



Sunshine Coast
Division of Family Practice
A GPSC initiative

ANNUAL 2018- 2019 REPORT



APRIL 2018 – MARCH 2019

Divisions of Family Practice

An initiative of the General Practice Services Committee
www.divisionsbc.ca

OVERVIEW // APRIL 2018 - MARCH 2019

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 INNOVATION & EVOLUTION

Over this year the Board has supported our values of "quality, innovation and efficiency" through a number of initiatives. Although the Patient Medical Home Steering Committee wrapped up in March, they inspired the creation of the Maternity and Addictions Working groups (via Shared Care funds) and the Data Integration Working Group (via Innovation funds). The workshop with MCFD /VCH teams and ACES community forum were legacies of the PMH Child and Youth Mental Health working group. Further, the Board is seeking Shared Care funding for Seniors and Palliative care initiatives. We are active at 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 an MSA rep, the local Medical Director, the Medical Health Officer and a specialist.

With Dr. Suzanne Walter's leadership, and GPSC Engagement funding, we hosted a community leaders dialogue in November and sponsored the Walk with Your Doc event as well as the Holiday social and summer BBQ. A recruitment & retention survey and action plan are next on the agenda.

As the Board and staff changes - as committees and working groups evolve - we are reminded of 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 primary care is designed and delivered in the Sunshine Coast.

Respectfully Submitted,

Dr. Carla Paetkau, Chair
Susan Papadionissiou, MSW, Executive Director
March 2019

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.

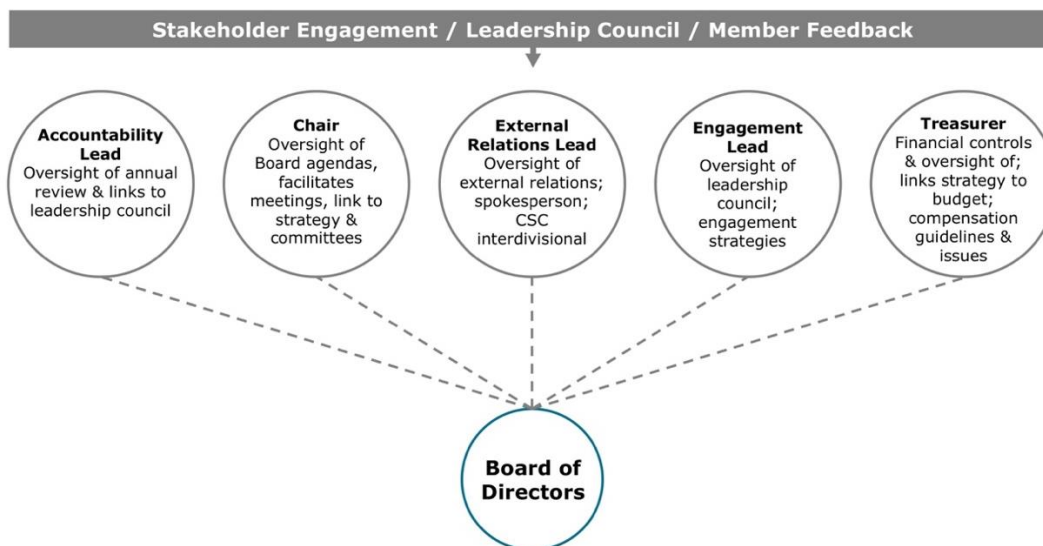
Sunshine Coast Division of Family Practice Team:

Susan Papadionissiou, MSW
Executive Director;

Sonja Sorensen,
Administrative Coordinator;

