

2015–2016 ANNUAL REPORT

Message from the Board Co-Chairs

Our Division experienced tremendous growth that was balanced with the wind-down of the provincial A GP for Me initiative. This initiative resulted in numerous projects in support of family physicians and their patients. Sixteen local projects were implemented under this initiative and several projects are ongoing as they wind down in fiscal 2016/17.

The Nurse Practitioner projects provided enhanced care to patients of South Asian descent with complex chronic disease and patients of indigenous ancestry; and – through our partnership with Fraser Health, the Surrey Women's Centre, and the Abbotsford Division of Family Practice – provided primary care to patients who have experienced domestic and sexual violence. The latter program – Embrace Clinic – was awarded the Above and Beyond Award for Creativity and Innovation by Fraser Health.

The Recruitment and Retention Committee successfully led the recruitment of 16 new physicians to Surrey and North Delta, and we were awarded four placements for international medical graduates at practices in the community. We also made strides in utilizing technological innovations in health care through the tremendous uptake we experienced with our Pathways program, and Shared Care Committee projects such as RACE and RELAY. We also saw



the growth of the MOA Network which provides a means to further the knowledge and expertise of this resource in your clinics.

Each of the projects and activities of the Division is led by a physician lead who is supported by a committee composed of members with the support of a staff. We wish to acknowledge the leadership of each of the physician leads, and the numerous physicians who participated in providing expertise and guidance. We would be remiss if we did not also

acknowledge the contributions of each member of your board, and especially directors retiring from the board.

The Division has a broad breadth and scope of programs and activities which necessitates close working relationships with other organizations. We could not have accomplished what we did without the active support of the General Practice Services Committee (GPSC), Fraser Health Authority, Physician Support Program (PSP), and municipal governments.

We wish to extend our gratitude to our staff who provide support to the board, committees, and our members. We also welcomed Brian Kines as our Executive Director this past year.

In closing, we encourage you to become active and involved with your division. It is through your leadership and guidance that the Division can assist with promoting longitudinal care, timely access to care, and support of all members.

Dr. Jan Peace and Dr. Baldev Dhillon, Co-Chairs



Surrey-North Delta
Division of Family Practice

A GPSC initiative

Recruitment and Retention

Successes for the Fiscal

- Facilitated completion of process to match four IMGs for ROS (2016–2018) with four recruiting clinics
- Supported fourth and final IMG for ROS (in 2015–2017 cohort) to begin practice
- Continued to support 15 local and 15 Surrey-North Delta-based medical students studying abroad during fall/winter and spring/summer externship/elective program
- Promoted community and practice opportunities at Alberta Conference
- Supported two retiring GPs to transition from practice
- Connected with over 175 GPs, signed up 49 GPs for future contact, and identified 12 strong prospects at FP conference in Toronto; connected with over 150 GPs, signed up 29 for future contact, and identified three strong prospects at FP conference in Colorado

- Received 20 expressions of interest from GP candidates; continued to engage three new locums to continue coverage for four family practice clinics; engaged two additional local GP mentors (including one resident)
- Conducted four community tours with four GP candidates, enabling connections with six recruiting GPs

Notable Measures

- Hosted second annual Resident/Locum/GP Recruitment Night with 29 physicians plus partners; facilitated introductions and matching; linked eight family medicine residents with 12 local recruiting clinics
- Connected with > 50 GPs, signed up 20 GPs for future contact, and identified five strong prospects at Alberta Scientific Assembly
- Received 12 unique expressions of interest from GP candidates



Embrace NP Award



Recruitment

Nurse Practitioner Projects at a Glance

Embrace Nurse Practitioners – Winner of a Fraser Health Above & Beyond Award

580
Number of patients seen to date by the Nurse Practitioners

South Asian Health Centre*

Number of patients seen over the life of the South Asian Health Centre:

162
Primary Care – Attached to NP

225
Women’s Health

794
Diabetes

* The Centre was physically closed as of March 31, 2016. Nurse practitioner and diabetes services were transferred to the Jim Pattison Outpatient Centre.

