



Sunshine Coast
Division of Family Practice
A GPSC initiative

ANNUAL 2019- 2020 REPORT



Divisions of Family Practice

An initiative of the General Practice Services
Committee divisionsbc.ca/sunshine-coast

OVERVIEW // APRIL 2019 - MARCH 2020

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 74 members, including 43 family physicians who practice in one of six medical clinics.

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR // A YEAR OF ENGAGEMENT - PRE COVID-19

At our AGM in October 2019, members shared their priorities from three perspectives: practice level-work life balance; Clinic level-support for MOA's and locums; and community level-gaps in mental health, home support, long-term care and social work. Over this year, the Board has strived to address some of these priorities through a variety of initiatives. With Drs. Suzanne Walter and Jenn Baxter's leadership, we have revamped the Division website, produced a recruitment video and orientation manual and will launch a locum pool project in the future. We hosted "Walk With Your Doc" in May 2019 and "Be Active Every Day" in October 2019, as well as the Holiday social.

In support of the Maternity Group, we accessed funding from Shared Care, RCCbc and GPSC to enable a sustainable care model of Family Physicians and Midwives. The Palliative and Seniors-Dementia Coordinated Care projects both were initiated with Shared Care Funding. The Data Integration Working Group continued to advance the goal of an integrated data base and the Addictions Working Group developed patient and provider journey maps through an extensive consultation process. With leadership from Dr. Doris Fogarty, we are active at the interdivisional council to ensure our interests are represented to the GPSC. As well, our CSC (Collaborative Services Committee) has launched exploration of a Primary Care Network by hosting a dialogue session with physicians and VCH senior staff in February 2020. This event was the last face to face members event before COVID-19. Little did we know that as we ended our fiscal year in March 2020, we would be entering the year of both the COVID-19 pandemic and overdose crisis.

At the writing of this report in October 2020, this community has been supported and served by the Sunshine Coast COVID-19 Physician Task Force since March 2020. What we imagined to be a sprint in March has now morphed into a marathon.

Respectfully Submitted,

Dr. Chinmay Dalal, Chair
 Susan Papadionissiou, MSW, Executive Director
 March 2020

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

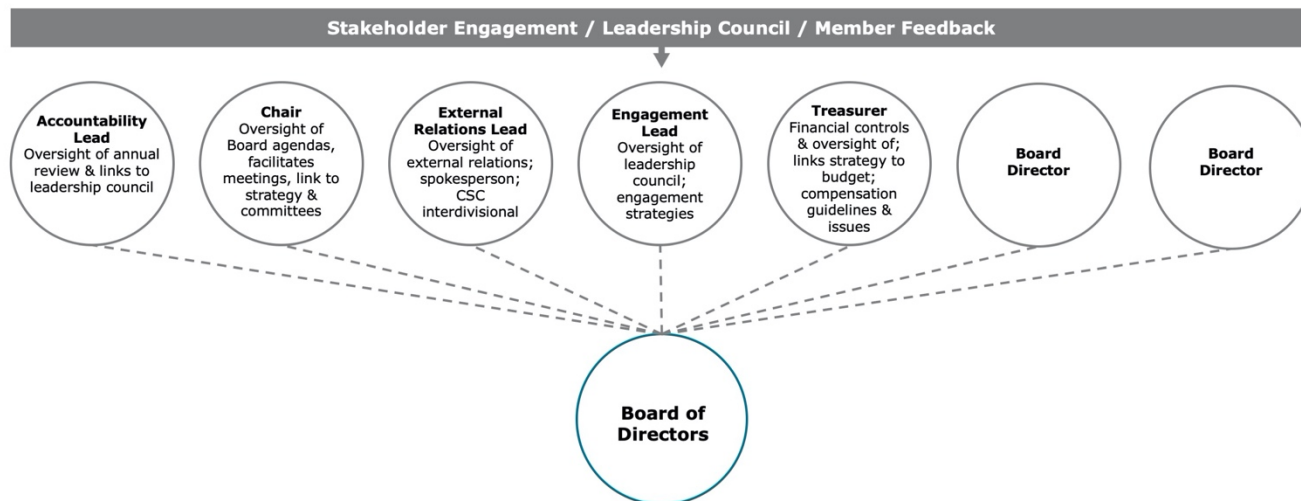
Susan Papadionissiou, MSW
 Executive Director