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

BOARD GOVERNANCE STRUCTURE // MARCH 2019



Board of Directors //

Chair

Dr. Carla Paetkau

Treasurer

Dr. Chinmay Dalal

External Relations Lead

Dr. Doris Fogarty

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 //

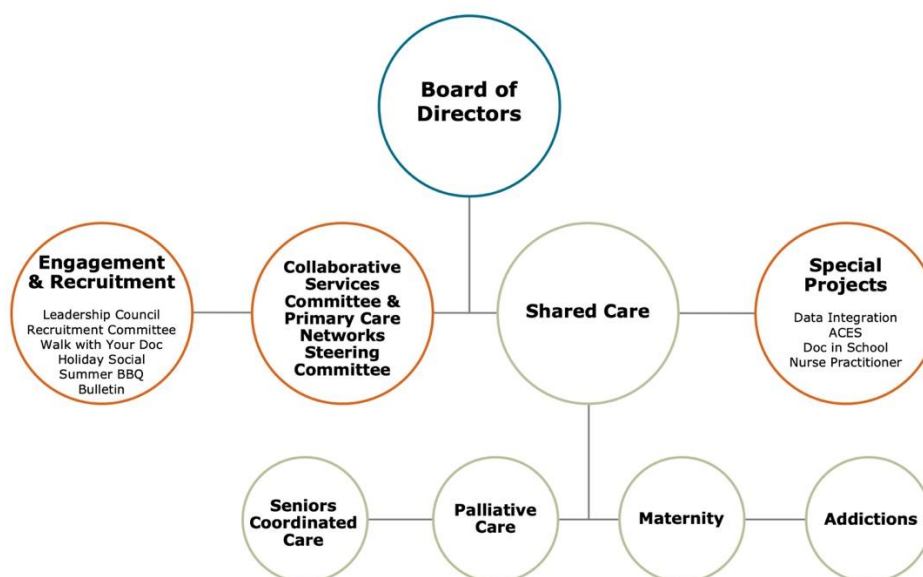


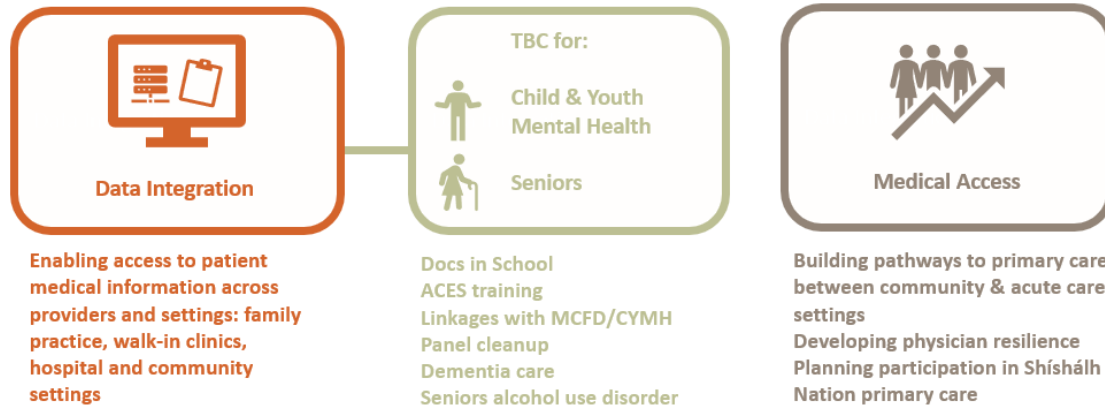
PHOTO HIGHLIGHTS // WALK WITH YOUR DOC



PROGRAM HIGHLIGHTS //

PATIENT MEDICAL HOME

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



PATIENT MEDICAL HOME WORKING GROUPS: WHO WAS INVOLVED

Technology – Data Integration

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

Child & Youth – Team Based Care

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

Seniors – Team Based Care

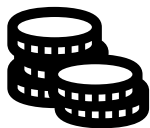
Dr. Karen Forgie, Lead
 Dr. Brian Myhill-Jones
 Dr. Rob Lehman
 Dr. Rob Mundy
 Rick MacDonald – Pender

Medical Access

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

OUTCOMES: WHAT WAS ACCOMPLISHED

Planning & Fundraising



- \$100,000 for data integration (Innovation Fund) + ~\$50,000 in additional resources from Doctors Technology Office
- \$65,000 for maternity care (Shared Care)
- \$161,000 for coordinated dementia care (Shared Care)
- Developed & administered a recruitment survey
- 600 hours of physician time

