

# 2016 ANNUAL REPORT

March 2016 – March 2017



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

A GPSC initiative

Cover Photo: Collaborative Services Committee (from left)  
Nancy Laramie, John Yarshenko, Carl Meadows, Dr. Murali  
Venkataraman, Dr. Tim Phillips, Susan Brown, Tracy St.  
Claire, Anne Marie Locas, Dr. Curtis Bell, and Greg Cutforth.

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## MESSAGE FROM THE PHYSICIAN LEAD



Drs. Wendy Richardson and Lucy Gans with  
Dr. Tim Phillips, Physician Lead (middle)

Physician leadership continued to grow and strengthen this year at the South Okanagan Similkameen Division of Family Practice. Initiatives such as rural health care sustainability, Shared Care maternity care, the South Okanagan family medicine residency program, initial work towards the patient medical home model of care, and a new partnership with the Penticton Physician Medical Society provided opportunities for physicians to explore and develop ways to work together.

In addition to supporting our members, this year we increased collaboration and partnerships with the Interior Health Authority, aboriginal communities, municipalities, other care providers, and not-for-profit organizations.

I would like to personally thank the physician leads and champions who have stepped forward to make this work possible. I would also like to thank the Division staff for their dedication, and especially Terrie Crawford, who is retiring from her position of Executive Director.

Many thanks to this year's retiring physicians for their years of service, and a warm welcome to physicians new to our communities.

Tim Phillips  
Physician Lead

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## MESSAGE FROM THE EXECUTIVE DIRECTOR



Terrie Crawford (left), Executive Director (retired March 2017) and Tracy St. Claire, Executive Director (new March 2017)

2016/2017 was a year of transition for the South Okanagan Division of Family Practice. We experienced change within our organization with new and retiring physicians and staff. Provincially, we saw a new focus on patient medical homes, and the introduction of acute facilities physician organizations.

We have been able to transition smoothly because of a solid foundation built over the past seven years, which is supported by the underpinnings of strong physician and staff leadership. Together, we continue to value relationships, partnerships, and a willingness to explore new ways of working together to address challenges, provide support to colleagues, and to improve patient care.

Our Division ensures that our community of physicians and partners have the capacity to engage. We could address many issues, but our diligence in considering capacity and shared common concerns with our members and partners is what gives us momentum to create change.

I've had the privilege of being the Executive Director of the South Okanagan Similkameen Division of Family Practice since its inception, so it's with mixed emotion that, in my retirement as of March 2017, I say my farewell.

With this last message, I would like to thank the Board, membership, and staff for their support and commitment to our Division's work. It's been a rewarding experience and I've enjoyed working with all of you. I'm happy to hand over the reins to Tracy St. Claire, the new Executive Director. Together with a strong Board, skilled staff and members, I'm confident the SOS Division of Family Practice will continue to thrive.

Terrie Crawford  
Executive Director

# YEAR IN REVIEW

## CONTINUING MEDICAL EDUCATION (CMEs)

*In conjunction with the  
Penticton Physician  
Medical Society*

### **Tuesday Rounds**

March 2016 – March 2017  
(Penticton Regional Hospital)

### **CME & AGM**

September 14, 2016  
(Penticton Ramada Inn)

Panel-led Discussion:

Dr. Khati Hendry (moderator)

Dr. Lee MacKay  
(Kootenay Boundary)

Dr. Ella Monro (Princeton)

Dr. Murali Venkataraman  
(Summerland)

Dr. Kyle Stevens  
(Martin Street Outreach Centre)

### **Shared Care Ask a Specialist/ Tell a Specialist CME event**

June 2, 2016  
(Linden Gardens, Kaleden, BC)

Presenters:

Dr. Zoe Ayling  
(Emergency Medicine)

Dr. Ingrid Douzich  
(Child/Youth Psychiatry)

Dr. Ali Moshaver  
(Otolaryngology)

Dr. Troy Pinsonneault  
(Orthopaedic Surgery)

Dr. Siva Raghavan  
(Anaesthesiology)

Dr. Kevin Renaud (OBGYN)



Rheumatologist Michelle Teo speaking at the Ask a Specialist/ Tell a Specialist CME, June 2016

### **PSP Shared Care Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative CME**

CYMH Interactive Workshop  
May 26, 2016

(Fairview Mtn. Golf  
Club, Oliver)

Topic: Learning about CYMHSU  
screening tools/ connecting  
with service providers

### **Shared Care Polypharmacy Risk Reduction Initiative CME**

November 30, 2016  
(SOS DoFP office, Penticton)

Presenter: Dr. Mark Lawrie

## EVENTS

### **Physician Lead Appreciation Event**

April 27, 2016  
(Vanilla Pod Restaurant,  
Penticton)

### **Physician Lead Appreciation Event**

February 8, 2017  
(Theos Restaurant, Penticton)

Guests included family  
physicians and specialists, who  
contribute time/knowledge to  
the SOS DoFP and Shared Care.

### **MOA Event**

March 2, 2016  
(Penticton Ramada Inn)

Topic: A Canadian Mental Health  
Association Presentation:  
Responding with Respect

### **Family Medicine Residency Program Event**

December 7, 2016  
(Ramada Inn, Penticton)

Celebration of inaugural  
year and Presentation  
Presentation Topic: What's  
New in Residency Training?



Rural physicians and their spouses enjoyed a family social at the Get Connected Event, October 2016

### **Get Connected Event for SOS Rural Corridor Physicians**

October 1, 2016  
(Walnut Grove Resort, Osoyoos)

Physician meeting followed by family social

### **Child and Youth Mental Health and Substance Use Event: SOS Let's Talk**

May 3, 2016  
(Shatford Centre, Penticton)

### **Mental Health Awareness Week event**

Presenters including physicians, youth, parents, clinicians

### **Child and Youth Mental Health and Substance Use Information Event for Parents**

October 18, 2016  
(Shatford Centre, Penticton)

Topic: How do you talk to your child about mental health?

