

# 2014 ANNUAL REPORT



**South Okanagan Similkameen**  
**Division of Family Practice**

A GPSC initiative



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# Contents

Message from the Physician Lead	4
Message from the Executive Lead	5
Year in Review	6
Mission, Vision, Values	8
Strategic Priorities	9
Initiative Reports:	10
1. Residential Care	10
2. In-patient Care	11
3. A GP for Me	11
4. Electronic Medical Records	12
5. Family Practice Residency Program	12
6. Shared Care (Child and Youth Mental Health and Substance Use Collaborative)	13
7. Shared Care (AECOPD Transitions in Care)	14
8. Shared Care (Primary Maternity Care)	15
9. Shared Care (Princeton Access to Specialist Care)	16
10. Shared Care (Advance Care Planning — End of Life)	16
11. Shared Care (Palliative Symptom Management)	17
12. Shared Care (ON TRAC Youth Transitions)	17
Division Board of Directors, Staff, Working Groups and Committees	18
Statement of Financial Position	22

## Message from the Physician Lead



Dr. Murali  
Venkataraman,  
Physician Lead

When our Division has two of its grassroots projects — In-patient Care and Residential Care — go viral (well, not really viral, more provincial) we must be doing something right. Feedback from our members, and from partners such as Interior Health, General Practice Services Committee and various community groups, suggests that we are doing a lot of things well.

Our organization has matured into a fairly complex one with multiple initiatives, projects and working groups. Last fall, the Board revisited the strategic plan to update and develop our goals for the next five years. I invite you to peruse our strategic plan — in particular Appendix A, which illustrates how our current initiatives support our strategic priorities.

Looking forward to this year, we hope to explore opportunities to link work being done in the various initiatives, and to crosslink our administrative efforts to improve efficiencies. We could embark upon many quality improvement projects but by limiting the number of new projects, we can ensure that our current work continues to be done well and within staff and physician capacity.

Collaborative working relationships are central to Division projects. While innovative and often successful, this approach can have its challenges, inherent limitations, and doesn't always meet the needs of all of our community partners. As such, we continue to fine-tune our collaborative approach when working with other health care providers, and we strive to learn from our experiences as we move forward.

As we continue to work to improve the provision of quality primary health care at a community level, the GPSC (in conjunction with the Ministry of Health),

*Our organization has matured into a fairly complex one with multiple initiatives, projects and working groups.*

has embarked on a visioning process to determine the shaping of the future of primary care in the province. Findings from our Division's initiatives and community physician feedback will be a valuable contribution to this process.

I would encourage all of you to communicate your thoughts on this subject to the GPSC. And more generally, I encourage you to communicate with our Division about how we can continue to support you in providing quality primary care in our communities.

# Message from the Executive Lead

It has been another rewarding year for our Division. As our organization matures and our partnerships grow, we continue to develop practical and innovative solutions to provide excellent primary care. These accomplishments are due in large part to the passion and commitment of our many physicians who are willing to think outside the box and explore new strategies to address the needs of our communities. Within our Division, 56 of our 122 members (46%) are involved in quality improvement work.

Our collaborative partnerships expanded beyond the health authority this year, and included community non-profits agencies (Penticton and District Community Resources Society, Princeton Family Services Society, Desert Sun Counselling, Force, Pathways, Boys and Girls Club), school districts, Impact BC, Rotary, the YES project, Ministry of Children and Family Development, City of Penticton and the RCMP.

This year we also developed our second strategic plan, which will guide us for the next five years. The strategic plan outlines three priorities:

## Physicians supporting physicians

*We helped foster a strong and healthy community of family physicians this year by:*

Providing CMEs, many of them including presentations by local physicians. These informative CMEs also provide the opportunity to network and build relationships.

Supporting our Princeton physicians through our Shared Care Access to Specialist Care project.

## Physicians influencing the system

*We worked to improve the health of communities this year by:*

Having two board members, Dr. Phillips and Dr. Rooke, complete the SFU Leadership training.

Having our two residential care coordinators, Dr. Mack and Dr. Lawrie, and all of our Penticton and Summerland physicians, provide leadership to support a successful residential care prototype. One of five in the province, this prototype and associated quality improvement initiatives focused on increasing physician presence at residential care facilities and in care conferences, reducing patient transfers to emergency and improving physician response time to facility care requests.

## Physicians working with other health providers

*We worked to enhance the quality of patient care and the primary care relationship this year by:*

Developing our A GP for Me team-based care strategies. Drs. Stevens, Vander Vyver, Stoll, Friesen and Lappalainen formed a physician collective to provide primary care for unattached patients with severe mental health and substance use at the Martin Street Outreach Centre. At this centre, physicians work with a clinical care coordinator and community services such as the IH Community Crisis Response team, a Stop HIV nurse and other service providers and partners.

Establishing a community worker in Princeton to support this community's vulnerable patients, and optimize primary care treatment.

These accomplishments, and the many others highlighted in this 2014–2015 annual report, could not have been achieved without our members and the support of our board, staff and collaborative partners.



