okanagan Physician Coverage Report

Over the last year, the medical staff of the SOGH has had the privilege of working with and through the Division to highlight the fact that the sustainability of the ER department is threatened. The Division, together with the CSC, established a South Okanagan Physician Coverage Working Group to examine the issues and brainstorm possible solutions together. Terrie Crawford has been instrumental in organizing stakeholder meetings to delineate the problem and bringing together people through the CSC with the knowledge and power to find solutions. The problem is complex. Many ERs of a similar size face the same challenges. The solution will likely be equally complex and will require the input of multiple departments within Interior Health, including administration, and the BCMA and the Ministry. The stakeholder and CSC meetings have been indispensable. Without the background knowledge and guidance now accessible to the local group of GPs through the Division, addressing these complex issues would have been difficult if not impossible.

While the issues currently remain, they have been well-defined. The issues are better understood by IH administration and the Ministry. The Working Group submitted an application for funding a new innovative model of remuneration (APP) and care delivery ('Doctor of the Day' reducing the workload of the ER doctor) that would be:

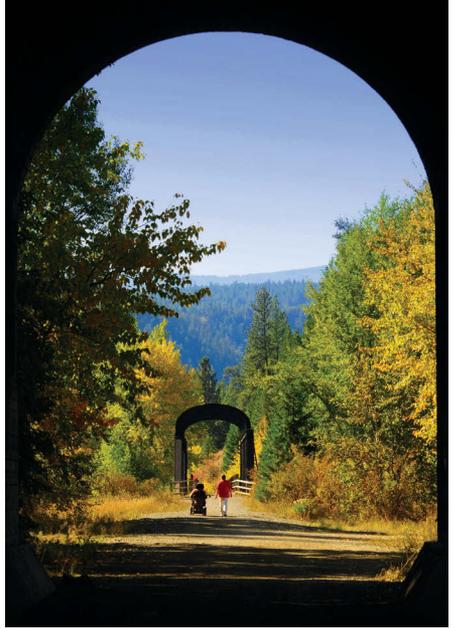
- more sustainable
- attractive to new recruits
- inclusive of all GPs, and
- provide a higher quality of care in the most effective location for the patient and the most affordable location and manner for Interior Health and the Ministry.

Submitting and receiving responses on applications and changing care delivery models takes time. The Division has been instrumental in alerting IH and the Ministry to the need for a short-term solution and in facilitating the development of that short-term solution. The value of the contacts, background knowledge and direction provided by the Division has been invaluable.

Dr. Lorraine Kane

Board Member

South Okanagan Physician Coverage Working Group Member



Shared Care Committee Physician Report

As physicians, we know well that the relationship between a family physician and a specialist physician is fundamental to the delivery of effective health care, especially for the most complex patient populations. Over time, however, sub-specialization and the optimization of hospital care have created a divide between hospital-based and community care and therefore between family physicians and specialists.

In the South Okanagan, family physicians and specialists are working together through the Shared Care initiative to bridge that gap and improve the flow of patients from primary to specialist care. Meeting with Shared Care stakeholders in the region has been a rewarding experience. The interest and high level of expertise available locally to work together to improve the health of the population bodes well for the South Okanagan citizens.

The focus of the Shared Care Committee has been to review and improve the medical care given by family physicians and specialists to patients who suffer from multiple chronic conditions or end-stage illnesses. The committee has focused on:

- information flow
- clarification of roles and expectations of the family physician and specialist in a referral/consult
- co-management issues with respect to medications, investigations and life choices/decisions.

The Shared Care Committee hopes to enhance patient and physician experiences involved in the referral process. The committee's first project is a pilot trialing a referral acknowledgement form used by a small number of varied specialist offices to give feedback to the referring physician and the referred patient. It has been well-received to date.

The committee is also working with the local Community of Practice for those members using an EMR to build referral and consult templates. However, the templates can also serve as a guideline for paper-based practices.