Presenters: Panel of physicians, school counsellors, parents, clinicians

### **Widening the Circle: Aboriginal Youth in Crisis Response Group outreach event**

March 15, 2017  
(Penticton Indian Band Hall)

## YEAR IN REVIEW CONT'D

### PRESENTATIONS

#### **Polypharmacy Risk Reduction Mentoring Presentations**

February 2016

Quality Forum  
(Vancouver, BC)

Presenter: Dr. Mark Lawrie

November 25, 2016  
(Kelowna, BC)

Presenter: Dr. Mark Lawrie

January 10, 2017  
(North Shore)

Presenter: Dr. Mark Lawrie



Dr. Mark Lawrie presenting on polypharmacy risk reduction

#### **CYMHSU Learning Session**

October 5 – 6, 2016  
(Vancouver, BC)

Storyboard Topic: Reducing the Sway of Stigma

Presenters: Riley Gettens, Rylee McKinlay, Terri McKinlay

#### **CYMHSU Congress**

March 9 – 10, 2017  
(Vancouver, BC)

Pathway to Partnership Video

Presenters: Kim Montgomery, Dr. Zoe Ayling, Tracy St. Claire

#### **BCPSQC Pre-forum 'Simplifying the Journey' Joint Collaborative Committee Presentations**

February, 2016  
(Vancouver, BC)

Topics:

Collaboratively reducing rural isolation: How specialist outreach contributes to sustainability in rural practice

Presenters: Dr. Shannon Walker, Cherie Whitaker

Leveraging resources around chronic obstructive pulmonary disease (COPD) to create culture change, and reduce AECOPD admissions

Presenters: Dr. Shannon Walker, Tracy St. Claire, Wendy Boyer

The Road to Grace: The story of an 18-year-old who died of an accidental heroin overdose in Penticton, which became a catalyst for action on CYMHSU issues

Presenters: Dr. Kyle Stevens, Dr. Elmine Statham, Tracy St. Claire

#### **Canadian Society of Physician Recruiters national conference**

April, 2016  
(Vancouver, BC)

Presenters: Aarin Frigon, Julie Young

#### **Rural Locum Forum**

February, 2017  
(Nanaimo, BC)

Presenters: Julie Young, Aarin Frigon

# SOS DIVISION OF FAMILY PRACTICE

## STRATEGIC DIRECTION 2015—2019

### VISION

Community of primary care physicians who are active, collaborative partners in promoting practical and innovative solutions to local community health needs built on a foundation of primary care excellence.

### MISSION

To engage and support primary care physicians as collaborative and trusted partners to improve comprehensive primary patient care by promoting and strengthening the physician voice and influence on innovative local health care delivery.

#### PHYSICIANS SUPPORTING PHYSICIANS

- Attract and retain physicians to meet the primary health care needs
- Provide educational opportunities to strengthen skills, knowledge and leadership
- Foster peer support, mentoring and networking
- Strengthen the interconnectivity between primary, specialists, and other health care providers
- Support residents and newly practicing physicians
- Improve GP satisfaction and work/life balance

#### PHYSICIANS INFLUENCING THE SYSTEM

- Support meaningful physician leadership in primary care planning
- Improve access to primary care in rural communities and for vulnerable patients
- Identify local needs and advocate for improvements
- Maximize strategic partnerships and collaboration to pursue common goals
- Work with our partners to build a sustainable primary health care system

#### PHYSICIANS WORKING WITH HEALTH PROVIDERS

- Foster partnerships to increase coordination of services and enable team based care
- Optimize resources that support care being provided by the right provider, at the right time, and in the right place
- Collaborate in the development of technological solutions to improve patient care and communication
- Improve efficiencies and build primary care capacity
- Utilize quality improvement principles, best practice and the use of technology to better support clinical projects to improve patient care

FOSTER A STRONG & HEALTHY COMMUNITY OF FAMILY PHYSICIANS

IMPROVE THE HEALTH OF OUR COMMUNITIES

ENHANCE THE QUALITY OF PATIENT CARE & THE PRIMARY CARE RELATIONSHIP

### VALUES & PRINCIPLES



Physician Health & Wellness



Collaboration & Partnership



Physician Leadership & Best Practice



Quality Improvement, Creativity & Innovation



Integrity & Transparency



Patient Centred Care



Supporting Rural & Urban Physicians

# INITIATIVES

## RESIDENTIAL CARE

Four years ago, seven care facilities in Penticton and Summerland were a part of a provincial Residential Care Prototype Project. One of only five in the province, the local Residential Care Prototype Project aimed to and was successful at providing proactive care, reducing barriers to good residential care, and decreasing avoidable visits to emergency departments.

Following the success of this prototype, the province started the GPSC Residential Care Initiative in 2016. This new initiative funds communities across BC so that they can also design and implement local solutions to support residential care and the following best practices: 24/7 availability and onsite attendance when required, proactive visits to residents, meaningful medication reviews, completed documentation, and attendance at care conferences.

In addition to Penticton and Summerland, the SOS communities of Oliver/Osoyoos, Princeton, and Keremeos developed a plan and received funding to implement this Residential Care Initiative.

Each community is in various stages of development, and is locally designing solutions for best practice expectations and needs such as physician leadership, most responsible physician (MRP) bonuses, Doctor of the Day support, quality improvement, evaluation, and CMEs. Each area has one to two physician leads and will be sharing learnings with each other.

Tools developed in the successful prototype in Penticton and Summerland (such as a Care Conference Model, the SBAR: Situation, Background, Assessment, Recommendation) communication tool, and end-of-life quality improvement) are serving as models for the Residential Care Initiative.

## INPATIENT CARE

The Inpatient Care Initiative funding supports family physicians who provide in-hospital care to their own patients, and to those admitted to hospital without a family physician. The vast majority of our physicians continue to provide hospital coverage at Penticton Regional Hospital, South Okanagan General Hospital, and Princeton General Hospital.

The Division has been actively collaborating with the Department of Family Medicine at Penticton Regional Hospital to minimize hassle factors for physicians in hospital, and to ensure that there is adequate coverage for all aspects of primary inpatient care.



*"I have enjoyed the work.  
As a team we have been able to  
accomplish a great deal."*

— Dr. Rob Calder, Osoyoos Residential  
Care Initiative Physician Lead

## JOINT STANDING COMMITTEE ON RURAL ISSUES

By combining existing strengths and resources and working with local governments, the Joint Standing Committee on Rural Issues continues to bring improvements to primary care for rural communities in the South Okanagan Similkameen corridor. With new 2016 funding, the initiative will be implemented over the next two years in the rural communities of Oliver, Osoyoos, Keremeos, Princeton, and neighbouring aboriginal communities.

Rural communities often have a limited capacity to provide a broad scope of practice for core health services. Consequently, their healthcare service tends to be less robust and more vulnerable than in urban centres. The SOS rural corridor addresses these challenges by focusing on working together to provide a sustainable model of rural primary care delivery.

