



South Okanagan Similkameen
Division of Family Practice
A GPSC initiative

Keremeos — Oliver — Osoyoos — Penticton — Princeton — Summerland



Building strong and dynamic communities of practice

South Okanagan Similkameen Division of Family Practice

2018 Annual Report

April 1 2018 - March 31 2019

Front cover:

Dr. Margie Krabbe, Dr. Travis Thompson, Dr. Claire Lobsinger, Dr. Jackie Bourdeaux, Dr. JoyAnne Krupa, Dr. Zuzana Praslickova, Dr. Mark Lawrie, Dr. Murali Venkataraman, Dr. Andrew Ashley, Dr. Khati Hendry, Lori Lawrie, and Kristen Hart (photo: Iannone Photography)

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BOARD CHAIR AND EXECUTIVE DIRECTOR'S MESSAGE



2018 was a year of great progress for the SOS Division of Family Practice, as we continued to lead the province in a move towards team-based primary care. Penticton, Summerland and Okanagan Falls are part of the first wave of communities signing on to receive Primary Care Network funding. We now are working collaboratively with the communities of Oliver, Osoyoos, Princeton and Keremeos, Interior Health and our Indigenous partners to design a Primary Network Service Plan.

Spurred by changes to the BC Society Act, the SOS Division of Family Practice Board transitioned to having 5 non-active primary care providers, in addition to our 4 practicing family physicians. We are pleased with the diversity on our Board, which includes a retired family physician, a specialist, a wealth manager, a First Nations health manager and a nurse practitioner.

The SOS Division has increased core member services to augment our support for primary care providers. These services include additional help with recruitment, retirement transitioning, in-office support such as panel clean-up, and a full-time member services lead who is available to be responsive to physician requests.

Key accomplishments:

- The Community Inpatient Program, started to help manage the unattached patient load at PRH, brought \$500,000 into Penticton and Summerland for inpatient care.
- Martin Street Outreach Centre is fully-staffed.
- We continue to foster strong partnerships, such as with physician involvement at the newly-opened Foundry.

As the SOS Division approaches its 10 year anniversary next year, we look forward to sustaining supports for our local primary care community, and spreading these successes.

Thank you to everyone for their continued involvement in and passion for this work.

— Dr. Greg Selinger, SOS Division of Family Practice Board Chair
and Tracy St. Claire, Executive Director

● Vision

A 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 healthcare delivery.

● Aim

Foster a strong and healthy community of family physicians.
Improve the health of our communities.

Enhance the quality of patient care and the primary care relationship.

Physicians Supporting Physicians

- Attract and retain physicians to meet primary healthcare needs
- Provide educational opportunities to strengthen skills, knowledge and leadership
- Foster peer support, mentoring and networking
- Strengthen the interconnectivity between primary, specialists, and other healthcare 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 healthcare 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

● Values and Principles ●

Physician Health and Wellness ——— Collaboration and Partnership ———
——— Physician Leadership and Best Practice ——— Quality Improvement, Creativity and Innovation
Integrity and Transparency ——— Patient-Centred Care ——— Supporting Rural and Urban Physicians

MEMBER SERVICES



Dr. Jen Begin (above) speaks to a patient at the Hamlets while showcasing a new model for sustainable work in long-term care; Dr. Margaret Myslek offers information at the long-term care summit; Dr. Bob Mack works with long-term physician champions, Dr. Elizabeth Watters and Dr. Rob Calder; Hamlets patient is happy to learn about long-term care improvements.



Inpatient Programs

The SOS Division continues to support inpatient services in our region's hospitals. Physicians in Oliver, Osoyoos, and Princeton organize their own Doctor of the Day schedules, while the Division manages their network incentives and compensation.

In Penticton, the SOS Division works with the Department of Family Medicine to support family physicians providing care for their own patients at Penticton Regional Hospital by managing the Doctor of the Day schedule and the funding streams which support it. We brought \$500,000 of GPSC funding into the community for PRH, which is used to top up Doctor of the Day and sustain the Community Inpatient Service (CIS) program. The SOS Division launched CIS in April 2018 to provide care for unattached inpatients. Community physicians told us that the growing population of unattached inpatients had become unmanageable, compromising both patients and physicians. Now fully staffed, the CIS provides a minimum of 16 hours of inpatient care every day.

Long-Term Care

Major achievements in 2018 include:

By leveraging surplus funds, we moved to a new model of care. Instead of primary care providers having few patients in many care facilities, they now have patients clustered at one or two facilities, leading to facility familiarity and more proactive rounds.

The House Physician Incentive rewarded best practices, such as taking on more patients at a particular site; prearranging rounds; meeting with the pharmacist for medication reviews; attending care conferences; providing timely, warm patient handovers to a new provider; or attending geriatric and end-of-life CME. The initiative also contributed significant funding to Doctor of the Day to ensure long-term care patients have afterhours support to prevent transfers to the hospital.

Other highlights:

- Dr. Jennifer Begin presented on long-term care initiatives at the BC Quality Forum.
- We hosted our first annual Long-Term Care Summit to discuss local challenges, and hear from peers about fitting long-term care into a busy family practice.
- We adopted a name change from Residential to Long-term Care, marking a vital step in cultural sensitivity and access to health care for First Nations elders.

Success by Numbers

70 community physicians in our region look after their own inpatients
8 physicians work in the CIS program on a regular basis
3 physicians relocated to our community specifically for the CIS program

199 long-term care patients were attached in 2018/19, with support of the new patient incentive
92% of care facilities have 8 or more providers willing to take on patients needing an MRP
74% of region's primary care providers now have 5 or more patients in one facility

MEMBER SERVICES



Recruitment activities include the Family Medicine Expo (above), which saw physicians showcase their clinics, helping attract new IMG physicians, such as Dr. Fathima Abdul Hameed (bottom left), to our area, and helping retiring physicians transition their practices to new physicians, such as Tara Dawn who took over Dr. Vivian Maier's practice (bottom right).



Recruitment, Retention and Retirement Planning

The SOS Division advertises practice opportunities on the leading physician recruitment websites, and collaborates with Health Match BC and Interior Health physician recruitment to successfully place new providers in our region.

When SOS Division identifies a potential new provider, we connect to find out more about their needs and interests, prior to introducing them to clinics. Personalized tours are then organized for candidates and their families as desired. New-to-practice physicians are supported with clinic set-up and workflow.

For physicians planning to retire, SOS Division staff can help prepare their practice with checklists and templates to make the process a little smoother.

The 2018-19 year has been a year of firsts in recruitment:

- Our first Family Medicine Expo was held in February 2019 at Penticton's Cannery Brewery, where physicians from around the region were invited to enjoy a brew and "pitch-their-practice" to residents and new grads. The SOSDivision aims to foster a sense of belonging with continued support of the UBC Family Medicine Residency program (more on page 21).
- A first UBC International Medical Graduate (IMG), was placed in Penticton this year! Nine candidates toured the area last summer, meeting members of the local medical community and exploring practice opportunities. A year later, Primacy Medical Clinic has welcomed Dr. Fathima Abdul Hameed of Victoria, BC into practice.
- The Town of Oliver became our first community partner to support family practice with sponsored housing for locums and on-call physicians for SOGH. The SOS Division has actively engaged with local government throughout the region over the last year, helping elected officials understand the challenges of family practice recruitment.