The infrastructure and administrative support given by the South Okanagan Similkameen Division of Family Practice has been much appreciated. Physicians interested in participating in this work are encouraged to contact me or Terrie Crawford.

Dr. Elizabeth Watters

Board Member

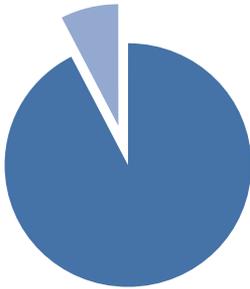
Shared Care Committee Member

Financial Statement

This consolidated Statement of Operations is based on an audited financial statement for the fiscal year ending March 31, 2011.

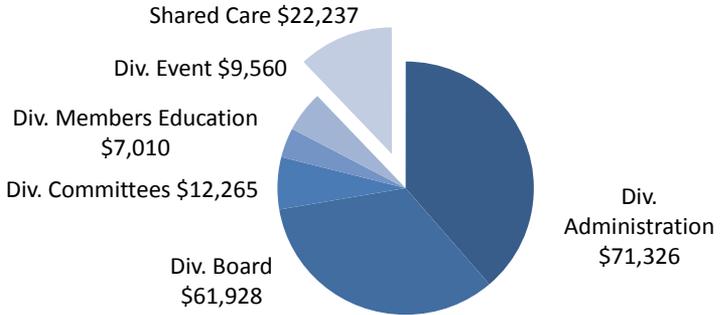
SOS DoFP 2010-2011 Revenue

Shared Care
\$22,237

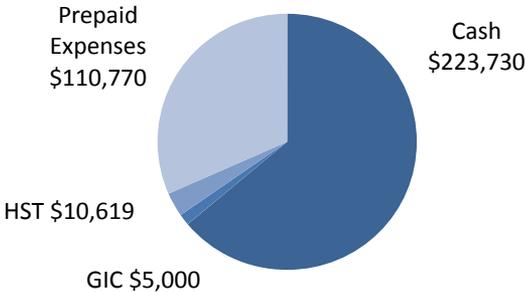


Infrastructure
\$270,723

SOS DoFP 2010-2011 Expenses



Assets



Important:

- Note liability of \$229,763 deferred revenue Shared Care
- Note prepaid expenses for EMR projects - 3 emergency centres, PRH Primary Maternity Clinic, nurse practitioner in Princeton and Willow Community Midwives.

Highlights of the South Okanagan Similkameen Division of Family Practice

March 2010

The South Okanagan Division incorporated as a non-profit society

June 2010

Executive Lead, Terrie Crawford hired

September 2010

First membership event (Linden Gardens) and membership survey

October 2010

SOS Division membership grows to 77 members

December 2010

First Collaborative Services Committee (CSC) Meeting

January 2011

Administrative Assistant Deb Wood hired

January

The South Okanagan Similkameen Division began to provide infrastructure support to Shared Care Project

January

First Division-sponsored CME event: Medical Legal Update

March 2011

The Division membership grows to 99 members

June 2011

First Annual General Meeting and second CME event

Board of Directors

Jeff Harries – *Physician Lead*

Murali Venkataraman – *Vice Chair*

Elizabeth Watters – *Treasurer*

Tim Phillips – *Secretary*

Garnett Tarr

Lorraine Kane

Executive Lead

Terrie Crawford

South Okanagan Similkameen Division of Family Practice

terrie.sosdivisionfp@shaw.ca

Photographs of the South Okanagan Similkameen area courtesy of PictureBC.com:

Cover - Penticton Beach.

Page 2 - Summerland and Honest John in Oliver

Page 5 - Naramata Winery.

Page 8 - Princeton Kettle Valley Rail Tunnel, Osoyoos pioneer fountain and downtown Keremeos.

The Divisions of Family Practice initiative is sponsored by the General Practice Services Committee, a joint committee of the BC Ministry of Health and the BC Medical Association.

www.divisionsbc.ca/sos