Three core strategies:

### 1. SOS Rural Corridor Practitioner Collective

- Designating time and energy for the development of a strong, mutually rewarding collegial association among the SOS rural corridor practitioners.
- Securing methods (i.e. EMR access and integration) that will allow practitioners more opportunities to collaborate

*"I and my colleagues find the Community Worker program valuable in Princeton. Our community worker is an advocate for the socially and economically disadvantaged, ensuring they get the care they need, whether it be a ride to the lab, imaging or office visit or as a support person through tough times. Our community worker helps many clients, mostly for acute or short-term issues."*



— Tim van der Heide, Princeton physician lead for JSC

on patient care and strengthen peer relationships.

- Strengthening peer relationships to increase practitioner retention, protecting against burnout and helping break down existing silos of practice.

### 2. SOS Rural Corridor Community Coalition

- Building a strong community coalition that includes membership from the SOS rural corridor practitioners, municipal governments, First Nations, allied health, and additional community organizations.
- Moving our communities towards multi-lateral

## INITIATIVES CONT'D

relationships to foster openness and inclusiveness when it comes to identifying goals, prioritizing and decision-making.

- Optimizing community engagement to collectively solve local health issues while driving the development of sustainable healthcare.

### 3. SOS Rural Corridor Protocols

- Building on the strong foundations created through the Practitioner Collective and the Community Coalition allows for the collaborative development of community and practice protocols throughout the SOS rural corridor.
- Protocols addressed this year include the development of recruitment materials for each rural community, the spread of the Community Worker project to Keremeos, and a variety of chronic pain initiatives.
- The SOS rural communities have demonstrated a unique flexibility and adaptability to be responsive to the needs of their residents. This model, built on mutual trust and common shared goals, will ultimately serve as a template to help other rural communities move towards sustainable healthcare.



Dr. Ella Monro and Cherie Whittaker accept the Rural Medicine Award of Excellence on behalf of a team of 21 physicians, nurses, allied health professionals, and administrators at the Cascade Medical Centre and Princeton General Hospital in Princeton, BC.

## RECRUITMENT AND RETENTION

Efforts to attract more physicians to the area continued in 2016 with Division staff attending the Canadian Society of Physician Recruiters national conference in April 2016 and promoting local opportunities at the Rural Locum Forum held in Nanaimo in February 2017.

Our online recruitment efforts also expanded with quarterly email newsletters to locums, advertisements on Health Match BC and on the SGPBC locum job board, and on the Division's own recruitment website, which is widely promoted via GoogleAds. Results included more than two dozen referrals and inquiries plus several site visits. While we anticipate at least six new arrivals in the fall of 2017, our communities were pleased

to welcome the following new physicians in 2016:

Dr. Ifeju Omojuwa (South Similkameen Health Centre)

Dr. Tom Oliver (SOGH ED)

Dr. Tarinder Grewal (SOGH ED)

Dr. Richard Beever (SOGH ED)

Dr. David Van Den Berg (Heartline Medical)

Dr. Izak Van Der Westhuizen (White Clinic)

Dr. Heather Filek (locum)

Dr. Sheena Manning (PRH ED)

The Division appreciates those physicians who have assisted with recruitment efforts, offering hospitality, in addition to hosting clinic and hospital tours.

*"I found that the Divisions of Family Practice recruiting department very professional and they assisted in many areas of my move here to Penticton. From arranging clinic visits and a physician mentor to providing an orientation to the hospital, as well as information required to begin the application for hospital privileges and to open my practice. They also provided the assistance to find a house for my family to rent before we arrived."*

— Dr. David Van Den Berg



Recruitment postcards advertise each of our communities to potential new physicians. This sample advertises the towns of Oliver and Osoyoos.



## PARTNERSHIPS

*Forming partnerships continues to be an important part of the South Okanagan Division of Family Practice's ability to serve its members, and design and deliver successful projects.*

### STABILIZATION CLINIC: MARTIN ST. OUTREACH CENTRE

A partnership between the South Okanagan Division of Family Practice and Interior Health, Martin Street Outreach Centre is a stabilization clinic that houses health and social services for community residents with mental health and/or substance use issues. Since opening in 2015, it has attached 746 patients to a family physician.

In addition to connecting clients with doctors for primary health care, other services (listed below) are co-located in this easy-to-access location.

Individuals with complex mental health and substance use issues continue to be at high risk of chronic disease and health complications, and can have challenges accessing primary

care and other services, keeping scheduled appointments, or managing medications.

Our goal with this innovative approach — local physicians and support staff working together to provide care to a target population — is to ensure that patients are able to access the care they require so their illness isn't exacerbated, while avoiding unnecessary emergency department visits, hospital admissions, or other health crises.

Current services include: physicians, residents, methadone/Suboxone program, social work, Stop HIV, MHSU Intensive Case Management, MHSU Community Crisis Response Team, psychiatrist (1x weekly), diabetic nurse (1x month), Penticton and District Community Resources Society – Harm Reduction (2x weekly), Canadian Mental Health Association – mental health advocate (1x weekly), Pathways – addiction counsellor (1x weekly).

*"We are moving towards realizing our goal of shared/ wrap-around care. This is providing an exciting opportunity for some of our most vulnerable and disenfranchised patients to access preventative health care, which was previously nearly impossible to realize. In addition to full family physician care many of the Martin Street Outreach patients have also been able to access on-site benefits such as a social worker, immunizations/vaccinations, a diabetic nurse educator, a harm reduction nurse, and expert addiction counselling support. I believe the downstream health benefits of these opportunities will be truly life changing for some of our clients."*



— Dr. Kyle Stevens

## UBC SOUTH OKANAGAN FAMILY PRACTICE RESIDENCY PROGRAM

In partnership with UBC Okanagan, the South Okanagan welcomed residents to its inaugural two-year Family Practice Residency Program in 2016.

Led by initial site directors, Dr. Catherine Rooke, Dr. Barbara Main, and Dr. Marjorie Krabbe, the local program welcomed four residents. Offices and learning facilities were based at Penticton Regional Hospital.

While Dr. Krabbe continues to lead the program as Site Director, Dr. Murali Venkataraman has taken over the helm as Site Faculty for Curriculum, Dr. Mark Lawrie is Faculty Development and Behavioural Medicine, Dr. Richard Tatham is Site Director for Assessment and Evaluation,

and Evelyn Cornelissen (Kelowna) is Scholarship.

The first eight preceptors (family physicians who participate in the collaborative Canadian Resident Matching Service to train and assess the first four residents in the South Okanagan) were Drs. Murali Venkataraman, Kyle Stevens, Margie Krabbe, Alistair Bannerman, Elizabeth Watters, Barb Main, Greg Selinger, and Robin Masson.