Plans for the coming year:

SOS Division staff are working with the Rural Coordination Centre of BC (RCCbc) to showcase the region to hundreds of physicians expected to attend the Rural Health Conference to be held in Penticton in May 2020.

SOS Division Recruitment Team



Julie Young



Riley Gettens

Success by Numbers

- 2** IMG Return of Service physician placements have been approved for our region
- 13** SOS physicians presented their clinics at the Family Medicine Expo
- 25** babies born to SOS Division members and their partners in the past 3 years!

MEMBER SERVICES



Education opportunities included the Ask/Tell CME, which focused on chronic pain (above left); an MOA education and appreciation night (above right); panel clean up in Keremeos and panel assistant training in Vancouver to assist with in-office EMR clean-up.



Clinic Supports

In 2018, the SOS Division increased the level of support available to all clinics in our region. We offered well-received panel management and EMR clean-up sessions for physicians and MOAs. In January 2019, we introduced SOS Division panel assistants who now provide on-site clinic support to take deep dives into office EMRs, work that is important for everything from generating accurate billing to helping recruit new physicians, and achieving Primary Care Network goals.

The SOS Division Clinic Support Lead, Kelly Hawes, travelled to Vancouver in November 2018 to help develop a provincial training program for panel assistants. Our Division continues to set the standard for panel assistance, as our Clinic Support Lead has currently trained all of the panel assistants in the province, including our local assistants.

MOA Supports:

The SOS Division also provides education opportunities and training for MOAs including hosting networking and information events. We are also available to provide day-to-day support for MOAs to answer questions about billing and other workflow issues.

CME Coordination

The Division's CME program is accredited by the College of Family Physicians of Canada under the category of Small Group Learning each year. In 2018-19, CME sessions worth 57 Mainpro+ credits were coordinated by the Division, with more than 70% of members attending at least one session.

Physician Leadership

Each year the SOS Division sponsors 1-2 physicians to complete the Leadership and Management Development Program at Simon Fraser University. This program, coordinated by the General Practice Services Committee (GPSC), is delivered over five extended weekends at SFU's Legal Graduate School of Business in Vancouver.

The objective of the program is to build the leadership and management capacity of Divisions of Family Practice. Each year's cohort of 20-30 physicians studies topics from governance and strategic leadership to financial management. In 2018-19 Dr. Jennifer Begin completed the program, joining fellow graduates Drs. Murali Venkataraman, Mark Baillie, Ron Gans, Greg Selinger, Cathy Rooke, Tim Phillips, Colleen Black, and Claire Kuzmochka.

Success by Numbers

26 providers participated in panel clean up

70% of regional physicians attended at least one SOS Division CME event

51 CMEs held this year

71 MOAs attended one or both of this year's education/appreciation nights

9 local physicians have completed the SFU leadership training

PROJECTS



The Primary Care Network agreement was signed in Feb 2019 by Susan Brown, Lynn Kruger and Dr. Greg Selinger (above). Physicians give valuable input at Primary Care Dialogue and Design sessions: Pictured right are Dr. Glen Burgoyne and Dr. Chris Toneff. Below, Health Minister Adrian Dix visited Penticton to announce Primary Care Network funding in early April.



Primary Care Network

The Primary Care Network is a team-based approach to primary care, which will span our entire region.

Primary Care Network funding from the Ministry of Health will help us maintain and support our strong physician network, while ensuring that more patients in our region can be attached to a primary care provider.

First Phase:

In 2018, we continued with Dialogue and Design sessions to engage physicians and locally develop our Primary Care Network. In February 2019, the SOS Division, along with partners Interior Health and the Penticton Indian Band, signed on to receive funding to implement our local Service Plan in Penticton, Summerland and Okanagan Falls. This partnership was officially announced in Penticton in April by Minister of Health, Adrian Dix.

First steps for 2019 included starting the hiring process for 3 nurse practitioners and planning for a new team-based primary care clinic in Penticton, which can include space for retiring physicians to transition their patients to new providers.

We can expect more NPs to be joining family physician networks; more Allied Health professionals to be integrated into team-based care with a focus on chronic conditions, including chronic pain; more support for panel work; MOA development; and support for fee-for-service LPNs and pharmacists in clinics. A social worker will be available to PCN clinics in Penticton and Summerland; and the SOS Division will create and oversee a patient registry system for patients looking for a primary care provider in these communities.

A PCN Steering Committee was developed to oversee all recruitment and performance management, financial management and reporting, and includes family physician, nurse practitioner, Interior Health, and First Nations and community representation.

Next Phase:

Next phase planning is underway to develop Primary Care Network Service Plans with the communities of Oliver, Osoyoos, Keremeos and Princeton, and with our local Indigenous partners. This will include continuing to add family physicians and nurse practitioners to this area of practice, designing a growth plan, and actively seeking new partnerships to support the creation of more large clinics.

Success by Numbers

Primary Care Network funding was approved for:

MHSU

1 NP contract
1 GP contract

PIB Snxastwilxtn Centre

.5 NP contract
.2 GP contract

Summerland PCN Clinics

1 GP
1 Social Worker

Penticton PCN Clinics

1 NP
1 Social Worker

Team-based Care Clinic

\$540,000 one-time funding for renovations/equipment
4 NPs
4 GPs
2 RNs
3 Allied Health
1 Pharmacist

PROJECTS



White Clinic staff gathered to learn more about a nursing model of care in general practice, which fulfills the triple aim of economic sense, patient-centred care and improved provider satisfaction. Pharmacists (bottom left) are integrating into clinics to provide medication review appointments, usually on a monthly basis. Planning begins for the Innovation Hub initiative (bottom right).



Patient Medical Home

The Patient Medical Home (PMH) project continued through 2018 as an integral support for fee-for-service physicians, including helping strengthen team-based care initiatives, and setting the stage for our Primary Care Network.

Areas where physicians have been able to expand their team by maximizing the use of fee codes and GPSC incentives, rather than depending on outside funding:

- **Introducing LPNs and Pharmacists in Practice:** This includes a focus on quality improvement in optimizing and expanding the role of the LPNs in family practice, from a team-based and business case perspective. As well, local primary care providers have introduced pharmacists into clinics to conduct med-reviews and work collaboratively with family physicians and patients in preventative care.
- **PMH assessments and Panel Management:** The first panel management cohort started in May and June 2018. These working sessions set the stage for enabling leaders and peer mentors to emerge in our community and underline the value of clean patient panels. Furthermore, by following up on the PMH Assessment results, it allowed several clinics to set clear quality improvement goals, such as Princeton with the Patient Experience Survey.

Innovation Hub

Started in 2018, this project is a partnership of the SOS Division, Ministry of Health, Interior Health and Telus to develop EMR solutions based on clinical practice needs. In essence, it will ensure that information can flow between EMRs, including MediTech, so that primary care teams can seamlessly communicate and link to acute care and other service providers.

The five solutions being piloted in local clinics:

1. **CDX/MedDialog Phase 1:** establishing a clinical communication network so that clinicians can share more complete and accurate patient information.
2. **CDX/MedDialog Phase 2:** enhancing sharing between acute and primary care systems.
3. **Merged EMR Patient Database:** improving clinicians' ability to access patient information.
4. **Data Analytic Tools:** Improving analytics to inform our improvement projects.
5. **Forms Development:** a single library of forms easily accessible by the entire SOS region.