Terrie Crawford,  
Executive Lead

# Year in Review

Not including Shared Care activities

## CONTINUING MEDICAL EDUCATION (CME)

### CME & AGM

**September 13, 2014  
(Penticton Lakeside  
Resort)**

Speakers/Topics:

Dr. Ron Gans, Amy Woodruffe, Fernando Polanco: *A GP for Me*

Dr. Terry Curran: *Retirement Planning*

Dr. Vijender Balain: *Motivational Interviewing*

Dr. Elizabeth Watters: *Advanced Care Planning*

Dr. Bryan Tighe: *Surgery — National Surgery Quality Improvement Project*

Dr. Jeff Plant: *Emergency — Improving information flow between ER and GP offices*

Dr. Elmine Statham: *Pediatrics — Diagnosing and treating child & youth anxiety in GP offices*

Dr. Dan Horvat: *Dermatology — teledermatology*

4.5 Mainpro — M1 credits

### CME Fall Event

**November 20, 2014  
(Penticton Ramada  
Inn)**

Speakers/Topics:

Terrie Crawford: *Strategic Plan*

Dr. Ron Gans: *A GP for Me*

Dr. Murali Venkataraman: *Attachment billing codes*

Dr. Jackie Stewart: *What you should know about newer biologic agents*

Dr. Niall Davidson: *Making the most of electro-encephalogram (EEG); numb hands; office assessment of stroke & Transient Ischemic Attack (TIA)*

Dr. Chad Dyck: *Electrophysiologic studies and ablations for paroxysmal supraventricular tachycardia (PSVT) & atrial fibrillation*

1.5 Mainpro — M1 credits

### CME Winter Event

**March 12, 2015  
(Penticton Ramada  
Inn)**

Speakers/Topics:

Dr. Trevor Janz: *End of life care for the frail elderly*

2 Mainpro — M1 credits

### MOA Events:

**January 29, 2015  
(Bufflehead Pasta &  
Tapas Room,  
Penticton)**

Below: Family physicians speak with a specialist at a world cafe style Shared Care event: Ask a Specialist — Tell a Specialist



### Shared Care Event: Ask a Specialist — Tell a Specialist

**May 28, 2014  
(Linden Gardens,  
Kaleden)**

Speakers/Topics:

Dr. Tim Bell: *Orthopedics*

Dr Trevor Connolly: *Emergency*

Dr. Neil Crofts: *Urology*

Dr. Jose Goncalves: *Obstetrics*

Dr. David Kincade: *Cardiology*

Dr. Joel Post: *Ophthalmology*

Dr. Michelle Teo: *Rheumatology*

Dr. Shannon Walker: *Respirology*

2 Mainpro-M1 credits

**PRESENTATIONS:**

**May 2014**

Shared Care Project presentation, highlighting AECOPD Transitions in Care

Presentation to the IHA Board of Directors

Topic:

• *Successful collaboration of Interior Health Authority (IHA) and physicians in the SOS to reduce acute exacerbations of chronic obstructive pulmonary disease (AECOPD) admissions by developing an acute care pathway and a COPD care model*

Presenters:  
Dr. Brent Harrold,  
Dr. Shannon Walker,  
Tracy St. Claire

**June 2014**

Shared Care Project presentation, highlighting AECOPD Transitions in Care

Presentation to the Shared Care Committee

Topic: *Identified successes and challenges of the project*

Presenters:  
Dr. Brent Harrold,  
Dr. Shannon Walker,  
Tracy St. Claire

**July 2014**

Shared Care Improving Access to Specialist Care presentation

Presentation to Princeton community and Princeton Health Care Steering Committee (Princeton, BC)

Topic: *Project progress report*

Presenters:  
Dr. Ella Monro,  
Dr. Brian Forzely,  
Lisa Needoba

**September 2014**

Shared Care project presentation, highlighting the AECOPD Transitions in Care project

Presentation to IHA Senior Executive Committee

Topic:

• *Demonstration of collaboration, which led to the SOS reducing readmissions for AECOPD by 32%.*

• *Suggested implementation of the project's evidence-based model of COPD care and acute care pathway elsewhere in IHA*

Presenters:  
Dr. Brent Harrold,  
Dr. Shannon Walker,  
Dr. Murali Venkataraman,  
Tracy St. Claire,  
Terrie Crawford

**February 2015**

Presentation at the 2015 Medicine Sun Peaks CME: Navigating the Practice Maze (Sun Peaks Resort, BC)

Topic presented:  
*COPD Clinical Pearls: Navigating the Complexities of AECOPD*

Presenter:  
Dr. Shannon Walker

**October 2014**

Residential Care Project presentation

Presentation to Interior Health joint meeting of Residential Care Senior Leadership and Residential Care Senior Medical leadership

Presenters:  
Dr. Bob Mack,  
Arlene Herman

**November 2014**

Presentation on: A GP for Me Implementation Proposal

GPSC conference with Deputy Minister of Health (Vancouver)

Topic:

- *Data findings on the state of primary care in SOS region*
- *Community plan to address system capacity*
- *Increased attachment*
- *Support for physicians and vulnerable patients*

Presenters:  
Dr. Ron Gans,  
Terrie Crawford,  
Amy Woodruffe,

Arlene Herman,  
Joseph Savage

**December 2014**

Residential Care Project presentation

11th Annual Leadership Program for Physicians and Leaders in Long Term Care (Vancouver)

Presenter:  
Dr. Mark Lawrie

**February 2015**

Shared Care Improving Access to Specialist Care in Rural Communities Rapid Fire Presentation Quality Forum (Vancouver)

Topic:

- *Success of the outreach clinic model used to locate specialist care in Princeton*
- *Improving access to care and the capacity of Princeton physicians to provide quality care*

Presenters:  
Dr. Ella Monro,  
Dr. Brian Forzley,  
Lisa Needoba

# Mission, Vision and Values

## MISSION

We use quality improvement, primary care best practices and collaboration to foster the best care for patients by the right provider at the right location at the right time.

## VISION

Our Division works collaboratively with partners to develop practical and innovative solutions for excellent primary care.