Relationships & Collaboration



- Agreement of physicians in community to integrate electronic medical record data
- Improved relationship with school district via Docs in School
- Purposeful collaboration between physicians/NP's and the school district and Ministry of Children and Family Development
- Collaboration between physicians and midwives to develop obstetric hard call system and coordinate maternity care on the coast
- Building relationship with Shíshálh Nation on primary care planning
- Decision to focus on dementia care resulted in significant engagement and additional funding

Resilience & Support

- Received support for panel cleanup from PSP
- Received support from Doctors Technology Office for Data Integration project and work with Telus
- ACEs workshop for physicians, MCFD and first responders

Impact in the Community

- Maternity care on the coast is maintained – Obstetric hard call collaborative with physicians, midwives and AHP's
- Youth have more comfortable and convenient access to primary care
- Child & Youth serving providers understand pathways to care & coordination of services
- Physicians, MCFD staff and first responders are informed about ACEs
- Physicians and service providers are committed to collaboration on seniors and dementia care
- Physicians are committed to EMR data integration – impact on patient care and physician access

SHARED CARE & INNOVATION

We were successful in receiving Shared Care funding to develop an Addictions strategy; the Clinic for Opioid Replacement (COR) physicians were involved in developing this initiative. As well, we received Shared Care funding to support a Maternity Working Group and Innovation funding to the Data Integration Initiative. We are also working on funding submissions to Shared Care for Seniors-Dementia and Palliative Care Projects.

Addictions Strategy

Dr. Simon Reznick, Lead
 Dr. Joerg Jaschinski
 Dr. Ron Mundy
 Dr. Anthony Barale
 Dr. Karen Forgie
 Dr. Jim McFarland
 Dr. Suzanne Walter
 Susanne Richter, VCH

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

Maternity Working Group

Dr. Jeannette Gibbons, Lead
 Dr. Julie Baxter
 Dr. Karen Scott
 Dr. Jack Bryson
 Dr. Rayna Sivakova
 Lehe Spiegelman, Midwife
 Amanda Stephanie, Midwife

- Develop a sustainable obstetric practice by building a collaborative obstetric working group of physicians and midwives
- Develop short and long-term plans of a hard call obstetric practice. This includes patient education, billing, schedules, website, public communication, team-based care education and supports
- Advocacy for VCH regional education supports for the obstetrics team
- Advocacy for VCH enhanced maternity nursing support

Data Integration Working Group

Dr. Ruby Yee, Lead
 Dr. Chinmay Dalal
 Dr. Simon Reznick
 Dr. Jane Bishop
 Dr. Justin Smith
 Dr. Ben Bauer
 Brigitte Mettler, Doctors of BC, DTO

- The Division has initiated an Innovation Project to merge patient information from each of the 5 Clinic EMR databases into one EMR.
- This data merger will enable physicians to access their patient's information regardless of where they are seen (ED, after hours, etc). This project would support consistent seamless care for patients by creating one community chart per patient for patients receiving primary or complex care.

ADVOCACY & ENGAGEMENT

Collaborative Services Committee (CSC)

Dr. Doris Fogarty,
 External Relations Lead

- Co-chaired by Dr. Doris Fogarty 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
- Established a PCN Steering Committee
- Pilot redesign of the Nurse Practitioner program

Advocacy

- 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)
- Influenced the redesign of the NP Program w/ health authority and physician involvement (via CSC)

Engagement & Recruitment

Dr. Suzanne Walter, Lead

- Panel management is being supported for each physician and each clinic;
- Collaboration with Facility Engagement Initiative to continue to support ER scheduling function (Dr. Courtney Crowell)
- Holiday Party with families and colleagues
- Summer BBQ with families and colleagues
- Bursaries of \$1500 (\$500 each) awarded to three secondary school students
- Community Leaders Dialogue November
- Walk with Your Doc – first year launch
- AGM in October 2018
- Coordinated Recruitment efforts for IMG's & PRA's
- Recruitment & Retention survey sent to all physicians

PHOTO HIGHLIGHTS // HOLIDAY PARTY