Success by Numbers

70% of all family physicians in the South Okanagan Similkameen have completed a PMH Assessment and have started panel management

2 clinics trialed working with pharmacists in practice (2 rural; 3 in Penticton)

PROJECTS



Members of the Vulnerable Frail Elderly Working Group (pictured above) include Dr. Brent Harrold, Owen Partridge, Shelley Smillie, Darlene Russell, Susan Brown, Suzanne Moccia, Lisa Danby and Dr. Robin Masson.

(left) Dr. Brent Harrold and Lisa Danby presented on QRT success at this year's Quality Forum; Dr. Michelle Scheepers (right) is spearheading the Surgical Optimization project.



Vulnerable Frail Elderly Discharge from Emergency

In 2018, the Shared Care Frail Elderly Discharge from Emergency project focused on implementation, sustainability and spread.

Our biggest quality improvement accomplishments included:

- testing direct access to the Quick Response Team (QRT) from a family practice clinic, with the goal of expanding to other clinics in 2019.
- developing a rural pathway, and relationship building with QRT and ED staff/ physicians through a series of in service huddles.
- new partnership with UBCO/Interior Health and Shared Care through an Action Research Project, which included 10 interviews with family physicians and specialists.
- becoming leaders in the development of the Innovation Hub.

We showcased our success at the 2019 Quality Forum in Vancouver. All of this great work has culminated in an extension of the project until March 2020.

Surgical Optimization

Within two years, this project aims to decrease avoidable cancellations, reduce surgical site infection risks, and improve patient and provider satisfaction through improved surgical outcomes for perioperative care for patients with sub-optimal glycemic control, who are scheduled to undergo elective surgery at PRH. Currently, 12.5% of surgical patients develop perioperative hyperglycemia prior to surgery at PRH. This year, a working group looked for ways to integrate specialized hospital care, specialized community service programs, and family physician teams to guide patients from their family physician's office, through acute care and back to community.

Comprehensive mapping exercises prompted new prehabilitation initiatives including the surgical referral letter, the glycemic algorithm, and point of care glycemic testing. The project's current focus on prehabilitation is to have patients use the period of time that they wait for surgery to optimize their glycemic levels and general wellness.

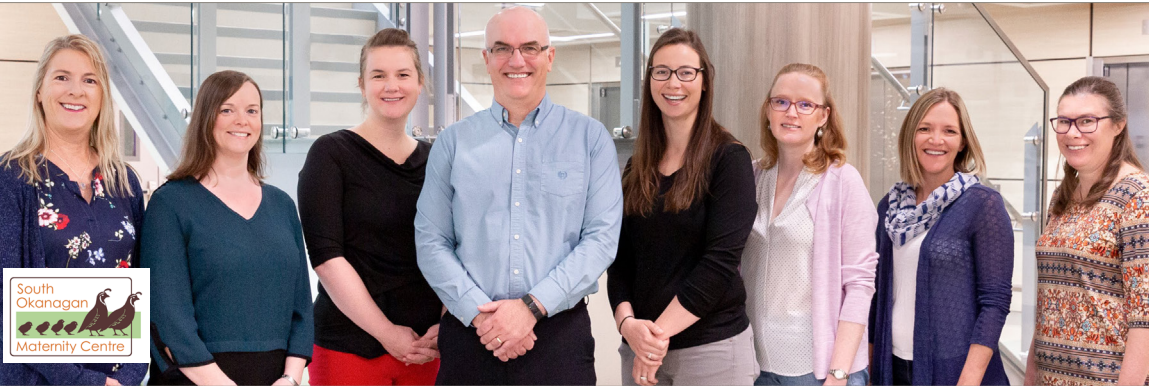
Acute Polypharmacy Risk Reduction

This two-year Shared Care project, which aimed to improve medication reviews and discharge communication at PRH so that patients receive the right medications at the right time was completed in June 2018. It brought about increased awareness of the acute care pharmacist's role in helping physicians with meaningful medication reviews for their patients in PRH; more seamless procedures that give physicians easier access to information needed to complete discharge medication forms; and increased awareness of the need for discharging physicians to complete the discharge medication forms for patients to present to their community pharmacist and family physician.

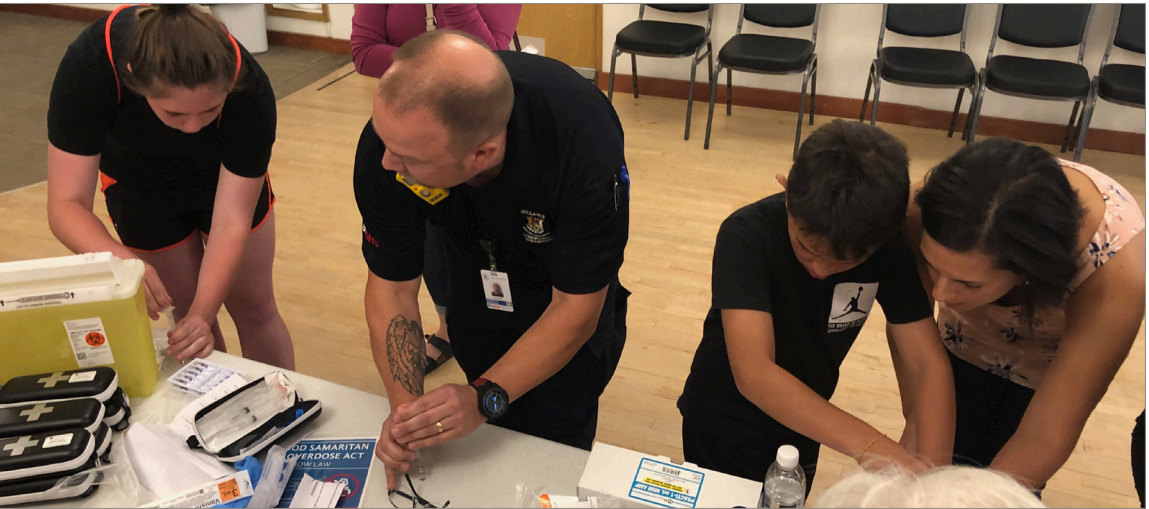
Success by Numbers

- 6 huddles with QRT and ED staff and physicians over a 2-week period
- 2 family physicians and 3 specialists engaged in surgical optimization project

PROJECTS



South Okanagan Maternity Centre (above from left): Kerry Rollison, Dr. Jennifer Begin, Dr. Tara Dawn, Dr. Marius Snyman, Dr. Jackie Bourdeaux, Dr. Lisa Friesen, midwife Susie Lobb, and Dr. Catherine Botting. Maternity Centre home visits (left); and naloxone training at the Oliver Seniors Centre (below).



South Okanagan Maternity Centre Pilot

The South Okanagan Maternity Centre, an interdisciplinary care clinic, opened April 2018 at Penticton Regional Hospital. This one-year Shared Care pilot project grew from a now-completed Shared Care Maternity Project, which developed a sustainable model of primary maternity care to respond to declining physician numbers and support patient choice. Last year the clinic was staffed by 5 physicians and a midwife, and is networked directly to obstetricians, a perinatal social worker, pediatricians and other maternity professionals.

In this team-based clinic, providers, patients and staff benefit from wrap-around care, clear care pathways, an understanding of roles and responsibilities, and common protocols and patient handouts developed by the clinic team.

In order to make the clinic sustainable, family physicians and midwives pool billings, with SOS Division assistance. The clinic fosters provider education and knowledge sharing, and provides a teaching venue to promote obstetrical care to both physician and midwife students and residents.