The following are preceptors for the 2017/2018 year: Drs. Elizabeth Allen, Peter Bull, Tim Phillips, Mark Lawrie, Perold Louw, Murali Venkataraman, Kyle Stevens, Margie Krabbe, Elizabeth Watters, Barb Main, Greg Selinger, and Robin Masson.



Jacqueline Bourdeaux, JoyAnne Krupa, Rebecca Psutka, and Travis Thompson were the inaugural residents in the UBC South Okanagan Family Practice Residency program.



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

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## PARTNERSHIPS CONT'D

### TUESDAY ROUNDS CME MODEL (PENTICTON PHYSICIAN MEDICAL SOCIETY PARTNERSHIP)



A new format for Tuesday Rounds was implemented in January 2016 at the Penticton Regional Hospital. The Rounds feature local physicians presenting topics requested by their peers. Suggested topics were taken from physician surveys, while others were noted at previous CME events.

The CME planning committee, a partnership of the SOS Division of Family Practice and the Penticton Physician Medical Society, working with the SOGH Medical Society and PRH administration, continues to deliver physician-driven, needs-based education for family physicians and specialists. A total of 47 topics have been presented so far including: rational use of opioids in palliative care, shoulder complex assessment, all about gout, polypharmacy risk reduction, management of lower leg ulcers, and alcohol use disorder.



Dr. Jose Goncalves was the first presenter at the newly formatted Tuesday Rounds. He spoke on genitourinary syndrome of menopause.

# SHARED CARE PROJECTS

## SHARED CARE STEERING COMMITTEE



Members of the Shared Care Steering Committee (from left) Kathleen Jagger, Dr. Glen Burgoyne, Dr. Michelle Teo, Dr. Marius Snyman, Tracy St. Claire, Dr. Shannon Walker, Susan Brown, Dr. Jacqueline Stewart, and John Yarschenko (Missing from photo: Dr. Rob Swan, Carl Meadows, Karen Leach-MacLeod, Anne Marie Locas, Amy Woodruffe).



The South Okanagan Similkameen Shared Care Steering Committee has overseen grassroots, physician-led innovation since 2010. Its multi-party membership includes family physicians and specialists, Interior Health, and members of the Penticton Physician Medical Society.

The Committee sorts projects into four levels of readiness. Tier One: active and funded projects; Tier Two: not funded,

but participants and issues have been identified; Tier Three: emerging issues with Shared Care implications that may become Shared Care projects; Tier Four: completed projects.

The South Okanagan Similkameen Shared Care initiatives for 2016 included: two Child and Youth Mental Health and Substance Use Local Action Teams, primary maternity care, telemedicine, and acute polypharmacy.

## SHARED CARE PROJECTS CONT'D

### CHILD AND YOUTH MENTAL HEALTH AND SUBSTANCE USE COLLABORATIVE

The CYMHSU collaborative -- which brought together youth, families, clinicians, schools, and community professionals to improve mental health and substance use services for youth in our community -- wrapped up activities after three years.

Highlights for the 2016/2017 year included:

#### 1. **Aboriginal Youth Crisis Response Group**

This group was created, and came together to improve the aboriginal youth journey through hospital and back home again. They focused on finding ways for aboriginal and non-aboriginal care providers to connect, provide resources, and 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 SOS Division of Family Practice.

In addition to relationship-building, real process improvements were made in the Emergency Department

*"Through learning and sharing, we have opened a place in each others' hearts. The more we meet and the more this group comes together, the better work we can do."*

— Kim Montgomery,  
Okanagan Nation Alliance  
Crisis Response Team Lead,  
speaking on the collaborative  
success of the Aboriginal  
Youth Crisis Response Group



Dr. Zoe Ayling speaks with a presenter who shared his family experiences at an Aboriginal Youth Crisis Response Group event

such as the collection of relevant background information, which is made available to all care providers along the youth's care journey. In addition, an aboriginal drug and alcohol worker gave a cultural training workshop to nurses and other care professionals. This group achieved sustainability, continuing to meet every two months, post-Shared Care Committee involvement.

## 2. Local CYMHSU resources for physicians developed by SOS Local Action Teams

This resource information package, delivered by hand and electronically to all physician offices in the South Okanagan Similkameen, includes a conversation checklist, which doubles as an action plan for the patient and family. It also includes desktop and exam room posters outlining where to connect and/or refer patients to local resources. For the patient, the folder contains take home brochures and resource cards.

## 3. SOS Let's Talk Event

The SOS CYMHSU Local Action Team hosted an event, which featured presenters who addressed their connection to CYMH issues. Presenters included physicians, community organizations,



CYMHSU advocate Rylee McKinlay and Dr. Kyle Stevens look over a folder of local CYMHSU resources developed for South Okanagan Similkameen family physicians

youth dancers, slam poets, high school film students, youth advocates, and parents.

## 4. CYMHSU Information Event for Parents

Topic: How do you talk to your child about mental health?

The SOS CYMHSU Local Action Team organized a panel of physicians, school

counsellors, parents, and clinicians who presented and answered common CYMH questions. More than 100 parents were in attendance.

## SHARED CARE PROJECTS CONT'D

### PRIMARY MATERNITY CARE

*"Increased collaboration between maternity providers in the South Okanagan will be a tremendous benefit for local women. Learning about the midwifery model of care has made me look at my own practice in a new light and I look forward to working with other dedicated providers."*

— Dr. Catherine Botting



The work of the maternity care advisory group (comprised of family physicians, midwives, obstetricians, pediatricians, prenatal educators, Interior Health maternity services, public health, and Shared Care staff) has continued to strengthen the inter-professional relationships amongst maternity providers in the South Okanagan.

Continued outreach by the group, which looked at pathways for rural maternity patients has resulted in identifying a need for neonatal and emergency obstetrical training at Princeton General Hospital. A physician and a midwife from the advisory group traveled to Princeton to provide the training.

The group continues to emphasize the development of a sustainable, community-driven,

collaborative model for maternity care, designed to deliver a range of options for patients while maintaining provider satisfaction.

Providers from several collaborative maternity clinics throughout the province shared their experience on how physicians and midwives are working together. The project team also brought in a representative from Perinatal Services of BC and the GPSC Maternity Working group to provide details on maternity billing for physicians and midwives and what "shared" billing could look like.

### TELEMEDICINE

The Shared Care Telemedicine project arose from engagement with Princeton physicians and patients, who identified a need for rural patients to avoid travel for follow up appointments. Specialists in maternity, respirology, rheumatology, and psychiatry are also starting to experiment with using telemedicine for follow-up appointments for some rural patients.

