



Sunshine Coast
Division of Family Practice
A GPSC initiative

ANNUAL 2017- 2018 REPORT



OVERVIEW //

The Sunshine Coast Division of Family Practice represents physicians who support the communities along the lower Sunshine Coast, including Earl's Cove, Langdale, Madeira Park, Pender Harbour, Sechelt, Robert's Creek, and Gibsons.

Together, the members work to improve local primary care, increase local physicians' influence on health care delivery and policy, and provide professional support for physicians. Membership is open to all physicians practising or recently retired on the Lower Sunshine Coast, including specialists and locums. Incorporated in November 2011, the Division currently has 66 members, including 37 family physicians who practice in one of six medical clinics.

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR // A YEAR OF ENGAGEMENT

There is one way to describe the past year – increased involvement of physicians in working groups to improve patient care and physician satisfaction. We established a Patient Medical Home (PMH) Steering Committee to guide a number of initiatives and this group will also provide a link with the Primary Care Networks (PCN) that will involve the Health Authority. We are working with our Vancouver Coastal Division colleagues through the interdivisional council to ensure our interests are represented to the GPSC. As well, our local CSC (Collaborative Services Committee) has been expanded to include the PMH Steering committee co-chairs, a Facility Engagement Initiative rep and the local Medical Director, in order to shape our PCN priorities together.

We received a one-time fund of \$119,500 through GPSC to support enhanced PMH engagement with physicians in our community, and to engage with our community partners, specifically the Shishalh nation and patient engagement. Dr. Suzanne Walter is the engagement lead.

As the Board and staff changes - as committees and working groups evolve - we need to remain true to our roots as a Division of Family Practice. In 2011, the Division was created to reach an aspirational vision - that - *"All citizens of the Sunshine Coast community will have access to quality, timely, sustainable local healthcare"*. The Division continues to be the voice of physicians in shaping how health services are designed and delivered in the Sunshine Coast.

Respectfully Submitted,

Dr. Karen Forgie, Chair
Susan Papadionissiou, MSW, Executive Director
March 2018

VISION //

All citizens of the Sunshine Coast community will have access to quality, timely, sustainable local healthcare.

MISSION //

As skilled physicians, we will deliver quality, sustainable, full spectrum local health care that is responsive to and reflective of our community, and supportive of our care providers.

VALUES //

Patient centered as we seek ways to identify, and develop initiatives to improve the system of care and to meet the health needs of the Sunshine Coast.

Supportive relationships with members, patients, the community and the health authority fostered through respect and collaboration.

Quality, innovation and efficiency through continued education and by encouraging sustainable ways of carrying out our work in our clinics, in the hospital and in the community.

Influential voice as physician leaders in shaping how sustainable, coordinated, health services are designed and delivered on the Sunshine Coast.

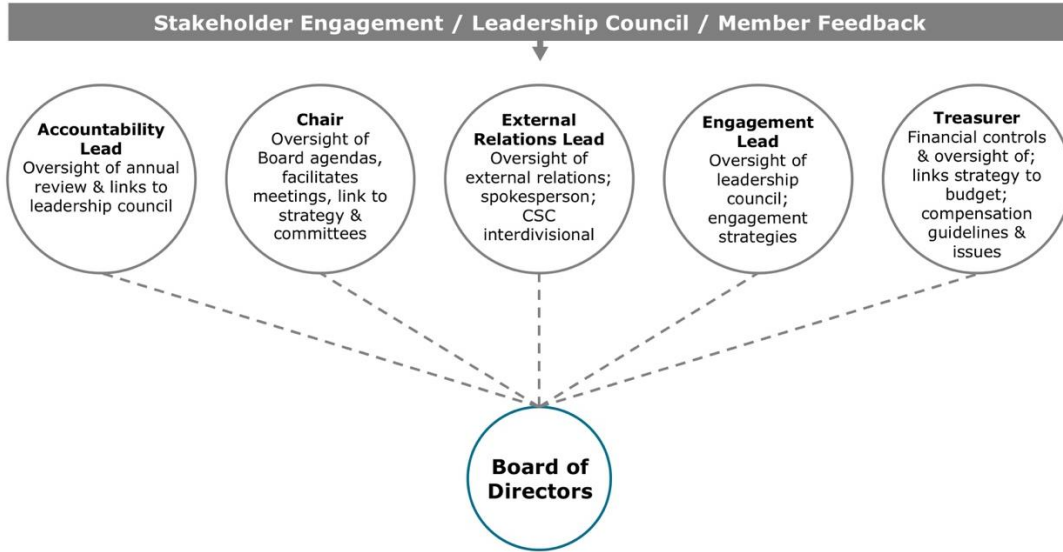
Sunshine Coast Division of Family Practice Team:

Susan Papadionissiou, MSW
Executive Director;

Sonja Sorensen,
Administrative Assistant;

Cayce Laviolette, MSW, RSW,
Project Manager, Patient Medical Home and Shared Care

Board Governance Structure // March 2018



Board of Directors //

Chair
Dr. Carla Paetkau

Treasurer
Dr. Chinmay Dalal

External Relations Lead

Dr. Karen Forgie

Engagement Lead
Dr. Suzanne Walter

Accountability Lead
Vacant

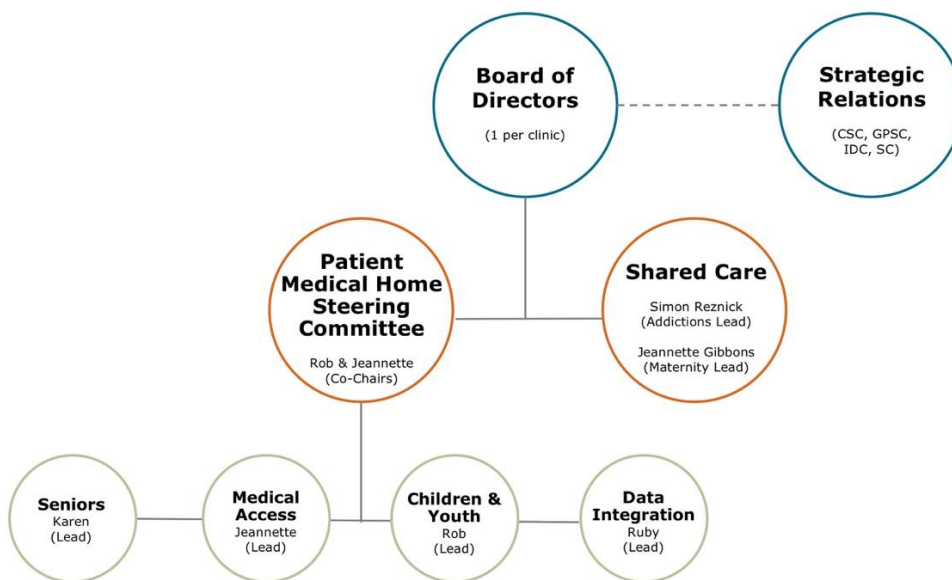
Patient Medical Home (PMH) Steering Committee Members//

Co-Chair
Dr. Rob Lehman

Co-Chair
Dr. Jeanette Gibbons

Members
Dr. Justin Smith
Dr. Karen Forgie
Dr. Ruby Yee
Dr. Carmen Goojha

Our Board and Working Groups //



PROGRAM HIGHLIGHTS //

PATIENT MEDICAL HOME

Patient Medical Home funding of \$250,000 was secured for January 2018-March 2019.