Rural Projects

Since the community worker project began in Princeton and Keremeos in 2016, there has been a reduction of emergency department use, improved access and follow up, and referrals to appropriate social services. This patient-centered service has addressed social health barriers and inequities while also facilitating patient attachment, with 4 patients attached to a family physician per month.

In early spring 2019, SOS Division partnered with the Rural Healthcare Community Coalition and community paramedics to present free-to-the-public naloxone training in Oliver, Osoyoos, Princeton and Keremeos.

The SOS Division brought teams together from Penticton Regional Hospital, including the Community Crisis Response Team (CCRT) and the Quick Response Team (QRT), to meet primary care providers.

In addition, SOS Division has been communicating with other rural Divisions across the province to network, share and to help shape rural primary care delivery, including examining the impact of Primary Care Networks on rural communities.

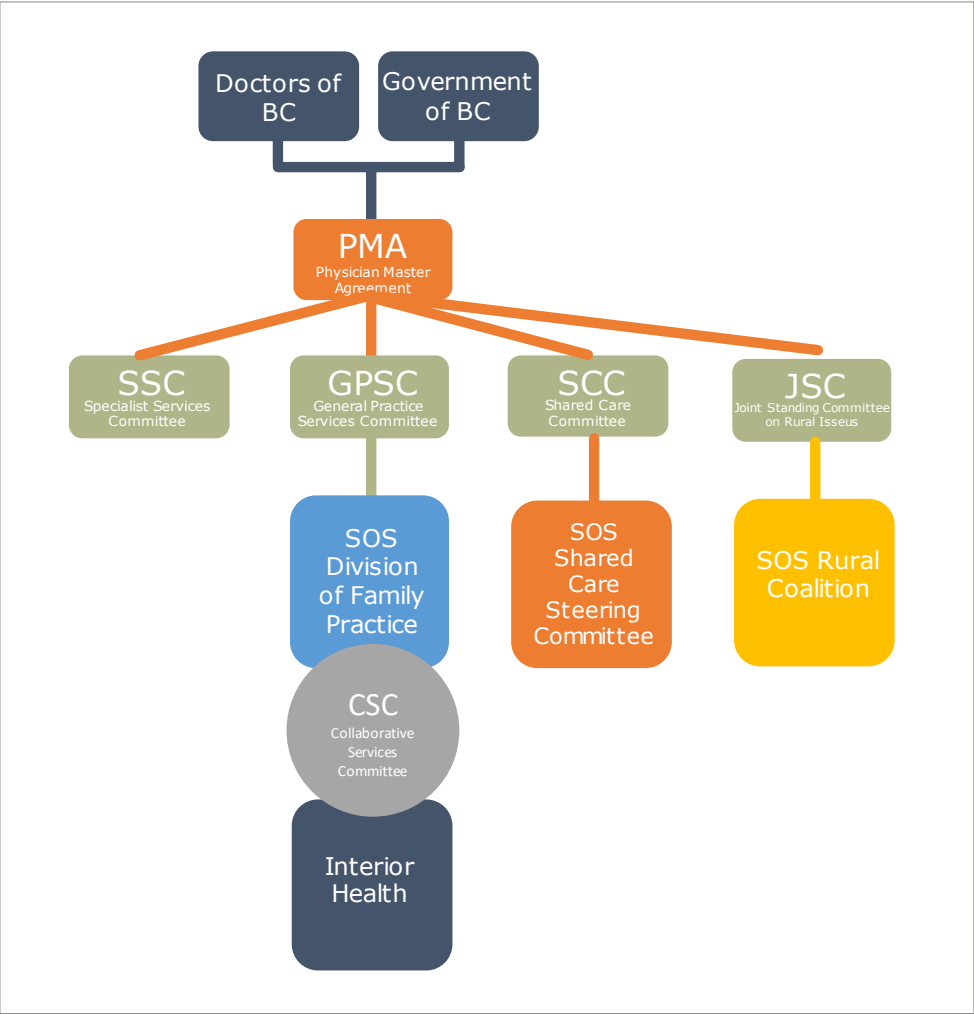
Success by Numbers

182 births at the South Okanagan Maternity Centre

358 patients seen by community worker in one year

4 patients attached per month to a GP, because of community worker caseload

PARTNERSHIPS



The South Okanagan Similkameen Division of Family Practice and its relation to partner organizations (both locally and provincially) is represented in the above chart

The SOS Division works collaboratively and in partnership with many organizations in order to facilitate healthcare improvements.

Collaborative Services Committee

This committee brings forward healthcare service and systems-based issues of concern, co-determines priorities, co-designs solutions, and influences system re-design whenever possible. Membership includes SOS Division staff, primary care providers, Interior Health, First Nations and GPSC representation.

Shared Care Steering Committee

This committee guides Shared Care activities, which involve family and specialist physicians working together to improve patient outcomes and provider satisfaction. Membership includes SOS Division staff, primary care providers, and Interior Health.

Rural Healthcare Community Coalition

The SOS Division formed a community healthcare coalition, which brings together rural healthcare practitioners, municipal governments, First Nations, Allied Health and additional community organizations, for monthly meetings to discuss ways to improve and sustain patient-focused care.

Other key partnerships include:

Medical Staff Associations at Penticton Regional Hospital, South Okanagan General Hospital and Princeton General Hospital, which, working with Interior Health, are responsible for physician engagement and facility improvements.

Interdivisional Strategic Council (ISC), which brings together the SOS Division and 7 other Divisions within Interior Health for quarterly meetings.

General Practice Services Committee (GPSC), which brings together all Divisions in the province for an annual summit and other learning opportunities.

Rural Coordination Centre of BC (RCCbc), which provides Primary Care Network equity funding for rural communities.

Practice Support Program (PSP), which provides education and practice supports for physicians.

PARTNERSHIPS



2018-2020
Family Medicine Residents



Dr. Laura
Tamblyn



Dr. Kimberley
Higgins



Dr. Kirk Dixon



Dr. Nolan Rau

(Clockwise from top): Family Medicine Residency contributing physicians Drs. Mark Lawrie, Margie Krabbe, Murali Venkataraman and Khati Hendry; Dr. Travis Thompson with presenters Drs. Elizabeth Watters and Barb Main; Dr. JoyAnne Krupa with presenter Dr. Margie Krabbe; Martin Street Outreach Centre physician and staff celebration; 2018-2020 family medicine residents

2018
Family Medicine Resident
Graduates



Martin Street Outreach Centre

Martin Street Outreach Centre is an innovative partnership between physicians and Interior Health, which allows people dealing with mental health and/or substance use issues to access multi-disciplinary health services in one low-barrier location. Since opening in 2015, it has attached more than 900 patients who regularly receive primary care at the Centre. Looking forward, it is planned that Martin Street will be sustained as part of the Primary Care Network initiative. Physicians who worked at the clinic during the past year include: Drs. Peter Entwistle, Lisa Friesen, JoyAnne Krupa, Leslie Lappalainen, Cathy Rooke, Kyle Stevens, David Stoll, Murali Venkataraman, Sam Van Horn, and David Van Den Berg.

PRH Tuesday Rounds and Friday Grand Rounds

Presented in conjunction with the Penticton Physician Medical Society, Tuesday Rounds and Friday Grand Rounds feature local physicians and other professionals speaking on topics requested by their peers. A complete listing of Rounds can be found on page 23.