**ConsultDerm:** Without a practicing dermatologist in the South Okanagan, the telemedicine working group set about finding a way for family physicians to refer and to receive dermatology consults using ConsultDerm. Working group member, Dr. Rob Swan, helped local physicians incorporate ConsultDerm into their practices.

**Medeo:** Medeo Virtual Care provides a telehealth option for physicians to securely connect with patients in their own homes.

Telemedicine working group member Dr. Michelle Teo has incorporated telemedicine appointments into her regular clinic schedule and is willing to work with other physicians who would like to do the same.

**RealPresence:** RealPresence is the online telehealth software that Interior Health (IH) uses

## POLYPHARMACY IN ACUTE CARE

in its facilities. This means that when physicians want to connect with rural patients who are in an IH facility, they must use RealPresence. Building on this, Dr. Shannon Walker has experimented with the use of RealPresence for follow-up appointments, which incorporate IH allied health professionals who are with the patient at the facility. Princeton General Hospital and South Okanagan General Hospital both are both equipped to provide telemedicine appointments for rural patients.



*“Once doctors get using the program, I think they will find it a useful tool and valuable in the care of some of our patients with skin problems.”*

— Dr. Rob Swan, Oliver physician, speaking about the value of ConsultDerm

Building on the success of the residential care polypharmacy risk reduction strategy, this Shared Care project focuses on polypharmacy risk reduction in acute care. The project began 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 is also addressing 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.

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 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. The initial focus of the project is on discharge medication reconciliations and summaries.



*“We hope this work optimizes medication prescriptions so that Penticton Regional Hospital patients receive the right medication at the right time.”*

— Dr. Shannon Walker, working group member

## SHARED CARE PROJECTS CONT'D

### RESIDENTIAL CARE POLYPHARMACY RISK REDUCTION INITIATIVE

The Polypharmacy Risk Reduction initiative began in the spring of 2016, and was comprised of locally developed mentoring sessions led by physician lead, Dr. Mark Lawrie. These sessions aimed to combine education and resources to safely and successfully reduce the amount of medications taken by residential care patients, and at the same time, make sure that necessary medications are used appropriately.

*Dr. Mark Lawrie, who spearheaded the Polypharmacy Risk Reduction initiative and completed mentorship training, says that the local physician community is engaged and motivated. "There is enthusiasm for this initiative, and Divisions and Shared Care are a good vehicle to provide support."*



The sessions were divided into two parts: First, the physician mentor met with a group of six physicians to discuss general issues around polypharmacy. This was followed by hour-long meetings with individual physicians, a pharmacist, and a care staff member to develop new strategies and to look at patient chart examples.

The mentoring sessions began at a single retirement centre in Penticton. Just ten months later, 14 additional mentoring sessions had been given at facilities in Penticton and Summerland. In addition, Dr. Lawrie, who took mentorship training, has spoken in Oliver/Osoyoos, Kelowna, Summerland, and Vancouver to help these communities set up their own mentoring programs.

Additional findings: As the Polypharmacy Risk Reduction mentoring sessions got underway at residential care facilities, the group identified an issue of potential medication wastage. Currently, when a physician orders a medication change for a residential care patient, the order goes into immediate effect. This means that when multi-dose packaging is in use, the entire strip is then immediately returned to the pharmacy for disposal, and a new weekly multi-dose package is issued. Returned medications are not reused.

With a GPSC grant, a new project, started in late 2016, will track and quantify this medication wastage. Tracking took place in June 2017, with results expected in the fall.

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## WELCOME NEW PHYSICIANS

### THE SOS DOFP WOULD LIKE TO WELCOME THE FOLLOWING PHYSICIANS TO THE REGION:

Dr. Ifeju Omojuwa (South Similkameen Health Centre)

Dr. Tom Oliver (SOGH ED)

Dr. Tarinder Grewal (SOGH ED)

Dr. Richard Beever (SOGH ED)

Dr. David Van Den Berg (Heartline Medical)

Dr. Izak Van Der Westhuizen (White Clinic)

Dr. Heather Filek (locum)

Dr. Sheena Manning (PRH ED)

### THE SOS DOFP WOULD LIKE TO THANK RETIRING PHYSICIANS FOR THEIR WORK.

PHYSICIANS RETIRED: April 2016 – March 2017:

Dr. Michael Surkan

# DIVISION BOARD OF DIRECTORS, STAFF, WORKING GROUPS, AND COMMITTEES

## DIVISION BOARD OF DIRECTORS

Dr. Tim Phillips, Physician Lead  
Dr. Murali Venkataraman, past Physician Lead  
Dr. Brent Harrold, Treasurer  
Dr. Ron Gans, Director  
Dr. Margie Krabbe, Director (started September 2016)  
Dr. Ella Monro, Director (until Feb 2017)  
Dr. Colleen Black, Director (replaced Dr. Monro, starting Feb 2017)  
Dr. Cathy Rooke, Director  
Dr. Greg Selinger, Director

## DIVISION STAFF

Terrie Crawford, Executive Director  
Tracy St. Claire, Shared Care Project Manager (Executive Director, starting March 2017)  
Aarin Frigon, Rural and Martin Street Project Manager  
Arlene Herman, Residential Care Initiatives Project Lead  
Kathleen Jagger, Shared Care Project Lead  
Julie Young, Members Services Coordinator / Office Manager  
Riley Gettens, CYMHSU Project Coordinator  
Kate Harris, Project Evaluator  
Sheila Johnstone, Executive Assistant to the Executive Director  
Kristen Hart, Residential Care Project Assistant  
Ida Keller, Shared Care Project Assistant  
Anne Goedhart, Project Clerk

## Contractors:

Heather Allen, Communications Support  
Connie Tweedie, Bookkeeper  
Warren Helfrich, Evaluations Support

## COLLABORATIVE SERVICES COMMITTEE

**Division Representatives:**  
Dr. Murali Venkataraman, GP (co-chair for part of the fiscal year)  
Dr. Tim Phillips, GP (co-chair)

**IH Representatives:**  
Susan Brown (co-chair)  
Nancy Laramie  
Lori Motluk  
Carl Meadows  
Maureen Thomson  
Deb Runge  
Greg Cutforth  
Darlene Arsenault  
Joseph Savage  
John Yarschenko  
Karen Leach-MacLeod  
Jamie Marshall  
Cindy Regier  
Karla Warkotsch

Dr. Curtis Bell  
Donna Jansons  
**GPSC Representatives:**  
Dr. Khati Hendry  
Susan Climie/Andi Cuddington/  
Anne Marie Locas (PEL)