Sonja Sorensen,
 Administrative Coordinator

Susann Richter,
 Project Manager for Seniors
 Coordinated Care, Palliative
 and PCN SC Working groups

Sarah Noon-Ward,
 Project Manager for
 Addictions WG

BOARD GOVERNANCE STRUCTURE // MARCH 2020



Board of Directors //

Chair

Dr. Chinmay Dalal

Treasurer

Emil Kerie

External Relations Lead

Dr. Doris Fogarty

Engagement Lead

Dr. Suzanne Walter

Accountability Lead

Dr. Rob Lehman

Directors

Dr. Edward Krickan

Dr. Geoff McKee

Primary Care Network (PCN) Steering Committee Members //

Co-Chair

Dr. Doris Fogarty

Co-Chair

Gerry Latham, VCH

Members

Dr. Sara Wadge

Dr. Tim McDowell

Dr. Nancy Yao

Dr. Carmen Goojha

Dr. Rob Lehman

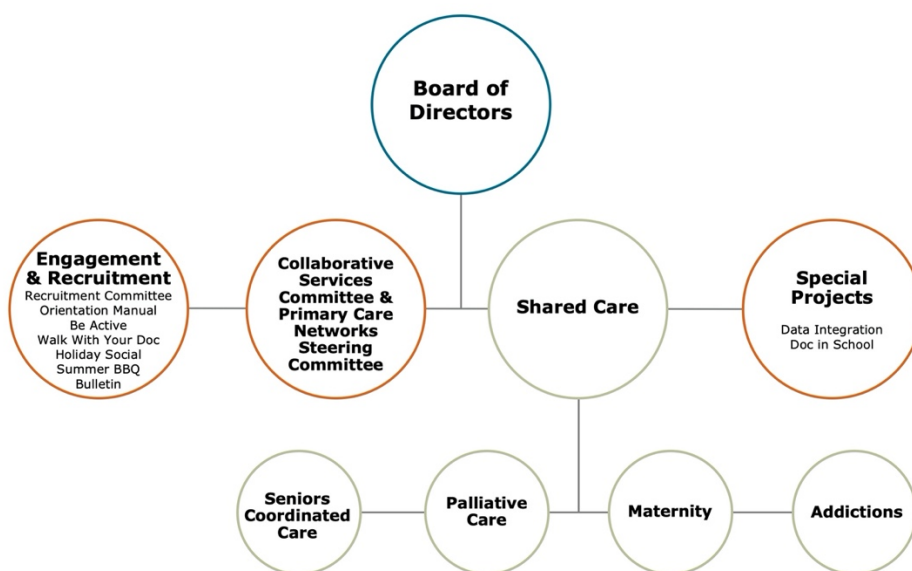
Dr. Geoff McKee, Public Health

Carol Gillam, VCH

Jennifer Gough, MoH

Marina McBride, Doctors BC

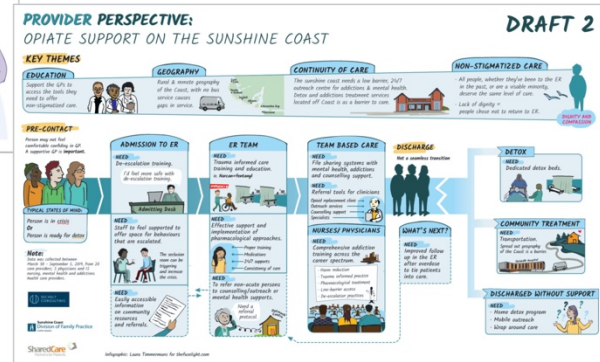
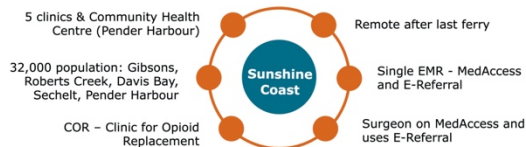
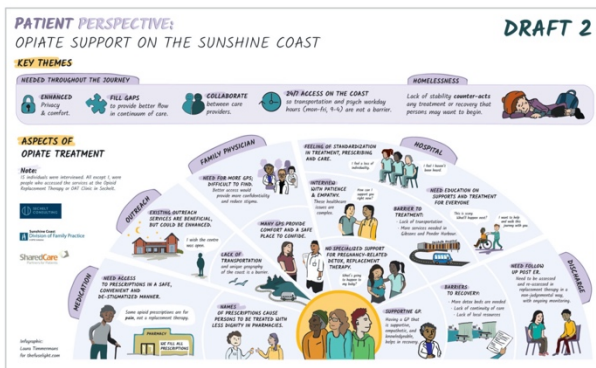
OUR BOARD AND WORKING GROUPS //



HIGHLIGHTS // STORYBOARDS FROM THE JOINT COLLABORATIVE COMMITTEES (JCC) PRE-FORUM, FEBRUARY 2020

Opiate Support on the Sunshine Coast

Dr. Suzanne Walter, Suzanne Richter // Sunshine Coast Division of Family Practice

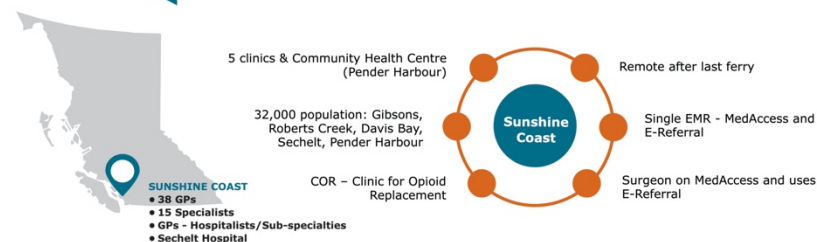


RESULTS