UBC Okanagan South Family Medicine Residency

The SOS Division continues to support this partnership, which welcomed a third cohort of residents to the two-year Family Practice Residency program. 2018 graduates of the program, Drs. Travis Thompson and JoyAnne Krupa, were celebrated at an awards night at Linden Gardens in Kaleden.

Contributing physicians include Site Director, Dr. Margie Krabbe; Faculty Development and Behavioural Medicine, Dr. Mark Lawrie; Curriculum Lead, Dr. Murali Venkataraman; Assessment and Evaluation, Dr. Khati Hendry; Scholarship, Dr. Evelyn Cornelissen; and Resident Wellness Mentor, Dr. Danielle Weisgarber.

Family Practice Lead Preceptors include: Drs. Murali Venkataraman, Kyle Stevens, Robin Masson, Greg Selinger, Margie Krabbe, Elizabeth Allen, Elizabeth Watters, Barb Main, Mark Lawrie, Tim Phillips, Peter Bull, Jack Kooy, and Jennifer Begin.

Foundry

In 2018, the SOS Division assisted with laying the foundation for this new organization, which offers health and wellness resources, services and supports to young people aged 12-24. The SOS Division created an agreement with the Foundry to co-host CME focused on MHSU issues, and assisted with physician recruitment. It is expected that physicians will cover 2 half-day shifts at the Foundry starting in the summer of 2019.

Success by Numbers

900 patients attached at Martin Street Outreach Centre, since opening

2 graduates from UBC Family Medicine Residency program are both working locally
92 family practice and specialty preceptors in our area since the program's inception

CMEs, PRESENTATIONS



Clockwise from top left: Dr. Calder shares his experiences at the Long-Term Care Summit; Aarin Frigon, Dr. Peter Entwistle and Petra Veintimilla (Oliver councillor) give wrap-up presentation to the JSC; Dr. David Stoll hosts a Martin Street Outreach Centre CME; discussions at the Ask a Specialist, Tell a Specialist: Spotlight on Chronic Pain CME



Continuing Medical Education

South Okanagan Similkameen: Long-Term Care Summit

Apr 24th 2018

Linden Gardens, Kaleden

Speakers: Dr. Doug Smith and Dr. Bob Mack

Martin Street Outreach Centre: CME for Residents

May 30th 2018

Dr. David Stoll's residence, Summerland

Ask a Specialist, Tell a Specialist:

Spotlight on Chronic Pain

May 30th 2018

Linden Gardens, Kaleden

Speakers: Joy Bhimji (Opioid Prescribing Guidelines); Dr. Peter Entwistle (Opioid Tapering); Neil Pearson (Self-Management Techniques); Chris Spooner (Prescribing Medical Marijuana)

Mental Health Act: Review and Q/A

Oct 15th 2018

Oliver

Tuesday Rounds

Dr. James Mathers, Neurology; Dr. Holly Wiesinger, Gastroenterology; Dr. Kevin Renaud, Gynecology; Iris Say, PRH Dietitian; Dr. Jodi Edworthy, Optometry; Dr. Alex McIntyre, Psychiatry; Dr. Doug Smith, Long-Term Care; Dr. Leslie Lappalainen, Addictions Medicine; Phil Burman/ Paul Girard, Dale Charles Physiotherapy; Dr. Joel Post, Ophthalmology; Dr. Alan Hoffman, Family Medicine; Dr. Diane Theriault, Rheumatology; Neil Pearson, Pain Management; Dr. Jeff Harries, Family Medicine; Dr. David Stoll, Emergency Medicine; Dr. Edith Blondel-Hill, Pathology

Friday Grand Rounds

Dr. Jean Gillies, Rheumatology; Dr. Susan Hollenberg, Family Medicine; Dr. Harsh Hundal, Family Medicine

Presentations

GPSC Inpatient Forum

Mar 1st 2018

Vancouver

Topic: How to Build an Inpatient Model of Care

Patient De-Prescribing

Ongoing

Presenter: Dr. Mark Lawrie

JSC Wrap-up Presentation

Jun 26th 2018

Victoria

Presenters: Aarin Frigon, Dr. Peter Entwistle and Petra Veintimilla

PCN Lessons Learned from Rural Communities

Sep 28th 2018

Vancouver, BC

De-prescribing in Long-Term Care

Oct-Feb 2018

Princeton, Keremeos, Oliver, Penticton

Presenters: Dr. Mark Lawrie and/or Anna Evans, clinical pharmacist

Quality Forum

Feb 21st-23rd 2019

Vancouver

Presenters: Dr. Elizabeth Watters (How to Build an InPatient Program), Dr. Brent Harrold and Lisa Danby (Quick Response Team Success), Dr. Jennifer Begin (Sustainable Long-Term Care)

Nursing Model of Care in General Practice

Jan 7th 2019

Bogners Restaurant, Penticton

Presenter: Dr. Michelle Teo

EVENTS



Clockwise from top left: SOS Division Board/ Staff Event; UBC Graduation Event; Media Training; Family Medicine Expo; PCN Signing Ceremony; Dialogue and Design Session



Events

Primary Care Network: Dialogue and Design Events

Apr. 10th 2018

Vanilla Pod Restaurant, Penticton

July 16th 2018

Linden Gardens, Kaleden

EMR Panel Management Workshops

May 24th 2018

Jun 19th 2018

SOS Division office, Penticton

Media Training

June 8th 2018

Backyard Farms, Oliver

MOA Appreciation Event

May 14th 2018

Play Estates Winery, Penticton

Okanagan South UBC Family Medicine Residency Program: Graduation Celebration

Jun 8th 2018

Dr. Mark Lawrie's house, Penticton

AGM and Networking Social

Sep 12th 2018

Linden Gardens, Kaleden

Rural Patient Medical Home and Primary Care Networks

Sep 18th 2018

River Stone Winery, Oliver

SOS Division Board and Staff Event

Dec 14th 2018

Escape Room, Penticton

Primary Care Network: Membership Meeting

Jan 28th 2019

Lakeside Resort, Penticton

Primary Care Network: Signing Ceremony

Feb 6th 2019

Snxastwilxtn Centre, Penticton Indian Band

South Okanagan Similkameen Family Medicine Expo

Feb 9th 2019

Cannery Brewing, Penticton

MEMBERSHIP

Board of Directors



Dr. Greg Selinger
Chair



Dr. Tim Phillips
Co-Chair/
Physician Lead



NP Tanya ter Keurs
Secretary/Treasurer



Dr. Colleen Black



Dr. Alan Gow



Chris Hawkins



Dr. Kevin Hill



Dr. Said Jumaa



Eliza Terbasket

Retiring Physicians

A heart-felt thank you to:

Dr. Vivian Maier

Dr. Jamie Robertson

Dr. Yves Thomas

Dr. Jeff Harries

Primary Care Providers New to our Region

A warm welcome to:

Dr. Jackie Bourdeaux

Dr. Tara Dawn

Dr. Pardeep Dhillon

Dr. JoyAnne Krupa

Dr. Dan MacIntosh

Dr. Marlin Samuels

Dr. Josh Webb

Dr. Tiffany Bursey

Dr. Samantha Van Horn

Dr. Simon Steunenberg

Dr. Travis Thompson

Membership Engagement by Numbers

- 160** SOS Division full and associate members
- 67** primary care providers engaged in working groups and projects
- 13** specialists engaged in working groups and projects
- 9** board members