## Division Staff:

Terrie Crawford  
Tracy St. Claire  
Sheila Johnstone  
Julie Young

## INTERDIVISION STRATEGIC COUNCIL (ISC)

**SOS Division Representatives:**  
Dr. Murali Venkataraman, GP (until Sept. 2106)  
Dr. Tim Phillips, GP (after Sept. 2016)  
Terrie Crawford

## RESIDENTIAL CARE

### Penticton/Summerland Polypharmacy and Physician Champions

**RCP Medical Coordinator:**

Dr. Bob Mack, GP

**Polypharmacy Lead:**

Dr. Mark Lawrie, GP

**Physician Champions:**

Dr. Elizabeth Watters, GP

Dr. Richard Tatham, GP

Dr. Peter Bennett, GP

Dr. Mark Lawrie, GP

**IH Representative:**

Cindy Regier

**Division Staff:**

Arlene Herman

Julie Young

### Oliver/Osoyoos Care Conference Protocol

**Physician Leads:**

Dr. Robert Calder, GP

Dr. Margaret Myslek, GP

**IH Representative:**

Cindy Regier

**Division Staff**

Arlene Herman

Julie Young

### Princeton End-of-Life Care

**Physician Lead:**

Dr. Colleen Black, GP

**IH Representative:**

Cindy Regier

**Division Staff**

Arlene Herman

Julie Young

### Keremeos Care Conference Protocol

**Physician Lead:**

Dr. Marina Louw, GP

**IH Representative:**

Cindy Regier

**Division Staff**

Arlene Herman

Julie Young

### PRH INPATIENT CARE WORKING GROUP

Dr. Ron Gans

Dr. Robin Masson

Dr. Elizabeth Watters

Dr. Jeff Harries

Dr. Alex Pugachev

Dr. Tim Phillips

Dr. Khati Hendry

Dr. Margie Krabbe

Dr. Murali Venkataraman

**Division Staff**

Terrie Crawford

Tracy St. Claire

Julie Young

### INPATIENT CARE PROGRAM

Dr. Ron Gans, GP

Dr. Ella Monro, GP

Dr. Juan Venter, GP

**Division Staff:**

Julie Young

### A GP FOR ME (Carry Forward) Recruitment and Retention

Dr. Peter Entwistle, GP

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

Aarin Frigon

Julie Young

### A GP FOR ME (Carry Forward) Community Worker Project

Dr. Peter Entwistle, GP

Dr. Ella Monro, GP

Dr. Colleen Black, GP

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

Aarin Frigon

Sheila Johnstone

## **STABILIZATION CLINIC: MARTIN STREET OUTREACH CENTRE**

Dr. Kyle Stevens, GP  
Dr. David Stoll, GP  
Dr. Lisa Friesen, GP  
Dr. Leslie Lappalainen, GP  
Dr. Laura Hodgson, GP

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

Aarin Frigon  
Sheila Johnstone

## **PRH TUESDAY ROUNDS PLANNING COMMITTEE**

Dr. Jack Kooy, GP  
Dr. Perold Louw, GP  
Dr. David Paisley, GP  
Dr. Jacqueline Stewart, SP  
Dr. Elizabeth Watters, GP

### ***Division / Shared Care Staff:***

Tracy St. Claire  
Julie Young

## **DEVELOPING SUSTAINABLE RURAL PRACTICE COMMUNITIES**

Dr. Peter Entwistle, Oliver  
Dr. Marina Louw, Keremeos  
Dr. Madia Smallwood, Oliver  
Dr. Tim Van der Heide, Princeton  
Dr. Thomas Yves, Oliver

### ***Community Partners:***

BC Ambulance Service  
Interior Health  
Lower Similkameen Community Services Society  
Lower Similkameen Indian Band  
Osoyoos Indian Band  
Penticton & District Community Resources Society  
Princeton Family Service Society  
Princeton Healthcare Steering Committee  
Regional District of Okanagan Similkameen

SOS Division of Family Practice  
Support Our Health Care  
Town of Princeton  
Town of Oliver  
Town of Osoyoos  
Village of Keremeos

### ***Division Staff:***

Aarin Frigon  
Sheila Johnstone  
Julie Young

## **SHARED CARE STEERING COMMITTEE**

Dr. Glen Burgoyne, GP  
Dr. Marius Snyman, GP  
Dr. Robert Swan, GP  
Dr. Michelle Teo, SP  
Dr. Shannon Walker, SP  
Dr. Elizabeth Watters, GP

### ***IH Representatives:***

Susan Brown  
Carl Meadows  
Karen Leach-MacLeod  
Lori Motluk  
Deborah Runge

### ***Doctors of BC Representatives:***

Robin Watt  
Anne Marie Locas

### ***Division / Shared Care Staff:***

Terrie Crawford  
Tracy St. Claire  
Kathleen Jagger  
Ida Keller

## **CHILD AND YOUTH MENTAL HEALTH SERVICES LOCAL ACTION TEAM**

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

### ***PSP Representative:***

Wendy Boyer

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

Traci Cooke  
Harry Holman  
Rylee McKinlay  
Terri McKinlay

### ***Parent Representatives:***

Tricia Highley  
Jim Pearmain  
Leslie Wilson

### ***Penticton Indian Band Representatives:***

Ted Cutbill  
Lynn Kruger

### ***Boys & Girls Club Representative:***

Jennifer Anderson

### ***PDCRS Representatives:***

Tanya Behardien  
Melissa Redfern  
Kathryn Smith

### ***School District #67 Representatives:***

Louise Gantuk  
Michelle Glibbery  
Todd Manuel  
Jenny Mitchell  
Sue Thomson

### ***YES Project Representative:***

Amberlee Erdmann

### ***IH Representatives:***

Ginger Challenger  
Susan Dumontet  
Adelle Jones  
Cathy Kavanagh  
Denise Kayto  
Jamie Marshall  
Anne Morgenstern  
Deneen Ollis  
Debra Salverda  
Joseph Savage

### ***Rotary Representatives:***

Brian Hughes  
Milton Orris

### ***RCMP Representative:***

Mark Provencal

### ***MCFD Representatives:***

Deb Hardman  
Lars Larsen  
Jason MacKenzie  
Cindy Whitford

### ***Pathways Representative:***

Daryl Meyers

### ***City of Penticton Representative:***

Helena Konanz

### ***MLA Representative:***

Dick Knorr

### ***CMHA Representatives:***

Dennis Tottenham  
Jessica Lutz

### ***BCSS Representatives:***

Jim Cleghorn  
Robbie Shea

### ***Shared Care Provincial Representatives:***

Diane Goossens  
Rachel Laird  
***Shared Care Staff:***  
Tracy St. Claire  
Riley Gettens  
Ida Keller