Child & Youth – Team Based Care

Dr. Rob Lehman, Lead
Dr. Carmen Goojha
Dr. Rahul Gupta
Dr. Annaliese Hasler

- Launched ACES (Adverse Childhood Experiences Survey)
- Designed and delivered ACES Workshop in September
- Consulted with clinics to identify gaps in services and use of tools
- Engagement with Child & Youth mental health teams regarding TBC
- 'Doc in School' initiated in Elphinstone and Chatelech

Seniors – Team Based Care

Dr. Karen Forgie, Lead
Dr. Brian Myhill-Jones
Dr. Rob Lehman
Dr. Rob Mundy
Rick MacDonald – Pender

- Conducted community consultation with service providers & stakeholders
- Priorities established as:
 - Home Detox
 - Dementia
- Pender Harbour Health Centre physicians involved in TBC (Team Based Care) design of Nurse Practitioner and other Allied health professionals

Technology – Data Integration

Dr. Ruby Yee, Lead
Dr. Chinmay Dalal
Dr. Justin Smith
Dr. Simon Reznick
Brigitte Mettler – Doctors of BC

- Hired an Information Technology Project Manager to help coordinate work with GPs and Telus to cost out a model for better EMR data sharing across clinics and professions
- Exploring the feasibility of a Virtual Clinic that would allow patients to access GPs after hours and on weekends

Medical Access

Dr. Jeannette Gibbons, Lead
Dr. Courtney Crowell
Dr. Charlotte Phillison
Dr. Carmen Goojha

- Exploring ways to improve patient access to physicians via increasing number of physicians on the Coast and increasing the resilience / working conditions for physicians
 - Initiated discussions with Shishahl Band regarding ways to improve First Nations access to physicians – such as a potential clinic on their Band centre
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SHARED CARE

We were successful in receiving Shared Care funding to develop an Addictions strategy; the COR (Clinic for Opioid Replacement) physicians were involved in developing this initiative; as well we applied for and received Shared Care funding to support a Maternity Working Group.

Addictions Strategy

Dr. Simon Reznick, Lead
 Dr. Joerg Jaschinski
 Dr. Ron Mundy
 Dr. Anthony Barale
 Dr. Karen Forgie
 Dr. Jim McFarland

- Building physician skills in addiction medicine through education and stronger links to local addiction specialists
- Held first education event on Buprinorphine on July 16
- Developing sustainable pathways for patients who use substances to access rapid and appropriate treatment on the Sunshine Coast

Maternity Working Group

Dr. Jeannette Gibbons, Lead
 Dr. Julie Baxter
 Dr. Karen Scott
 Dr. Jack Bryson

- Working on a sustainable obstetric practice by developing a collaborative obstetric working group
- Developing short and long-term plans of a hard call obstetric practice. Hopefully, long-term this will involve a central prenatal clinic at a certain gestation, c/s coverage and delivery doctor of the day

ADVOCACY & ENGAGEMENT

Collaborative Services Committee (CSC)

- Co-chaired by Dr. Karen Forgie and Lauren Tindall
- Expanded to include Facility Engagement representative, Local Medical Director and PMH Steering committee Co-chairs
- Focus on alignment of PMH with PCN priorities

Advocacy

- Residential Care - letter to media and Minister in support of timely completion of long-term care facility plans (Dr. Jim Petzold)
- Social worker position was reinstated until February; CSC agreement that social worker position will be sustained with upcoming PCN funding
- Advocate for rural issues and rural considerations at the Regional Divisions and VCH meetings (ICSC)
- Advocate for rural approach to PCN (primary care networks)
- Continued advocacy to install EMR within the COR (Clinic for Opioid Replacement)

Engagement

- Care Connect piloted in Sechelt clinic – with plan for expansion to others
- Completed PMH Assessment survey and result profile
- Panel Assessment work is underway
- Collaboration with Facility Engagement Initiative to continue to support ER scheduling function (Dr. Courtney Crowell)
- Xmas Party with families and colleagues
- Bursaries of \$1500 (\$500 each) awarded to three secondary school students
- AGM in January 2018

PHOTO HIGHLIGHTS //