Primary Care Providers in Our Communities and their SOS Division Involvement

Keremeos

[Dr. Mark Baillie](#)

Family Physician, SOS Division member
Shared Care Frail Elderly ED Discharge

[Dr. Michael Biggs](#)

Retired Family Physician, Associate SOS Division member

[Dr. Marina Louw](#)

Family Physician, SOS Division member
SOS Rural Healthcare Community Coalition
SOS LTC Steering Committee
LTC- Keremeos

[Dr. Ifeju Omojuwa](#)

Family Physician, SOS Division member

[Dr. Gerald Partridge](#)

Family Physician, SOS Division member

[Dr. Josh Webb](#)

Family Physician, SOS Division member

Oliver

[Dr. Richard Beever](#)

Family Physician, SOS Division member

[Dr. Andrew Daly](#)

Family Physician, SOS Division member

[Dr. Ansunette de Vries](#)

Family Physician, SOS Division member

[Dr. Elzaan deWitt](#)

Family Physician, SOS Division member

[Dr. Peter Entwistle](#)

Family Physician, SOS Division member
SC Chronic Pain
JSC-DSPRC Community Coalition
SOS Rural Healthcare Community Coalition

[Dr. Steven Evans](#)

Family Physician, SOS Division member
Shared Care Primary Maternity Care Advisory Committee

[Dr. Tarinder Grewal](#)

Family Physician, SOS Division member

MEMBERSHIP

Dr. Mark Hamilton

Family Physician, SOS Division member

Dr. Kevin Hill

Family Physician, SOS Division member
SOS Division Board Director
Collaborative Services Committee
Interdivision Strategic Council
PCN Advisory Committee (Rural)
Recruitment + Retention Committee

Dr. Stuart Johnston

Retired Family Physician, Associate SOS Division member

Dr. Claire Kuzmochka

Family Physician, SOS Division member
PCN Advisory Committee (Rural)

Dr. Margaret Myslek

Family Physician, SOS Division member
SOS LTC Steering Committee
LTC- Oliver and Osoyoos

Dr. Alan Ruddiman

Family Physician, SOS Division member

Dr. David Shaw

Retired Family Physician, Associate SOS Division member

Dr. Diana Silva

Family Physician, SOS Division member

Dr. Madia Smallwood

Family Physician, SOS Division member

Dr. Robert Swan

Retired Family Physician, Associate SOS Division member
Shared Care Steering Committee

Dr. Emma Tucker

Family Physician, SOS Division member

Osoyoos

Dr. Jaco Bellingan

Family Physician, SOS Division member
PCN Advisory Committee (Rural)

Dr. Robert Calder

Family Physician, SOS Division member
SOS LTC Steering Committee
LTC- Oliver and Osoyoos (Physician Champion)

Dr. Matthys De Vries

Family Physician, SOS Division member
SOGH Inpatient Care
PCN Advisory Committee (Rural)

Dr. Schalk DeWitt

Retired Family Physician, Associate SOS Division member

Dr. Pardeep Dhillon

Family Physician, SOS Division member

Dr. Alan Gow

Retired Family Physician, Associate SOS Division member
SOS Division Board Director
SOS Division Board (Board Recruitment)
SOS Division Board (Policies)

Dr. Lorraine Kane

Family Physician, SOS Division member

Dr. Jayden McIntyre

Family Physician, SOS Division member

Dr. Garnett Tarr

Family Physician, SOS Division member

Penticton

Dr. Donella Anderson

Family Physician, SOS Division member

Dr. Andrew Ashley

UBC FM Resident, Associate SOS Division member

Dr. Jim Atkins

Family Physician, SOS Division member

Dr. Zoe Ayling

Emergency Physician, Associate SOS Division member

MEMBERSHIP

Dr. Jennifer Begin

Family Physician, SOS Division member
Primary Care Network Steering Committee
LTC- Penticton and Summerland
SOS LTC Steering Committee
PMH - Pharmacy
Shared Care Maternity Clinic
Shared Care Surgical Optimization
Shared Care Primary Maternity Care Advisory Committee

Dr. Catherine Botting

Family Physician, SOS Division member
Shared Care Primary Maternity Care Advisory Committee
PMH - Pharmacy
Shared Care Maternity Clinic

Dr. Jackie Bourdeaux

UBC FM Resident, Associate SOS Division member

Dr. Glen Burgoyne

Family Physician, SOS Division member
PRH Inpatient Improvement
Shared Care Frail Elderly ED Discharge
Shared Care Surgical Optimization

Dr. Tiffany Bursey

Family Physician, SOS Division member

Dr. Jaco Calitz

Family Physician, SOS Division member

Dr. Bill Caskey

Family Physician, SOS Division member

Dr. Mandi Clark

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Randy Cleveland

Family Physician, SOS Division member

Dr. Paul Cobbin

Family Physician, SOS Division member
PRH Inpatient Improvement
Recruitment + Retention Committee

Dr. Steve Collyer

Family Physician, SOS Division member

Dr. Sandra Congram

Retired Family Physician, Associate SOS Division member

Dr. Trevor Connolly

Family Physician, SOS Division member

Dr. Andrew Dargie

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Tara Dawn

Family Physician, SOS Division member
Shared Care Maternity Clinic

Dr. Johan de Kock

Family Physician, SOS Division member

Dr. Kirk Dixon

UBC FM Resident, Associate SOS Division member

Dr. David Dutchman

Family Physician, SOS Division member

Dr. Heather Filek

Family Physician, SOS Division member

Dr. Tom Francis

Family Physician, SOS Division member

Dr. Alicja Frasinski

Family Physician, SOS Division member

Dr. Lisa Friesen

Family Physician, SOS Division member
Martin Street Outreach Centre Physician Committee
Shared Care Maternity Clinic
Shared Care Primary Maternity Care Advisory Committee

Dr. Lucy Gans

Family Physician, SOS Division member

Dr. Ron Gans

Family Physician, SOS Division member

Dr. Dale Gatenby

Family Physician, SOS Division member

Dr. Steve Hardwicke

Family Physician, SOS Division member

MEMBERSHIP

Dr. Jeff Harries

Family Physician, SOS Division member

Dr. Leona Harries

Family Physician, SOS Division member

Dr. Brent Harrold

Family Physician, SOS Division member
Shared Care Frail Elderly ED Discharge

Dr. Kimberley Higgins

UBC FM Resident, Associate SOS Division member

Dr. Laura Hodgson

Family Physician, SOS Division member

Dr. Allen Hooper

Family Physician, SOS Division member
Shared Care Chronic Pain

Dr. Heidi Ingram

Family Physician, SOS Division member

Dr. James Johnston

Family Physician, SOS Division member

Alyson Jones

Midwife, Associate SOS Division member
Shared Care Primary Maternity Care Advisory Committee

Dr. John Kennedy

Family Physician, SOS Division member

Dr. Daniel Kilian

Family Physician, SOS Division member

Dr. Karin Kilpatrick

Family Physician, SOS Division member

Dr. Jack Kooy

Family Physician, SOS Division member
CME Planning Committee

Dr. JoyAnne Krupa

Family Physician, SOS Division member

Dr. Leslie Lappalainen

Family Physician, SOS Division member
Martin Street Outreach Centre Physician Committee