## **CYMHSU LAT Co-Chair Committee**

Dr. Manoj Parameshwar  
Dr. Kyle Stevens

### ***IH Representatives:***

Denise Kayto  
Joseph Savage

### ***MCFD Representatives:***

Deb Hardman  
Jason MacKenzie

### ***RCMP Representative:***

Mark Provencal

### ***F.O.R.C.E Representative:***

Terri McKinlay

### ***SD #67 Representative:***

Sue Thomson

### ***Shared Care Staff:***

# DIVISION BOARD OF DIRECTORS, STAFF, WORKING GROUPS, AND COMMITTEES CONT'D

Tracy St. Claire  
Ida Keller

## **CYMHSU EARLY INTERVENTION WORKING GROUP**

### ***IH Representative:***

Adelle Jones

### ***Youth Representatives:***

Harry Holman  
Rylee McKinlay

### ***Youth Engagement Strategy Representative:***

Amberlee Erdmann

### ***MCFD Representative:***

Deb Hardman

### ***Parent Representatives:***

Terri McKinlay  
Jim Pearmain

### ***PDCRS Representatives:***

Tanya Behardien  
Melissa Redfern

### ***SD #67 Representatives:***

Louise Ganton  
Jenny Mitchell

### ***City of Penticton Representative:***

Helena Konanz

### ***Rotary Representatives:***

Brian Hughes  
Milton Orris

### ***CMHA Representatives:***

Jessica Lutz  
Dennis Tottenham

### ***Boys & Girls Club Representative:***

Jennifer Anderson

### ***BCSS Representative:***

Jim Cleghorn

### ***RCMP Representative:***

Mark Provencal

### ***Shared Care Staff:***

Tracy St. Claire  
Riley Gettens  
Ida Keller

## **CYMHSU YOUTH IN CRISIS**

Dr. Manoj Parameshwar, SP  
Dr. Susan Tebbutt

### ***PDCRS Representative:***

Tanya Behardien

### ***MCFD Representatives:***

Deb Hardman  
Lars Larsen  
Jason McKenzie  
Marcie Murray

Deneen Ollis  
Cindy Whitford

### ***IH Representatives:***

Ginger Challenger  
Anne Morgenstern  
Debra Salverda  
Joseph Savage

### ***SD #67 Representatives:***

Michelle Glibbery  
Todd Manuel

### ***Pathways Representative:***

Daryl Meyers

### ***Boys & Girls Club Representative:***

Jennifer Anderson

### ***PIB Representatives:***

Lynn Kruger  
Tammy Kruger

### ***Shared Care Staff:***

Tracy St. Claire  
Riley Gettens  
Ida Keller

## **CYMHSU OLIVER, OSOYOOS, OKANAGAN FALLS**

Dr. Peter Entwistle, GP  
Dr. Steve Evans, GP  
Dr. Garnett Tarr, GP  
Dr. Jan Venter, GP

### ***MOA Representative:***

Jacinda Pownall

### ***IH Representatives:***

Dayle Drury

Stuart Johnston  
Tanya Potts  
Joseph Savage  
Barbara Joy Taggart

### ***PSP Representative:***

Wendy Boyer

### ***SD #53 Representatives:***

Shendah Benoit  
Tammy Gendron  
Diane Haddow  
Sara Illingworth  
Tina Lovett  
Margie Nazaroff

### ***Tuson Pearle***

Ron Rachinski

Mike Safek

Karen Sinclair

Marieze Tarr

Bev Young

### ***RCMP Representatives:***

Blaine Gervais  
Kirsten Marshall  
Mark Provencal  
Tina Walner

### ***Oliver Recreation Representative:***

Carol Sheridan

### ***MCFD Representative:***

Chad Teigen

### ***SOICS Representatives:***

Corrine Janow

Gurtej Kang

### ***PDCRS Representatives:***

Kayla Drazdoff

Kathryn Smith

### ***Desert Sun Counselling Representatives:***

Tamara Adspell  
Norma Jean-Schmidt

### ***OIB Representatives:***

Lindsay Anderson  
Matthew Baran  
Teresa Haberstock  
Jackie McPherson  
Sandra Shaw

### ***Access Centre Representative:***

Donna Ashcroft

### ***Boys & Girls Club Representative:***

Laurene Sloboda

### ***Private Counsellor:***

Karin Maertins

### ***Shared Care Provincial Representatives:***

Diane Goossens  
Rachel Laird

### ***Shared Care Staff:***

Tracy St. Claire  
Riley Gettens  
Ida Keller

## **ABORIGINAL YOUTH IN CRISIS RESPONSE GROUP**

Dr. Zoe Ayling

Dr. Jeff Harries

Dr. Brent Harrold

### ***Penticton Indian Band***

Lynn Kruger  
Ted Cutbill  
Doris Sweetgrass  
Cricket Testawich

Phyllis Isaac

Elaine Kruger

Marie Tonasket

Rhea Dupuis

Anna Tonasket

### ***Lower Similkameen Indian Band***

Eliza Terbasket  
Sheilah Marsden

### ***Okanagan Nation Alliance***

Kim Montgomery

Tina McIvor/Jennifer duBourg

### ***ONRT***

Leona One-owl Hall

### ***South Okanagan Restorative Justice***

Bruce Manuel

### ***Ooknakane Friendship Centre***

Matthew Baran

### ***Interior Health***

Kevin Fraser

Joseph Savage  
Cathy Kavanagh  
Bruce Lange  
Debra Salverda  
Ginger Challenger  
Anne Morgenstern  
Denise Kayto  
Amanda Mitchell  
Wylla Pooler

***Sylix Mental Wellness***

Sheila Lewis

***MCFD***

Jason McKenzie

***CYMH Collaborative Representative***

Michele Blais

***RCMP***

Mark Provencal

***Shared Care Staff***

Tracy St. Claire

Kate Harris

Ida Keller

**PRIMARY MATERNITY CARE ADVISORY COMMITTEE**

Dr. Armelie dela Cruz, SP  
Dr. Jose Goncalves, SP  
Dr. Manoj Parameshwar, SP  
Dr. Kevin Renaud, SP  
Dr. Julie Ryckman, SP  
Dr. Catherine Botting, GP  
Dr. Alicja Frasinski, GP  
Dr. Lisa Friesen, GP  
Dr. Sheena Manning, GP  
Dr. Greg Selinger, GP  
Dr. Susan Severide, GP  
Dr. Marius Snyman, GP  
Dr. Danielle Weisgarber, GP  
Dr. Murali Venkataraman, GP  
Dr. Cara Wall, GP