## VALUES AND GUIDING PRINCIPLES

**Physician Health and Wellness** as a cornerstone to physician satisfaction, retention and support for the health of patients and the health care system

**Collaboration and Partnership** within our Division, with other health services providers, the community and patients

**Patient-centred Care** that is respectful and responsive to individual patient preferences, needs and values

**Physician Leadership and Best Practice** in the development, implementation and promotion of primary care

**Quality Improvement, Creativity and Innovation** in the delivery of patient care

**Integrity and Transparency** when conducting all activities and building relationships

**Supporting Rural and Urban Physicians** to create unique solutions to meet local community physician and primary care needs

# Strategic Priorities

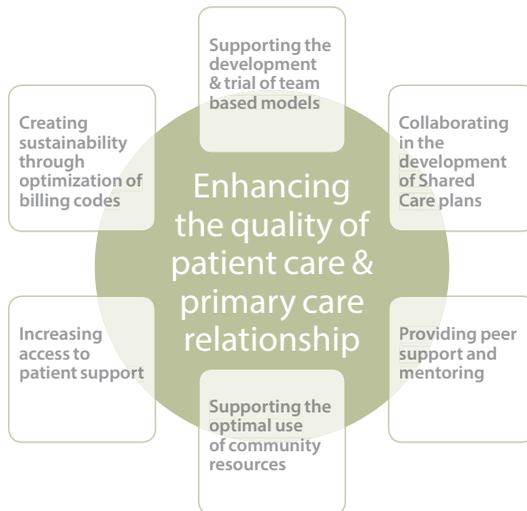
## Physicians supporting physicians



## Physicians influencing the system



## Physicians working with Health Providers



## Initiative Reports

### Residential Care Medical Care Prototype

Implemented in 2012, the Residential Care Medical Care Prototype aims to provide proactive care, reduce barriers to good residential care and decrease avoidable visits to the emergency department for patient care.

#### Goals for 2014:

##### Improve physician response time to facility care requests

To achieve this goal, we revised an SBAR (Situation-Background-Assessment-Recommendation) form, which provides doctors with all the information needed to make informed care decisions. At our one pilot facility, 75% of urgent care requests were responded to within four hours, and a dramatic streamlining of communication between doctors' offices and facilities was noted. The revised SBAR form has since been adopted for broad use by the Interior Health Authority.

##### Reduce patient transfers to the hospital emergency department

To achieve this goal, we extended the responsibility of the hospital's Doctor of the Day to include seeing patients requiring

urgent care in residential facilities. This action resulted in a 25% reduction in emergency department transfers. 90% of facility managers endorse this solution.

##### Increase physician presence at residential care facilities

We achieved this goal by compensating doctors for proactive visits to facility residents (visits occurring more than twice in six months). This resulted in a 58% increase in proactive visits in Penticton.

##### Increase physician participation in annual care conferences

We achieved this goal by holding conferences (a review of patient health, medication use and future care by facility staff, doctors, the patient and family members) outside doctors' practice hours. This scheduling change made it easier for physicians to attend, and resulted in a 175% increase in doctor participation. Solid patient care plans were finalized in 90% of cases.

*GPSC is expanding the residential care initiative, and rolling it out across the province. All of our local communities will be involved in discussions to develop local solutions to improve care of patients in residential care services.*



*"Collaboration has been the key to our success. Everyone involved — physicians, facilities and patients — was experiencing frustrations with residential care services. By sharing our perspectives and working together to develop solutions, we've already seen great improvements and have laid the foundation to continue that trend."*

— Dr. Bob Mack,  
Residential Care Medical Coordinator



*"Because of daily evening ward rounds by the Doctor of the Day at Penticton Regional Hospital, many*

*of the nurses have appreciated the physician's presence to deal with patient care issues better dealt with in person rather than by telephone. This can anticipate and avoid problems early before they may become more serious."*

— Dr. Ron Gans

## In-patient Care

In-patient Care Program funding supports family physicians who provide important in-hospital care to their own patients, and to those admitted to hospital without a family physician. With the vast majority of our physicians providing hospital coverage, we have avoided the need for hospitalists at Penticton Regional Hospital (PRH), South Okanagan General Hospital (SOGH) and Princeton General Hospital (PGH). In addition, the Doctor of the Day program provides after-hours coverage for our family practice in-patients and for patients who are unattached.

At SOGH in Oliver, the In-patient Care Program is helping to ease the demands on emergency room physicians. In Summerland and Penticton, we have also dovetailed the Doctor of the Day program with our Residential Care program to provide after-hours coverage at our long-term care facilities.

## A GP For Me

This past year marked the launch of the second phase of A GP for Me. Six physician-led projects were started: a physician-patient matching system to connect unattached patients to family physicians; a recruitment, retention and retirement strategy; a stabilization clinic for patients with mental health and substance use issues; patient navigation services in rural communities; a pharmacy resource for family practice clinics; and office efficiency resources for family physicians throughout the South Okanagan Similkameen.

Each project was carefully created with the help of a physician advisory committee, and was based on research findings (gathered from March to July 2014) from more than 880 South Okanagan Similkameen residents, including 70 family physicians who live and work in the region.

This past year also saw a number of partnerships emerge that strengthened and supported project implementation. Partnerships were created with the health authority, three non-profits (Penticton and District Community Resources Society, Desert Sun Counselling and Resources Society in Oliver and Osoyoos and Princeton Family Resources Society) and with 33 physicians throughout the region. Projects will be evaluated throughout the following year leading up to their conclusion in March 2016.



*"The A GP for Me community worker project in Princeton is making a difference — taking pressure off the physicians and providing patients with appropriate support."*

— Dr. Ella Monro

## Initiative Reports cont'd

### Electronic Medical Records

The electronic medical record (EMR) support system familiar to most local physicians (formerly called Physician Information Technology Office (PITO) has been transitioning into a new collaborative service model. Supports for EMR are being co-designed and managed by both PSP (Practice Support Program) and the SOS Division of Family Practice EMR Committee. Physician and medical office assistant (MOA) peer mentoring continue to be available.