Journey maps will be used to identify collaborative solutions with VCH leadership and Addictions Working Groups.

Data Integration Initiative on the Sunshine Coast: David & Goliath

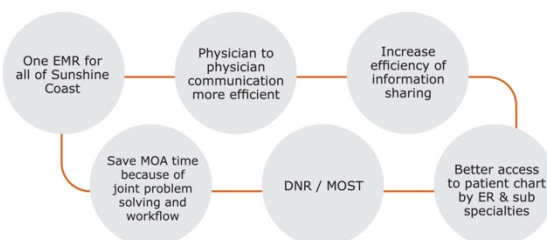
Dr. Chinmay Dalal, Dr. Ruby Yee // Sunshine Coast Division of Family Practice



WHY

- Patient Medical Home - Physician Need
- Patient history & information was very "patchwork" through CareConnect & hospital chart - No specialist clinic notes
- Previous experience with Sechelt Medical Clinic and Trail Bay Clinic merger
- Provide superior continuity of care

GOALS



CHALLENGES

- Physicians are independent & autonomous
- Physician buy-in - previous merger experience
- Working group engagement
- Telus saw us as a client - not a partner
- Telus contact was not involved in data merge
- Privacy concerns

RESULTS

- Agreement about Sandbox environment - what it is; who pays for it; how it will happen (co-design w/ Telus)
- Different relationship with Telus - more engaged w/ Regional Manager
- Technical requirements document
- Governance framework to guide decisions as they emerge
- Privacy advice from College and CMPA
- Clinic feedback on standardization of EMR utilization and documentation
- Panel clean-up prioritized
- Physician involvement w/ Telus to test a "data enhancement" tool