***Midwives:***

Alyson Jones  
Suzanne Lobb  
Jennica Rawston

Christy Raynolds

***IH Representatives:***

Sally Bouchard

Ruth Johnson

Carl Meadows

Lori Motluk

Patricia Park

Maureen Spinks

Shannon Taylor

***Shared Care Staff:***

Tracy St. Claire

Kathleen Jagger

Ida Keller

Kate Harris

**TELEMEDICINE WORKING GROUP**

Dr. Jose Goncalves, SP

Dr. Ella Monro, GP

Dr. Kevin Renaud, SP

Dr. Robert Swan, GP

Dr. Michelle Teo, SP

Dr. Shannon Walker, SP

***IH Representatives:***

Susan Brown

Viola Brown

Chris Danby

Mark Mogan

Scott Frymire

Cherie Whittaker

***Shared Care Staff:***

Tracy St. Claire

Sheila Johnstone

Kathleen Jagger

Ida Keller

Kate Harris

**ACUTE POLYPHARMACY**

Dr. Chad Dyck, SP

Dr. Mark Lawrie, GP

Dr. David Paisley, GP

Dr. Marius Snyman, GP

Dr. Shannon Walker, SP

***IH Representatives:***

Christine Rutherford

Karen LaPointe

Patrick Edwards

Candis Davis

Sharon Fekete

Jessica Nattress

Lois Neufeld

***Shared Care Staff:***

Tracy St. Claire

Kathleen Jagger

Ida Keller

Kate Harris

# SOUTH OKANAGAN-SIMILKAMEEN DIVISION OF FAMILY PRACTICE SOCIETY

## STATEMENT OF FINANCIAL POSITION

MARCH 31, 2017

### ASSETS

#### Current Assets

Cash and short term deposits	\$	607,358
Guaranteed investment certificate		652,523
Accounts receivable		58,202
Prepaid expenses		4,361

1,322,444

#### Capital Assets

23,533

**TOTAL ASSETS** **\$ 1,345,977**

### LIABILITIES AND NET ASSETS

#### Current

Accounts payable	\$	326,691
Deferred revenue		966,974

1,293,665

#### Deferred capital contributions

4,439

1,298,104

#### Net assets

Invested in capital assets		19,094
Unrestricted		28,779

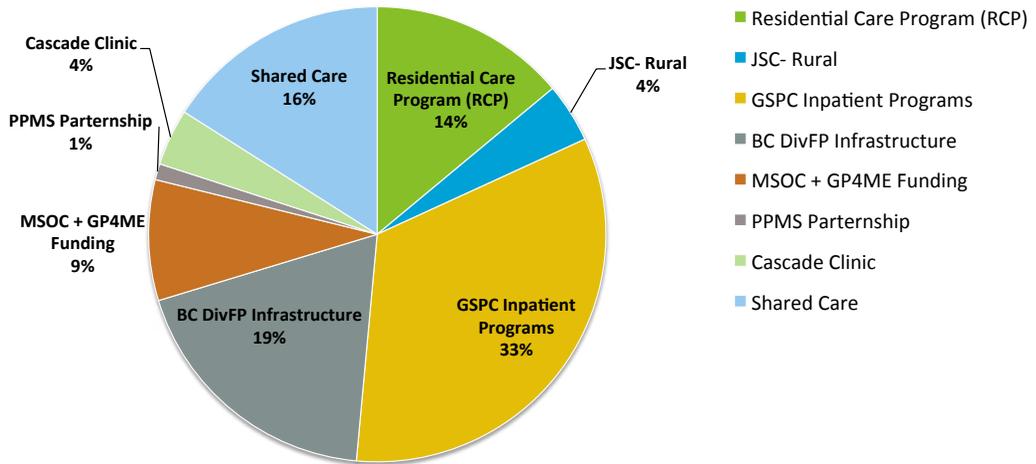
47,873

**TOTAL LIABILITIES AND NET ASSETS** **\$ 1,345,977**

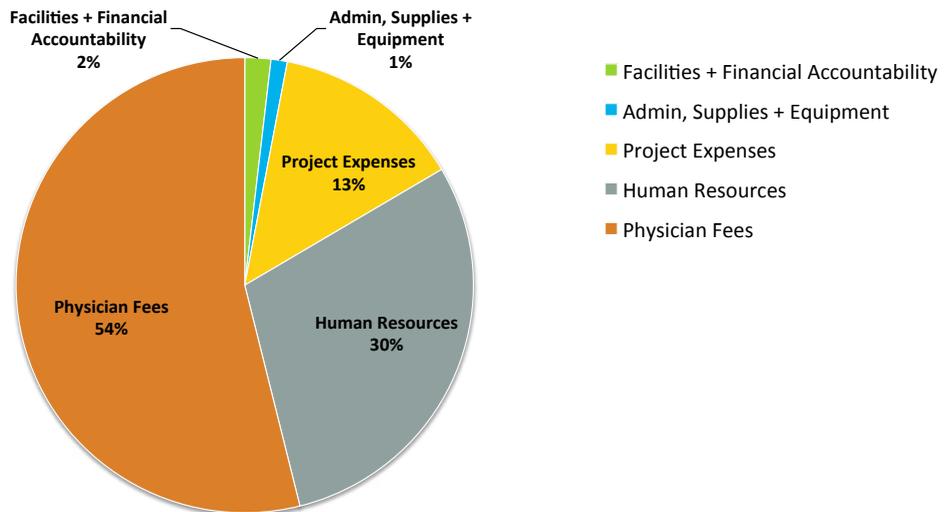
This consolidated statement of position is based on an audited financial statement for the fiscal year ending March 31, 2017. Full financial reports are available at the Division office.

# REVENUE AND EXPENSES

## 2016/2017 REVENUE



## 2016/2017 EXPENSES





Rural physicians attending a Get Connected physician meeting and family social



Physicians at Ask a Specialist/Tell a Specialist CME





Rural physicians and families meeting at the Get Connected Event

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

Contact information:

Unit 106, 197 Warren Ave East,  
Penticton BC V2A 8N8

Phone: 778-476-5696

Email: [info@sosdivision.ca](mailto:info@sosdivision.ca)

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

Photo credits: South Okanagan Similkameen DoFP

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

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

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