Dr. Mark Lawrie

Family Physician, SOS Division member
LTC Penticton and Summerland
SOS LTC Steering Committee
Shared Care Acute Polypharmacy Risk Reduction

Dr. Doug Leitner

Family Physician, SOS Division member

Susie Lobb

Midwife, Associate SOS Division member
Shared Care Maternity Clinic
Shared Care Primary Maternity Care Advisory Committee

Dr. Jarrett Lobley

Family Physician, SOS Division member

Dr. Claire Lobsinger

UBC FM Resident, Associate SOS Division member

Dr. Perold Louw

Family Physician, SOS Division member

Dr. Dan MacIntosh

Family Physician, SOS Division member

Dr. Robert Mack

Retired Family Physician, Associate SOS Division member
SOS LTC Steering Committee

Dr. Vivian Maier

Retired Family Physician, Associate SOS Division member

Dr. Barb Main

Family Physician, SOS Division member
PRH Inpatient Improvement
PMH-Pharmacy

Dr. Blair Main

Family Physician, SOS Division member

Dr. Sheena Manning

Family Physician, SOS Division member

Dr. Robin Masson

Family Physician, SOS Division member
Shared Care Frail Elderly ED Discharge
Shared Care Seniors Coordinated Care
Shared Care Steering Committee
PMH-LPN

Dr. Rob McIntosh

Family Physician, SOS Division member

Dr. Morag McMillan

Family Physician, Associate SOS Division member

Dr. Tyler Murphy

UBC FM Resident, Associate SOS Division member

Dr. Ross O'Neil

Family Physician, SOS Division member

Dr. Alan Nixon

Retired Family Physician, Associate SOS Division member

Dr. Tom Oliver

Family Physician, SOS Division member

PRH Inpatient Care

CIS Physician Lead

Recruitment + Retention Committee

Dr. David Paisley

Family Physician, SOS Division member

CME Planning Committee

PRH Inpatient Care Program

Shared Care Chronic Pain

Dr. Sandra Pansegrouw

Family Physician, SOS Division member

Dr. Tim Phillips

Family Physician, SOS Division member

SOS Division Board Director (Co-chair, Physician Lead)

SOS Division Board (Board Recruitment)

Collaborative Services Committee

Innovation Hub

Primary Care Network Steering Committee

Dr. Zuzana Praslickova

UBC FM Resident, Associate SOS Division member

Dr. Rebecca Psutka

UBC FM Resident, Associate SOS Division member

Dr. Alex Pugachev

Family Physician, SOS Division member

Dr. Nolan Rau

UBC FM Resident, Associate SOS Division member

Christy Raynolds

Midwife, Associate SOS Division member

Shared Care Primary Maternity Care Advisory Committee

Dr. James Robertson

Family Physician, SOS Division member

Dr. Andrew Robertson

Family Physician, SOS Division member

Dr. Cathy Rooke

Family Physician, SOS Division member

Dr. Wendy Ross

Family Physician, SOS Division member

Dr. Stephan Samoyloff

Family Physician, SOS Division member

Dr. Tim Seipp

Family Physician, SOS Division member

Dr. Greg Selinger

Family Physician, SOS Division member

SOS Division Board (Chair)

SOS Division Board (Board Recruitment)

Innovation Hub

Collaborative Services Committee

PRH Inpatient Care Program

Interdivision Strategic Council

Primary Care Network Steering Committee

Dr. Cathy Sheehan

Family Physician, SOS Division member

Dr. Marius Snyman

Family Physician, SOS Division member

Shared Care Maternity Clinic

Shared Care Primary Maternity Care Advisory Committee

Shared Care Acute Polypharmacy Risk Reduction

Dr. Simon Steunenber

Family Physician, SOS Division member

Dr. David Stoll

Family physician, SOS Division member

Martin Street Outreach Centre Physician Committee

Recruitment + Retention Committee

MEMBERSHIP

[Dr. David Surkan](#)

Retired Family Physician, Associate SOS Division member

[Dr. Michael Surkan](#)

Retired Family Physician, Associate SOS Division member

[Dr. John Surkan](#)

Family Physician, SOS Division member

[Dr. Laura Tamblyn](#)

UBC FM Resident, Associate SOS Division member

[Dr. Richard Tatham](#)

Family Physician, SOS Division member
LTC Penticton and Summerland
SOS LTC Steering Committee

[Dr. Travis Thompson](#)

Family Physician, SOS Division member

[Dr. Chris Toneff](#)

Family Physician, SOS Division member
CME Planning Committee

[Dr. David Van Den Berg](#)

Family Physician, SOS Division member
Shared Care Chronic Pain
Shared Care Steering Committee

[Dr. Izak Van Der Westhuizen](#)

Family Physician, SOS Division member

[Dr. Samantha Van Horn](#)

Family Physician, SOS Division member

[Dr. Tertius Walters](#)

Family Physician, SOS Division member
PMH - LPN

[Dr. Elizabeth Watters](#)

Family Physician, SOS Division member
CME Planning Committee
PRH Inpatient Care Program
LTC- Penticton and Summerland
SOS LTC Steering Committee
PMH Pharmacy
Shared Care Seniors Coordinated Care

[Dr. Lloyd Westby](#)

Family Physician, SOS Division member

[Dr. Marianne Willis](#)

Retired Family Physician, Associate SOS Division member

[Dr. Colwyn Wren](#)

Family Physician, SOS Division member

Princeton

[Dr. Colleen Black](#)

Family Physician, SOS Division member
SOS Division Board Director
Collaborative Services Committee
Interdivision Strategic Council
LTC - Princeton
SOS LTC Steering Committee

[NP Viola Brown](#)

Nurse Practitioner, Associate SOS Division member

[Dr. Ella Monro](#)

Family Physician, SOS Division member

[Dr. Mahrous Mousa](#)

Family Physician, SOS Division member

[Dr. Marlin Samuels](#)

Family Physician, SOS Division member

[NP Tanya ter Keurs](#)

Nurse Practitioner, Associate SOS Division member
SOS Division Board Director (Secretary/Treasurer)
SOS Division Board (Board Recruitment)
SOS Division Board (Finance)
Primary Care Network Steering Committee

[Dr. Tim Van der Heide](#)

Family Physician, SOS Division member
PGH Inpatient Care Program

Summerland

[Dr. Larry Achtem](#)

Family Physician, SOS Division member

[Dr. Elizabeth Allen](#)

Family Physician, SOS Division member

Dr. Alistair Bannerman

Family Physician, SOS Division member
Recruitment + Retention Committee

Dr. Peter Bennett

Family Physician, SOS Division member
LTC Penticton and Summerland
SOS LTC Steering Committee

Dr. Peter Bull

Family Physician, SOS Division member

Dr. Neil Guenther

Family Physician, SOS Division member

Dr. Cathy Harrold

Family Physician, SOS Division member

Dr. Khati Hendry

Family Physician, SOS Division member
Collaborative Services Committee, GPSC rep
LTC Penticton and Summerland
SOS LTC Steering Committee
PRH Inpatient Care Program

Dr. Tom Irvine

Family Physician, SOS Division member

Dr. Warren Julien

Family Physician, SOS Division member

Dr. Sheila Kindberg

Family Physician, SOS Division member

Dr. Margie Krabbe

Family Physician, SOS Division member
PRH Inpatient Care Program

Dr. Martine Lebel

Retired Family Physician, Associate SOS Division member

Dr. Wendy Richardson

Family Physician, SOS Division member

Dr. Susan Severide

Family Physician, SOS Division member

Dr. Kyle Stevens

Family Physician, SOS Division member
Martin Street Outreach Centre Physician Committee