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TIMELINES

January 2017: Sechelt Medical Clinic & Trail Bay Clinic merge attempt

September 2017: Doctors Technology Office (DTO) report

January 2018: Patient Medical Home - Medical Access working group

December 2018: Innovation Fund - Data Integration working group

Working Group

January 2019

1st Telus Meeting

- "Buy the dress - no try on - no return" = No Go!
- Telus & DTO senior level discussions; Sandbox agreement
- Google doc to collect requirements & questions from all physicians - shared w/Telus

March

Governance Session and Privacy Consent decision

- Governance framework
- Privacy - ruling by College and CMPA

July

August

Telus data merge tool design involved physicians

LESSONS LEARNED

- Involve Doctors Technology Office earlier
- Network to find other stakeholders so we can band together/pool resources to accomplish common goals
- Need "champions" - physicians; DTO; Telus - all need to be committed to common goal

SUSTAINABILITY

- Governance framework to guide decision making
- Technical requirements document
- MOA involvement in working group
- Panel clean-up process

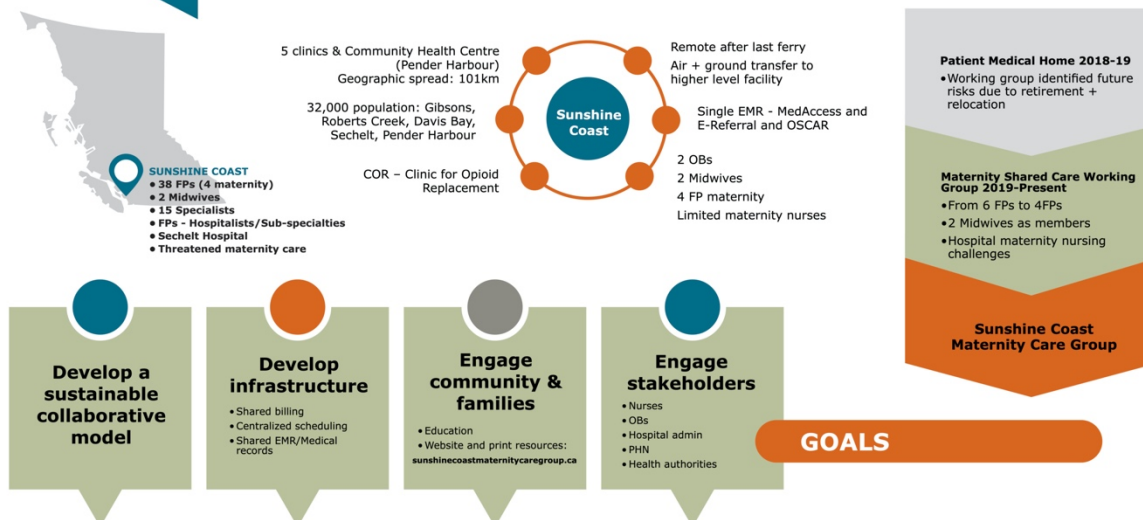


Dr. Chinmay Dalal
receiving the JCC
People's Choice Award



A Journey Into Collaborative Maternity Practice

Dr. Rayna Sivakova, Lehe Spiegelman (RM, Msc) // Sunshine Coast Division of Family Practice



CHALLENGES

OPERATIONAL - TECHNICAL

- Shared charts: Med Access vs. OSCAR
- Hospital protocol + staff education
- Shared billing: fee-for-service vs. course of care
- Scheduling - shared call

- Community & medical staff awareness
- Group prenatal sessions - content, format, style
- Training gap - MORE-OB; PROMPT
- Website

CULTURE

- Alignment of FP + MW models + philosophy: getting on the same page!
- Working together as a team - trust-building FPs, Midwives, Nurses, OB

- Educating community about shared call system
- Accessing supports from Health Authority - training/team-building