The EMR Committee meets quarterly and has identified three goals for next year:

1. Enable family physicians to provide more effective and timely care across the continuum of care using EMR
2. Identify and share best practices for all EMR user types (at the physician office level) to standardize skill levels
3. Complete an up-to-date inventory of existing forms



*"I am confident that having residents train and work with us will have a significant impact towards our recruitment and retention efforts."*

— Dr. Murali Venkataraman

### Family Practice Residency Program

This past year, Drs. Venkataraman, Rooke, Krabbe and Main worked with the University of British Columbia to develop a local residency program. Starting in July 2016, four medical students will be participating in the newly created Okanagan South Family Medicine Residency program. The residents will experience semi-urban (Penticton/ Summerland), semi-rural (Oliver/Osoyoos/ Keremeos) and rural (Princeton) sites, which will broaden their exposure to the diverse nature and richness of family practice.

*Shared Care initiatives enable family and specialist physicians to work together within their communities to improve patient care.*



### Shared Care (Child And Youth Mental Health And Substance Use Collaborative)

The CYMHSU collaborative brings together youth, families, clinicians, schools and community professionals to improve mental health and substance use services for youth in our community.

The first stage of the CYMHSU collaborative focused on awareness and eliminating stigma around mental health issues. This work included creating a roster of family physicians willing to take on unattached youth in crisis, and increasing the number of school counselors, educators and physicians sharing information and care. In addition, local youth, community counselors, physicians and family members collaborated to create a 30-second outreach film featuring youth encouraging peers to share their struggles.

The second stage of the CYMHSU collaborative is underway and is creating working groups to tackle identified problem issues: recruiting a child psychiatrist for Penticton, supporting youth in crisis and early intervention.



*"We can't just rely on what's out there. We need everyone to come together, and help one another help these kids."*

— Dr. Manoj Parameshwar, pediatrician



Local youth, community counselors, physicians, family members and Shared Care staff collaborated to create a 30-second outreach film featuring youth encouraging peers to share their struggles.



*"This model of care has been incredibly helpful!"*

— Dr. Kyle Stevens, family physician

## Initiative Reports cont'd

### Shared Care (AECOPD Transitions In Care)

Led by Shared Care, an interdisciplinary team of physicians, a pharmacist, respiratory therapists, the Practice Support Program and a patient collaborated with Interior Health from 2012 to 2015 on the now complete COPD project. This team created a new care pathway that improves COPD patient transitions through emergency, wards and back home to community resources.

The pathway and care model includes preprinted order forms (that are now being shared within IH, BC and across Canada), special authority forms and flags to alert the need for family physician follow-up and respiratory therapy involvement. These improvements ensure that patients now receive: COPD education in hospital, standardized medical

treatment, follow-up from a respiratory therapist by phone or home visit, family physician follow-up and involvement in community respiratory programs.

The project also succeeded in reducing readmissions for patients suffering from acute exacerbations of COPD. IHA data shows a 32.4% reduction in readmissions (2011–2014) in the South Okanagan.



*"Being involved in the COPD project helped me improve my overall level of COPD Care."*

— Dr. Glen Burgoyne, family physician

Family physician, Dr. Glen Burgoyne and patient Jack Swoboda both took part in the AECOPD project.

## Shared Care (Primary Maternity Care)

A primary maternity care working group representative of family physicians, obstetricians, pediatricians, midwives, Interior Health maternity services, public health and Shared Care staff, is looking at sustainability issues around attracting and retaining maternity physicians in light of the South Okanagan Similkameen's decreasing birthrate and increase in midwife births.

The group has come together and started to explore a future model for delivering maternity care that is sustainable, keeps all providers practicing, provides appropriate patient care, is known to referring GPs, other care providers and patients, supports patient choice and education, clarifies expectations and provides continuity of care.



*"I feel excited by the work we have done with the maternity care project. As an interdisciplinary professional group we identified issues for each group of providers, and we are moving forward with ideas for sustainability through collaboration."*

— Alyson Jones, midwife



*"Now that we have identified issues facing both maternity patients and those that care for them, I am confident that the individual care provider groups will be able to develop a "Team approach" in which to provide appropriate maternity/neonatal care in a way that respects patient's choice, improves continuity, and supports all of the care providers involved."*

— Dr. Greg Selinger

## Initiative Reports cont'd



### Shared Care (Advance Care Planning — End Of Life)

The Advance Care Planning — End of Life project collaborated with Interior Health to document the experience of physicians, patients and Interior Health social workers, nurses, clerks and managers with a multi-disciplinary advance care planning approach trialed with chronic kidney disease patients. Together, a project working group is using lessons learned from this trial to explore ways to improve provider and patient comfort when starting advance care planning conversations and to support end of life care.

To further this goal, the Shared Care project partnered with the Residential Care Program to bring expert Dr. Trevor Janz to Penticton in March 2015 to talk to local care providers about end of life care. More than 80 people attended (including local family physicians, specialists, nurses, care coordinators and other health care providers) to learn more about how to set goals of care, discuss end of life plans and optimize patient comfort and function. The working group is continuing to plan activities to give physicians and patients more tools to help with advance care planning and end of life issues.



*"Having specialist outreach clinics has improved my ability to provide patient care tremendously."*

— Dr. Colleen Black

### Shared Care (Princeton Access To Specialist Care)

From January 2014–2015, 46 specialist outreach clinics and nine lunch hour CMEs were held in the rural community of Princeton. This created approximately 450 specialist appointments in 11 specialty areas: cardiology, general internal medicine, general surgery, methadone program, nephrology, orthopaedics, pediatrics, psychiatry, respirology, rheumatology and urology.

The clinics, while saving at least 70,000 kms of patient travel per year, are reducing strain on low income families: More than 60% of Princeton's patients have a household income of \$30,000 or less. In addition, 53% of patients are older than 70, and 10% are more than 90. In the past, 37% of patients missed specialist appointments due to difficulty travelling. With the clinics, attendance is now 98%. In addition, combining the clinics with lunchtime CMEs is developing greater sustainability for rural practice.