Physician Support and Education Across the Division

During this past fiscal, the Division, along with their partner, PSP, delivered a number of physician support services.

a. Modules

Quality Improvement courses with supported action periods to integrate the learnings into the practice.

Topic	# of GPs	MOA	RN/ NP/ LPN	Health care partners including specialists
MSK	20	10		
CYMH 3	19	13		24
CYMH 4	21	13	2	22
Pain	23	10	1	1
Eol	15	3	1	
Total	98	49	4	47

b. Small Group Learning Sessions (SGLS)

Addressing a hot topic in the community suggested by membership. SGLS delivered in a timely manner and ideally, in a small group.

Topic	# of GPs	MOA	RN/ NP/ LPN
Pathways	34	21	1
Mindfulness	23		
Concussion Management	23		
Oscar EMR	100	22	19
Maternity	10	1	
Injections	26	1	
Oscar EMR 110	15	7	
Total	231	49	20

“Though I work primarily in the hospital and with specialists [Shared Care] enables me to collaborate with community physicians so together we can meet goals — like the way we have with the RACE project.”

— Dr. Urbain Ip (Emergency Physician)

Pathways

Our Successes

- Hosted a successful Pathways Small Group Learning Session in November
- Started offering in-office Pathways Learning Sessions for GPs and staff to encourage increased and more efficient use of Pathways
- Regularly updated and added to Pathways data
- Contributed to the wider Pathways and Divisions community by developing Pathways teaching materials to help Pathways users, other Pathways Administrators (Pathways Administrator Module, Pathways Newsletter, etc.)

Notable Measures

- 79% of potential GP users have direct or indirect access to Pathways
- 50% of potential GP users have activated an individual account
- 56 attendees (21 MOAs and 35 physicians) attended the Pathways Small Group Learning Session
- Two physicians hosted a Pathways Learning Session at their office
- SND data remains up to date (updated every six months) – as of March 31, 2017 there are 283 SND specialists, 69 SND clinics, and 29 ‘SND-owned’ resources on Pathways
- 32 MOAs attended MOA Symposium, which included Pathways presentation and booth

“I use Pathways in the exam room — I bring up a list of specialists and I can give my patient a choice. Maybe they’d prefer a shorter wait to see a specialist even if it means a little longer drive, or maybe they need a physician who works on the weekend; Pathways gives the patient a choice, reduces the back and forth phone calls and notes that sometimes happens, and helps strengthen the physician-patient partnership.”

— Dr. Rajbir Klair, VeraLife Health Centre

Shared Care Committee

Notable Successes

- Launching the Rapid Access to Consultative Expertise (RACE) App and spreading geographically
- Increasing referrals to Psychiatry Rapid Access clinics developed through the Anchor project (North Delta)
- Developed clinical decisions tool based on BC chronic kidney disease (CKD) guidelines
- Conclude CKD Education series
- Series of four Education sessions on CKD successfully

concluded with over 130 attendees

- Launched Child and Youth Mental Health and Substance Use Collaborative (CYMHSU) Project

Notable measures

- 88% of GPs of Division membership signed up for RACE APP
- 930 users on RACE App
- Engaged over 200 stakeholders (including 157 physicians) during the course of the Relay project

Health Promotion

Notable Successes

- Hosted successful 2015 Walk with Your Doc
- Partnered with physicians, the Surrey Public Library, and other community health partners to host Change Day health fair
- Partnered with the Surrey Public Library and the Fraser Valley Regional Library in North Delta to host a Traveling Roadshow focused on our key messages
- Hosted “Laugh, Learn, and Live Longer: Healthy Living Tips from your family docs with Dr. Art Hister”
- Participated with community partner health promotion initiatives (UBC iCON, Shakti Wellness Day, SAHI/SEHAT Wellness Ambassador program)
- Developed a “Talk With Your Doc” handout in English and Punjabi
- Hosted three MOA Network events (two evening sessions, one weekend half-day MOA Symposium)