RESULTS

- Building team trust
- Building foundation + infrastructure
- Shared billing on OSCAR
- Scheduling for shared call
- Education
- Website established
- Parent + community education
- Group prenatal sessions in 3T
- Monthly case reviews and team meetings
- Parent buy-in to benefits of group care
- Informal SIMS training for hospital based team
- Support from provincial systems - RCCBC; Shared Care; Perinatal Services BC
- Maternity Care - kept on the Sunshine coast
- Conference presentations: FMF, JCC

LESSONS LEARNED

- Access technical supports early to save time (billing, chart sharing)
- Shared team vision for a future state is essential
- Find & cultivate Health Authority champions - local & regional
- Define team culture & values to build trust
- Clinical Practice evolves with the team - not static

SUSTAINABILITY

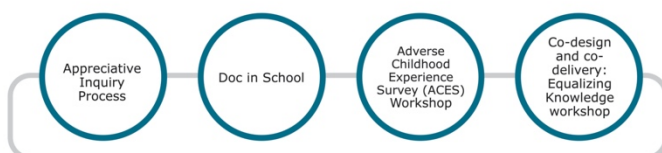
- Rural maternity is sustainable with this team approach & shared call model
- Funding is needed for start-up - to support the co-design and testing of the model - this is not possible otherwise
- Funding is needed for ongoing sustainability of infrastructure
- Early stages show promise as a long term solution for maternity care and it's enjoyable!!
- Need more relevant and responsive support (training) from Health Authority & Perinatal Services BC
- Need to engage College of Midwives and Doctors of BC - early on!
- MoH level support to promote collaborative maternity care, such as MSP billing

Improving Mental Health Supports for Children & Youth: It Takes A Village

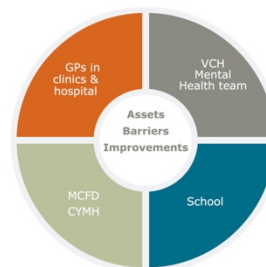
Dr. Rahul Gupta, Dr. Rob Lehman, Kim Sullivan, M.Ed. (MCFD) // Sunshine Coast Division of Family Practice



PATIENT MEDICAL HOME



APPRECIATIVE INQUIRY PROCESS



RESULTS

Equalizing Knowledge workshop

- Co-designed with MCFD/CYMH, VCH, GPs
- Appreciation of each other's strengths and constraints
- Care-based shared care learning

Doc in School

- Began in Elphinstone
- Expanded to Chatelech
- Sessionals via VCH
- Evaluation - most significant change
- 2 years process

ACES workshop

- Deepening community resilience

LESSONS LEARNED

- Building relationships
- Appreciating each other's mandates, strengths and constraints
- Co-design is critical
- Doc in School - Evaluation
- Improved coordination of supports to patients

SUSTAINABILITY

- 1-pager of local resources including contact info
- Expand ACES workshop
- Orient new MCFD staff, VCH staff and physicians
- Inter-professional Mortality & Morbidity rounds



Dr. Rahul Gupta, Kim Sullivan, and Dr. Rob Lehman presenting on "Improving Mental Health Supports for Children & Youth: It Takes a Village"

PROGRAM HIGHLIGHTS //

SHARED CARE

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.

Addictions Strategy

Dr. Simon Reznick, Lead
 Dr. Joerg Jaschinski
 Dr. Ron Mundy
 Dr. Anthony Barale
 Dr. Suzanne Walter
 Susanne Richter, VCH
 Kendrah Rose, VCH

- Developed patient and provider journey maps to identify gaps and assets
- Advocacy for local relevant addictions data
- Workshops:
 - May 27, 2019: Provincial Guidelines for the Clinical Management of Alcohol Use Disorder
 - November 14, 2019: Dr. Ron Abraham: Maternity & Addictions Medicine for Expecting Mothers
 - January 29, 2020: A Panel Presentation on Community Based & Health-Based Resources & Referral Pathways for Patients with Substance Use Disorder
 - March 9, 2020: Integrating Substance Use Medicine in Primary Care with Dr. Sarah Stone
- COVID-19 related supports for substance use patients