## Shared Care (Palliative Symptom Management)

In December of 2014, an oncology/palliative care working group decided to focus their efforts on palliative symptom management. Starting as early as October 2015, local family physicians will be able to refer their complex palliative patients to a new palliative symptom management clinic. The weekly half-day clinic will see a palliative physician provide pain and symptom management, medication support and education for the patient, family and members of the interdisciplinary team. The consult will provide family physicians with an action plan to increase continuity of care, improve quality of life for patients and reduce avoidable emergency department visits and hospital admissions.

## Shared Care (ON TRAC Youth Transitions)

In July, a focus group of three family physicians and four specialists met with Dewey Evans, provincial ON TRAC Youth Transitions project lead, to discuss local transitions issues and needs. The SOS physicians were said to be the most engaged group he had worked with in the province to date.

A second focus group was not pursued because the target population in the SOS was thought to be too small. The group received provincially-developed tools to be adapted and applied as appropriate.

Two physicians from this group will participate in the new BC Paediatric Society project involving youth transitions.



*"We need to improve the quality of life for our most needy and complex patients in that terminal chapter of their lives. A dedicated palliative symptom management clinic will give family doctors another tool to care for these patients."*

—Dr. Elizabeth Watters

# Division Board of Directors, Staff, Working Groups, and Committees

## Division Board of Directors

Dr. Khati Hendry, Chair  
Dr. Murali Venkataraman, Vice  
Chair and Physician Lead  
Dr. Brent Harrold, Treasurer  
Dr. Cathy Rooke, Director  
Dr. Ron Gans, Director  
Dr. Ella Monroe, Director  
Dr. Tim Phillips, Director

## Division Staff

Terrie Crawford, Executive Lead  
Sheila Johnstone, Executive  
Assistant to the Executive Lead  
Julie Young, Members Services  
Coordinator / Office Manager  
Anne Goedhart, Project Clerk  
Arlene Herman, Project Lead Division  
Initiatives (Residential Care)  
Tracy St. Claire, Shared Care  
Initiatives Project Manager  
Ida Keller, Shared Care Initiatives  
Project Assistant  
Lisa Needoba, Shared Care  
Initiatives Project Coordinator  
Amy Woodruffe, A GP for Me Project Lead  
Aarin Frigon/Fernando Polanco, A  
GP for Me Project Coordinator  
Sarah Vanderveen, Project Evaluator

## Contractors:

Heather Allen, Communications Support  
Connie Tweedie, Bookkeeper  
Laura Smith, contract MOA (PRH, DoD  
and In-patient Care Incentive billings)

## Collaborative Services Committee

### Division Representatives:

Dr. Murali  
Venkataraman,  
GP (co-chair)  
Dr. Tim Phillips,  
GP (co-chair)

### IH Representatives:

Susan Brown  
(co-chair)  
Nancy Laramie  
Lori Motluk  
Maureen Thomson  
Deb Runge  
Greg Cutforth  
Calum Hughes  
Jamie Marshall  
Cindy Regier  
Karla Warkotsch  
Kristine Larsen  
Dr. Allan Gow  
Juanita Yuill  
Jane Bird

### GPSC Representatives:

Dr. Khati Hendry  
Sue Davis (PEL)

### Division Staff: Terrie Crawford Sheila Johnstone

## IMIT Committee — Interior Health And Interior Divisions

**SOS Division  
Representative:**  
Dr. Jeff Harries, GP

## Interdivision Strategic Council (Isc)

### SOS Division Representatives:

Dr. Murali  
Venkataraman, GP  
Dr. Tim Phillips, GP  
Terrie Crawford

## EMR Working Group

Dr. Alistair  
Bannerman, GP  
Dr. Johan Boshoff, GP  
Dr. Peter Entwistle, GP  
Dr. Jeff Harries, GP  
Dr. Khati Hendry, GP

### MOA Representatives:

Shelley DesRoches  
Heather Fleck  
Trish Lyver

### PITO Representatives:

Myra Mattila  
Jesse Langford

### Division Staff:

Terrie Crawford  
Sheila Johnstone

## Princeton Working Group

**Division  
Representatives:**  
Dr. Colleen Black, GP  
Dr. Ron Gans, GP  
Deb Wood

### IH Representatives:

Susan Brown  
Maja Karlsson  
Dr. Curtis Bell

### MOA Consultants/ Contractors:

Kelly Hawes  
Shelley DesRoches

**Residential Care**

**RCP Medical Coordinators:**

Dr. Mark Lawrie, GP  
Dr. Bob Mack, GP

**IH Representative:**

Cindy Regier  
**Division Staff:**  
Terrie Crawford  
Arlene Herman  
Anne Goedhart  
Julie Young

**Residential Care Working Group**

Dr. Bob Mack, GP  
Dr. Mark Lawrie, GP  
Dr. Lloyd Westby, GP  
Dr. Brent Harrold, GP  
Dr. Ron Gans, GP  
Dr. Murali Venkataraman, GP  
Dr. Elizabeth Watters, GP

**Division Staff:**

Terrie Crawford  
Arlene Herman

**A GP For Me Advisory Committee**

Dr. Ron Gans, GP  
Dr. Driaan van der Vyver, GP  
Dr. Peter Entwistle, GP  
Dr. Brent Harrold, GP  
Dr. Cathy Rooke, GP

**MOA Representatives:**

Kelly Hawes  
Cindy Mickelson  
**Community Representatives:**  
Elmie Saaltink,  
Access Centre

Tanya Behardien,  
PDCRS

**IH Representatives:**

Susan Brown,  
Joseph Savage  
Wendy Boyer  
Karla Warkotsch

**Division / A GP for Me Staff:**

Terrie Crawford  
Amy Woodruffe  
Fernando Polanco/  
Aarin Frigon  
Arlene Herman  
Julie Young  
Sarah Vanderveen

**A GP for Me — GP Patient Matching Strategy**

Dr. Driaan van der Vyver, GP  
Dr. Cathy Rooke, GP  
Dr. Mark Hamilton, GP  
Dr. Jacob Bellingan, GP  
Dr. Robert Calder, GP  
Dr. Peter Entwistle, GP  
Dr. Steven Evans, GP  
Dr. Garnett Tarr, GP  
Dr. Lorraine Kane, GP  
Dr. Margaret Myslek, GP