Dr. Driaan van der Vyver

Family Physician, SOS Division member
PRH Inpatient Care Program

Dr. Murali Venkataraman

Family Physician, SOS Division member
PRH Inpatient Care Program

Dr. Danielle Weisgarber

Family Physician, SOS Division member
PRH Inpatient Improvement

Dr. Kevin Wilson

Family Physician, SOS Division member

MEMBERSHIP

Other Involvement

Dr. David Cleveland

Specialist
Shared Care Surgical Optimization

Dr. Armelie dela Cruz

Specialist
Shared Care Primary Maternity Care Advisory Committee

Dr. Chad Dyck

Specialist
Shared Care Acute Polypharmacy Risk Reduction

Dr. Jose Goncalves

Specialist
Shared Care Primary Maternity Care Advisory Committee
Shared Care Surgical Optimization

Chris Hawkins

Wealth Manager, Associate SOS Division Member
SOS Division Board Director
SOS Division Board (Finance)
SOS Division Board (Policies)

Dr. Said Jumaa

Specialist, Associate SOS Division Member
SOS Division Board Director

Dr. Justin Naude

Specialist
Shared Care Surgical Optimization

Dr. Chris Rauscher

Specialist
Shared Care Acute Polypharmacy Risk Reduction

Dr. Kevin Renaud

Specialist
Shared Care Primary Maternity Care Advisory Committee

Dr. Mark Sawatzky

Specialist
Shared Care Surgical Optimization

Dr. Michelle Scheepers

Specialist
Shared Care Surgical Optimization

Dr. Doug Smith

Family Physician
SOS LTC Steering Committee

Dr. Jacqueline Stewart

Specialist
Shared Care Steering Committee

Dr. Andrea Steyn

Specialist
Shared Care Steering Committee
Shared Care Chronic Pain

Dr. Michelle Teo

Specialist
Shared Care Steering Committee
Shared Care Chronic Pain

Eliza Terbasket

Health and Social Manager, Associate SOS Division Member
SOS Division Board Director

Dr. Shannon Walker

Specialist
Shared Care Acute Polypharmacy Risk Reduction

SOS Division Staff



The SOS Division has a mix of full-time, part-time and contracted staff. We welcomed Michelle Bush, Kelly Hawes, Taunya Cossentine and Ali Duncan this year. We wished Renate Hayden and Kathleen Jagger well on their new adventures.

Tracy St. Claire
Executive Director

Linda Andersson
Executive Assistant

Julie Young
Member Services Lead

Riley Gettens
Recruitment Lead

Kelly Hawes
Clinic Support Lead

Taunya Cossentine
Clinic Support Coordinator

Aarin Frigon
Project Manager

Kathleen Jagger
Project Lead

Suzanne Moccia
Project Lead

Lisa Needoba
Project Lead

Renate Hayden
Project Coordinator

Kristen Hart
Project Coordinator

Izabela Szelest
Evaluation Lead

Heather Allen
Communications Lead

Michelle Bush
Operations Lead

Penny McLeod
Operations Coordinator

Anne Goedhart
Operations Clerk

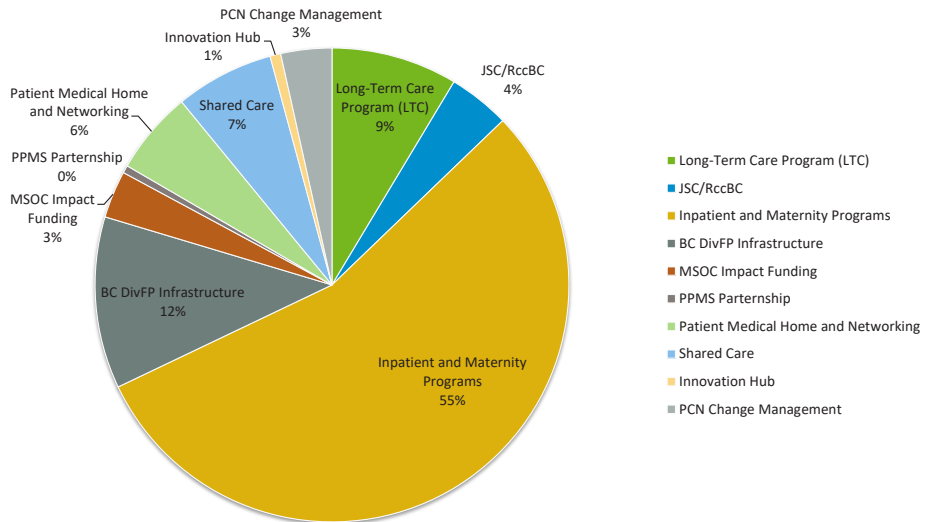
STATEMENT OF FINANCIAL POSITION

March 31 2020

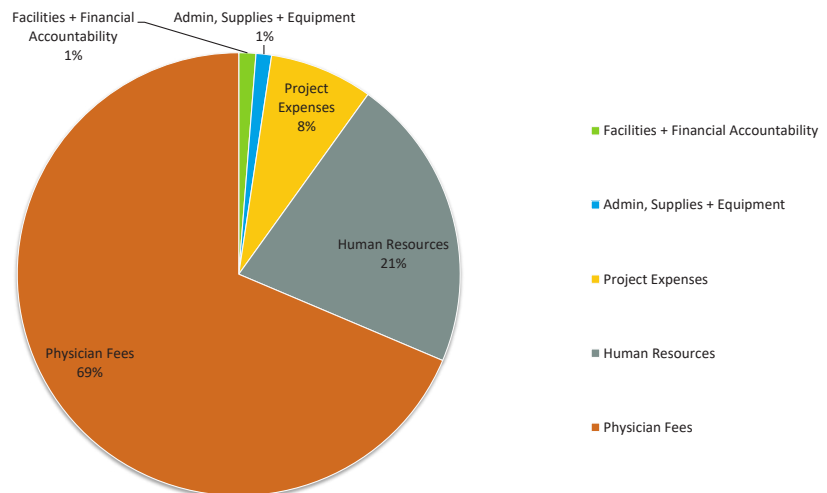
	2020	2019
Assets		
Current:		
Cash and short term deposits	\$ 558,500	\$ 253,026
Guaranteed investment certificate	850,000	900,000
Accounts receivable	178,967	160,601
Prepaid expenses	18,258	6,097
	1,605,725	1,319,724
Tangible capital assets	218,984	40,294
	\$ 1,824,709	\$ 1,360,018
Liabilities and Net assets		
Current:		
Accounts payable	\$ 686,583	\$ 504,048
Deferred revenue	869,750	781,969
	1,556,333	1,286,017
Deferred capital contributions	203,763	25,451
	\$ 1,760,096	\$ 1,311,468
Net assets:		
Invested in tangible capital assets	\$ 15,221	\$ 14,842
Unrestricted	49,392	33,708
	64,613	48,550
	\$ 1,824,709	\$ 1,360,018

STATEMENT OF FINANCIAL POSITION

2018/19 REVENUE



2018/19 EXPENSES



**South Okanagan Similkameen
Division of Family Practice**

info@sosdivision.ca

778 476 5696