Seniors – Dementia Coordinated Care Working Group

Dr. Rob Lehman, Co-chair
 Dr. Marius Welgemoed, Co-chair
 Dr. Anthony Barale
 Dr. Brian Myhill-Jones
 Dr. Andrea Stinson
 Dr. Carmen Goojha
 Dr. Annette McCall
 Dr. Ron Mundy
 Sheri Myhill-Jones, VCH
 Michelle Stanton, VCH
 Pauline Giquel, VCH

- Data collection – estimate of # of dementia patients via Local Health Profile and physician EMR's
- Review and design of a care plan document
- Developed plan to Conduct Patient/Caregiver journey map and physician/provider journey map
- Developed and implemented model for local GPSC Long-term Care initiative (QI focus)

Maternity Working Group

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

- Developed a sustainable obstetric practice by building a collaborative obstetric working group of physicians and midwives
- Developed 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
- Funding was accessed from Shared Care, RCCbc and GPSC Maternity Projects

Palliative Working Group

Dr. Carmen Goojha, Chair
 Dr. Annette McCall
 Dr. Sara Wadge
 Dr. Bruce Robinson
 Dr. Jennifer Phillips
 Petrina Wing, VCH
 Stephanie Monkman, VCH

- Formed palliative care COVID-19 response team to support patients with COVID-19 who are choosing to die at home
- LEAP training offered in January
- Live Facebook webinar, in collaboration with Sunshine Coast Hospice Society, took place on May 19, 2020
 - Title: ACP in the times of COVID-19.
Co-facilitators: Dr. Carmen Goojha and Joan Hibbard
- Webinar: June 3rd, Goals of Care Made Easy
- Working with Hospice Society and VCH to implement Green Sleeve initiative
- June 17, 2020 Webinar for palliative home care nurses on MOST form
- Next up: Provide LEAP training for physicians, VCH and PHHC (Pender Health Care Centre) staff
 - Physician and community Resources and forms, etc. posted on Division website
- Work on collaboration with Sechelt Nation to develop culturally-safe palliative practices

ADVOCACY & ENGAGEMENT

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

- Funding through GPSC Innovation Projects 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
- Working with TELUS to develop a "sandbox" test for data merge
- Expanded work to support virtual care technology enablers
- Supports the panel management process with PSP team
- Presentation at JCC Pre-forum February
- Collaboration with DTO and other Divisions to develop a "united front" in working with TELUS

Collaborative Services Committee (CSC)

Dr. Doris Fogarty,
 External Relations Lead

- Co-chaired by Dr. Doris Fogarty and Gerry Latham
- 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
- PCN Dialogue with physicians and VCH senior staff
- Research and analysis of health care gaps and assets on the Sunshine Coast

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)
- Influenced the redesign of the NP Program w/ health authority and physician involvement (via CSC)
- Children & Youth: support for physician involvement at the LAT

Engagement & Recruitment

Dr. Suzanne Walter, Lead

- Holiday Party with families and colleagues
- Summer BBQ with families and colleagues
- Bursaries of \$1500 (\$500 each) awarded to three secondary school students
- Walk with Your Doc
- 'Be Active Every Day' in schools
- AGM in October 2019
- Coordinated Recruitment efforts for IMG's & PRA's
- Recruitment & Retention clinic engagement, orientation manual, plan for coordinated Locum pool
- Recruitment video, website re-design and functionality
- Presentations of four projects at the JCC Pre-forum February 2020: Addictions; Maternity; Data Integration; Children & Youth

PHOTO HIGHLIGHTS // HOLIDAY PARTY



View more event photos in the Physicians Portal
on divisionsbc.ca/sunshine-coast