**Division Staff:**

Amy Woodruffe  
Julie Young

**A GP for Me — Clinical Non-Dispensing Pharmacy**

Dr. Peter Entwistle, GP  
**Division / A GP for Me Staff:**  
Aarin Frigon  
Julie Young

**A GP for Me — Community Worker Project**

Dr. Peter Entwistle, GP  
Dr. Ella Monro, GP  
Dr. Colleen Black, GP

**Division / A GP for Me Staff:**

Amy Woodruffe  
Julie Young

**A GP for Me — Stabilization Clinic Project**

Dr. Driaan van der Vyver, GP  
Dr. Kyle Stevens, GP  
Dr. David Stoll, GP  
Dr. Lisa Friesen, GP  
Dr. Leslie Lappalainen, GP

**Division / A GP for Me Staff:**

Amy Woodruffe  
Julie Young

**A GP for Me — Practice Efficiency Strategy**

Dr. Garnett Tarr, GP  
Dr. Perold Louw, GP  
Dr. Matthys De Vries, GP  
Dr. Elzaan de Witt, GP  
Dr. Susan Severide, GP  
Dr. Steven Evans, GP  
Dr. Elizabeth Watters, GP  
Dr. Driaan van der Vyver, GP  
Dr. Kyle Stevens, GP  
Dr. Daniel Kilian, GP  
Dr. Derek Barkhuizen, GP

Dr. Cathy Rooke, GP  
Dr. Margaret Myslek, GP  
Dr. Peter Entwistle, GP  
Dr. Jeff Harries, GP  
Dr. Leona Harries, GP  
Dr. Michael Biggs, GP  
Dr. Johan Boshoff, GP  
Dr. Marina Louw, GP  
Dr. John Kennedy, GP  
Dr. Cathy Sheehan, GP  
Dr. Richard Tatham, GP

**Division / A GP for Me Staff:**

Aarin Frigon  
Julie Young

**A GP for Me — Recruitment and Retention**

Dr. Ron Gans, GP  
Dr. Rob McIntosh, GP  
Dr. Peter Entwistle, GP  
**Division Staff / A GP for Me Staff:**  
Aarin Frigon  
Julie Young

**Shared Care Steering Committee**

Dr. Elizabeth Watters, GP  
Dr. Glen Burgoyne, GP  
Dr. Marius Snyman, GP  
Dr. Brian Forzley, SP  
Dr. Michelle Teo, SP  
Dr. Shannon Walker, SP

**IH Representatives:**

Lori Motluk  
Susan Brown  
Maureen Thomson  
Greg Cutforth

**Doctors of BC Representative:**

Robin Watt

**Division / Shared Care Staff:**

Terrie Crawford  
Tracy St. Claire  
Lisa Needoba  
Ida Keller  
Sarah Vanderveen

**Shared Care Transition In Care — AECOPD**

Dr. Glen Burgoyne, GP  
Dr. Brent Harrold, GP  
Dr. Shannon Walker, SP

**GPSC Representative:**

Wendy Boyer (PSP)

**Patient Representative**

Jack Swoboda, Patient

**IH Representatives:**

Orysa Fetterly  
Patricia Park  
Sharry Hodgson  
Anne Morgenstern  
Pat Rattée  
Scott Frymire  
Chris Danby  
Dana Thomas  
Maureen Thomson

**Division / Shared Care Staff:**

Terrie Crawford  
Tracy St. Claire  
Ida Keller

## Division Board of Directors, Staff, Working Groups, and Committees cont'd

### Primary Maternity Care Advisory Committee

Dr. Greg Selinger, GP  
 Dr. Jose Goncalves, SP  
 Dr. Manoj Parameshwar, SP  
 Alyson Jones, Midwife  
 Suzanne Lobb, Midwife

#### *Interior Health Representatives:*

Lori Motluk  
 Maureen Spinks  
 Patricia Park

#### *Shared Care Staff:*

Tracy St. Claire  
 Ida Keller  
 Sarah Vanderveen

### Maternity Exploration Group

Dr. Alicja Frasinski, GP  
 Dr. Greg Selinger, GP  
 Dr. Sue Severide, GP  
 Dr. Marius Snyman, GP  
 Dr. Cara Wall, GP  
 Alyson Jones, Midwife  
 Suzanne Lobb, Midwife

#### *IH Representatives:*

Maureen Spinks  
 Sylvie Tanguay

#### *Shared Care Staff:*

Tracy St. Claire  
 Ida Keller

### Midwife Group

Alyson Jones  
 Suzanne Lobb  
 Jennica Rawston  
 Christy Raynolds

### Ob/Gyn Group

Dr. Armelie dela Cruz  
 Dr. Jose Goncalves  
 Dr. Julie Ryckman

### Obstetrics Group PCMC

Dr. Steve Evans, GP  
 Dr. Alicja Frasinski, GP  
 Dr. Lisa Friesen, GP  
 Dr. Martine LeBel, GP  
 Dr. Greg Selinger, GP  
 Dr. Sue Severide, GP  
 Dr. Marius Snyman, GP  
 Dr. Cara Wall, GP  
 Dr. Danielle Weisgarber, GP

### Palliative Symptom Management

Dr. William Caskey, GP  
 Dr. Alan Nixon, GP  
 Dr. David Paisley, GP  
 Dr. Elizabeth Watters, GP

#### *IH Representatives:*

Andrea Turner  
 Tanya Castillo  
 Jeff Dias  
 Tania Linning

#### *Hospice Society Representatives:*

Carmen Eberlee  
 Sue Kirschmann

#### *Shared Care Staff:*

Tracy St. Claire  
 Ida Keller  
 Sarah Vanderveen

### Princeton Access To Specialist Care Advisory Committee

Dr. Ella Monroe, GP  
 Dr. Shannon Walker, SP  
 Dr. Brian Forzley, SP

#### *IH Representatives:*

Susan Brown  
 Cherie Whittaker  
 Darla Biagioni  
 Viola Brown  
 Tanya ter Keurs

#### *MOA Representatives:*

Rachelle Sanderson  
 Trish Lyver

#### *Shared Care Staff:*

Lisa Needoba  
 Ida Keller  
 Sarah Vanderveen

### Princeton Specialty Providers

Dr. Mark Baillie, GP  
 Dr. Vijender Balain, SP  
 Dr. Timothy Bell, SP  
 Dr. Neil Crofts, SP  
 Dr. Brian Forzley, SP  
 Dr. Said Jumaa, SP  
 Dr. Richard Hooper, SP  
 Dr. Karen Lannon, SP  
 Dr. Manoj Parameshwar, SP  
 Dr. Ryan Drew-Scott, SP  
 Dr. Jacqueline Stewart, SP  
 Dr. Cameron Taylor, SP  
 Dr. Bryan Tighe, SP  
 Dr. Shannon Walker, SP  
 Dr. Lloyd Westby, GP

### Princeton Logistics Sub-committee

#### *IH Representatives:*

Cherie Whittaker  
 Darla Biagioni

#### *MOA Representatives:*

Dawn Lamont  
 Betty-Anne Bashuk  
 Rachelle Sanderson  
 Trish Lyver

#### *Shared Care Staff:*

Lisa Needoba  
 Ida Keller

### Advance Care Planning — End Of Life

Dr. Sarah Broder, SP  
 Dr. Bill Caskey, GP  
 Dr. Brian Forzley, GP  
 Dr. Marjorie Krabbe, GP  
 Dr. Mark Lawrie, GP  
 Dr. Marina Louw, GP  
 Dr. Bob Mack, GP  
 Dr. Margaret Myslek, GP  
 Dr. Alan Nixon, GP  
 Dr. Elizabeth Watters, GP

#### *IH Representatives:*

Jeffrey Dias  
 Judy Nicol  
 Maureen Detwiller

#### *Shared Care Staff:*

Tracy St. Claire  
 Lisa Needoba  
 Ida Keller

### ON TRAC Committee

Dr. Sarah Broder, SP  
 Dr. Katherine Gross, SP  
 Dr. Karen Papay, GP  
 Dr. David Paisley, GP  
 Dr. Cathy Rooke, GP  
 Dr. Elizabeth Watters, GP

#### *ON TRAC BC Representative:*

Dewey Evans

#### *Shared Care Staff:*

Tracy St. Claire  
 Lisa Needoba  
 Ida Keller

### Oncology Working Group

Dr. Elizabeth Watters, GP  
 Dr. David Paisley, GP  
 Dr. Alan Nixon, GP

#### *IH Representatives:*

Calum Hughes  
 Anita Moench  
 Andrea Turner  
 Tania Linning  
 Jeffrey Dias  
 Pat Breakey

#### *Shared Care Staff:*

Tracy St. Claire  
 Ida Keller

### CME Planning Committee

Dr. Phil Allen, SP  
 Dr. Elizabeth Watters, GP  
 Dr. Glen Burgoyne, GP  
 Dr. Marius Snyman, GP  
 Dr. Niall Davidson, SP

Dr. Brian Forzley, SP  
 Dr. Said Jumaa, SP  
 Dr. Elmine Statham, SP  
 Dr. Holly Wiesinger, SP  
 Dr. Michelle Teo, SP  
 Dr. David Kincade, SP  
 Dr. Shannon Walker, SP

**Division / Shared Care Staff:**

Tracy St. Claire  
 Ida Keller  
 Deb Wood/  
 Julie Young

**Child & Youth & Mental Services Action Team**

Dr. Vijender Balain, SP  
 Dr. Ryan Drew-Scott, SP  
 Dr. Barbara Main, GP  
 Dr. Manoj Parameshwar, SP  
 Dr. Cathy Sheehan, GP  
 Dr. David Smith, GP  
 Dr. Elmine Statham, SP  
 Dr. Kyle Stevens, GP  
 Dr. Susan Tebbutt, SP

**GPSC Representative:**  
 Wendy Boyer, PSP

**F.O.R.C.E. Representatives:**

Traci Cooke  
 Harry Holman  
 Rylee McKinlay  
 Terri McKinlay

**Penticton Indian Band Representatives:**

Lynn Kruger  
 Ted Cutbill

**Boys & Girls Club Representative:**

Jennifer Anderson

**PDCRS Representatives:**

Tanya Behardien  
 Melissa Redfern

**School District #67 Representatives:**

Pam Butters  
 Louise Ganton  
 Michelle Glibbery

Todd Manuel  
 Jenny Mitchell  
 Tracy Sorensen

**YES Project Representatives:**

Amberlee Erdmann  
 Brittini Miller

**IH Representatives:**

Ginger Challenger  
 Debra Forcier-Salverda

Karen Gladish  
 Jamie Marshall  
 Deneen Ollis  
 Anne Morgenstern  
 Joseph Savage

**Rotary Representatives:**

Brian Hughes  
 Milton Orris

**RCMP Representative:**  
 Terri Kalaski

**MCFD Representatives:**

Deb Hardman  
 Lars Larsen  
 Jason MacKenzie  
 Cindy Whitford

**Pathways Representative:**

Daryl Meyers

**City of Penticton Representative:**

Helena Konanz

**Impact BC Representative:**

Diane Goossens

**Shared Care Staff:**

Tracy St. Claire  
 Ida Keller

**Division Staff:**

Arlene Herman  
 Sheila Johnstone

**CYMHSU Early Intervention Working Group**

**MCFD Representative:**

Deb Hardman

**F.O.R.C.E. Representatives:**

Terri McKinlay  
 Harry Holman

**PDCRS Representatives:**

Melissa Redfern  
 Tanya Behardien

**SD #67**

**Representatives:**

Louise Ganton  
 Jenny Mitchell

**City of Penticton Representative:**

Helena Konanz

**YES Project Representative:**

Amberlee Erdmann

**Rotary Representative:**

Milton Orris

**Shared Care Staff:**

Tracy St. Claire  
 Ida Keller

**CYMHSU Youth in Crisis**

Dr. Manoj Parameshwar, SP  
 Dr. Susan Tebbutt, SP

**PDCRS Representative:**

Tanya Behardien

**MCFD Representatives:**

Deb Hardman  
 Lars Larsen  
 Jason McKenzie  
 Deneen Ollis

Cindy Whitford

**IH Representatives:**

Ginger Challenger  
 Joseph Savage

**CCRT Representative:**  
 Debra Forcier-Salverda

**RCMP Representative:**  
 Terri Kalaski

**SD #67 Representative:**

Todd Manuel

**Shared Care Staff:**

Tracy St. Claire

**CYMHSU Youth Psychiatrist Recruitment**

Dr. Ryan Drew-Scott, SP  
 Dr. Susan Tebbutt, SP

**IH Representatives:**

Dr. David Smith  
 Joseph Savage

**Shared Care Staff:**

Tracy St. Claire

**Mental Health And Substance Use Working Groups**

**Division Representatives:**

Dr. Kyle Stevens  
 Dr. Robert Calder  
 Dr. Driaan van der Vyver  
 Dr. Mark Baillie  
 Dr. David Stoll  
 Dr. Diana Fort

**Specialist:**

Dr. Rajeev Sheoran, Psychiatrist

**IH Representatives:**

Sandy DaSilva  
 Jamie Marshall  
 Juanita Yuill  
 Karen Fitzpatrick  
 Anne Morgenstern  
 Karen Sherbina  
 Bruce Lange  
 Karla Warkotsch

**Division staff:**

Terrie Crawford  
 Amy Woodruffe  
 Fernando Polanco

# Statement of Financial Position

(March 31, 2015)

This consolidated statement of operations is based on an audited financial statement for the fiscal year ending March 31, 2015. Full financial reports are available at the Division office.

## Assets

### Current Assets

Cash	\$	843,527
Accounts receivable		8,185
Prepaid expenses		1,267

852,979

### Capital Assets

27,554

TOTAL CURRENT ASSETS

\$ 880,533

## Liability and Net Assets

### Current Liabilities

Accounts payable	\$	296,569
Deferred revenue		529,469

826,038

Deferred capital contributions

7,251

\$ 833,289

### Net Assets

Invested in capital assets	20,303
Unrestricted	26,941

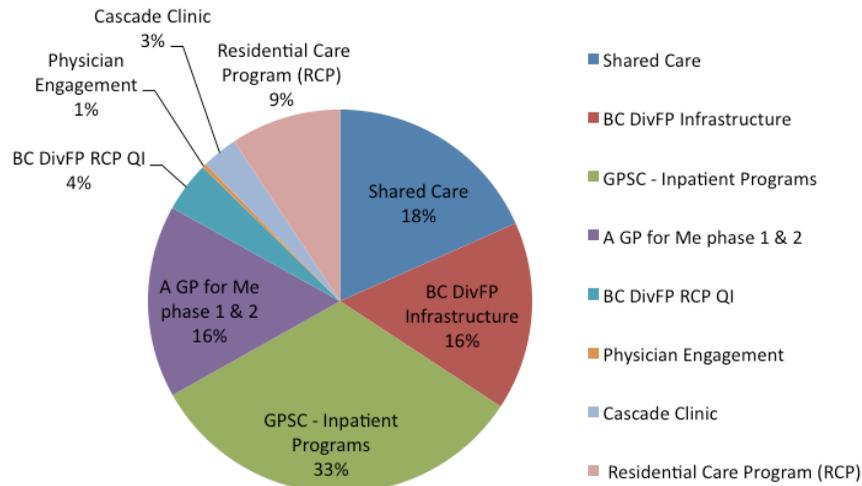
47,244

TOTAL LIABILITIES AND NET ASSETS

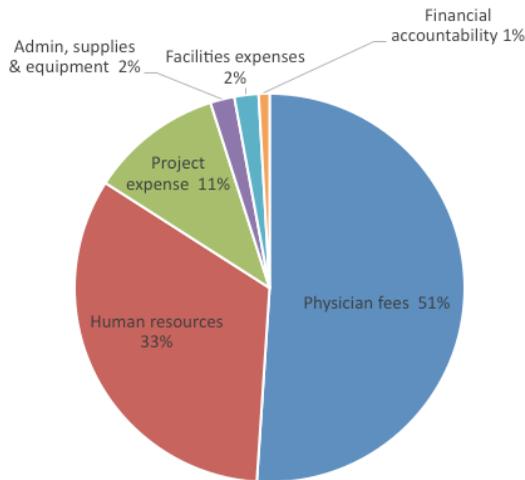
\$ 880,533

# Revenue and Expenses

## 2014/2015 Revenue



## 2014/2015 Expenses



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## South Okanagan Similkameen Division of Family Practice

### Contact information:

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Penticton BC V2A 8N8

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Email: [terrie.crawford@sosdivision.ca](mailto:terrie.crawford@sosdivision.ca)

Website: [www.divisionsbc.ca/sos](http://www.divisionsbc.ca/sos)

We gratefully acknowledge the funding of the  
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Care Committee, as well as the support of the  
Division of Family Practice provincial office.

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The Divisions of Family Practice Initiative is sponsored by the  
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BC Ministry of Health and Doctors of BC.

[www.divisionsbc.ca/sos](http://www.divisionsbc.ca/sos)