Notable Measures

- Four physicians, four patient volunteers participated in the Health Promotion Working Group
- 10 volunteers helped host health promotion events
- 120+ members of the public, 13 physicians, five physiotherapists attended the 2015 Walk with Your Doc
- 3000+ members of the public came to the Surrey Public Library during the Change Day Health Fair (based on foot count), five guest speakers spoke (including two physicians), 13 community health organization partners hosted booths
- 700+ members of the public viewed SND’s Travelling Roadshow booth
- 80+ members of the public attended “Laugh, Learn, and Live Longer – Healthy Living Tips with your Local Family Docs & Dr. Art Hister”
- Created @sncdivision Twitter account and policy for promoting key messages and sharing health resources; 53 followers as of Mar 31
- Collected the names of 100+ patients/families looking for a family doctor in Surrey or North Delta
- Launched the Patient Portal to help Surrey and North Delta residents find a family doctor
- 30–60 MOAs attended each MOA Network event



Shared Care



Walk With Your Doc

Looking forward – goals for the next fiscal

- Continue to build a strong, vibrant MOA Network
- Evaluate and increase robustness of Patient Portal
- Increase Pathways activation rates to 85% among potential GP users
- Emphasis on member engagement and increasing physician participation and involvement with a variety of R&R programs and Division events
- Establishing a young physicians network to connect and provide support systems to physicians in the community
- Launching the mentorship program to connect young physicians with experienced doctors in the community and building strong and supportive relationships among members
- Expanding the Externship program to accommodate more students in each session by attracting more preceptors willing to mentor students in their offices
- Establish a Board committee on Patient Medical Home (PMH) and assist members in implementing the 12 attributes of a PMH as defined by GPSC and informed by the College of Physicians of Canada
- Further develop effective partnerships with Fraser Health on systems, improvements affecting family physicians and their patients and build capacity with allied health professional working more closely with family physician officers
- To assist members in providing and implementing dedicated GP MRP services for patients in residential care facilities through our Residential Care Initiative (RCI)
- Increase Specialist coverage of the RACE APP and launch in interior and northern parts of BC
- Market CKD Clinical Decision Tool
- Close Relay Project
- Launch three new Shared Care Committee projects focused on quality improvement best practice, neurology referrals and education for GPs, and diabetes health with endocrinologists
- Build a tool for easy reference of Child and Youth Mental Health services through our Shared Care Child & Youth Mental Health and Substance Use (CYMHSU) Collaborative project

Board of Directors

Jan Peace, M.D. – Co-Chair
 Baldev Dhillon, M.D. – Co-Chair
 Alan Brookstone, M.D. – Treasurer and Secretary
 Mark Blinkhorn, M.D. – Member at large
 David Luk – M.D. – Member at large
 Saroj Kumar, M.D. – Member at large
 Elaine Jackson, M.D. – Member at large
 Hala Ahmed, M.D. – Member at large

Contact

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Human Resources

Brian Kines – Executive Director (2016)
 Louise Hara – Executive Director (2015)
 Susan Kreis – Office Manager
 Natasha Raey – Director of Operations, Communications and Evaluation
 Jennifer Scrubb – Project Manager, A GP for Me
 Edoye Porbeni – Project Manager, Shared Care Committee
 Ryan Lammertsen – Project Manager, Nurse Practitioners Projects and Pathways
 Anita Attwal – Recruitment and Retention Coordinator
 Toni Adams – Recruitment and Retention Coordinator
 Megan Shymanski – Administrative Assistant
 Sunnie Hwang – Administrative Assistant, Shared Care Committee
 Jody Schuurman – Pathways MOA and Health Promotion
 Bell Kainth – Medical Office Manager, South Asian Health Centre
 Michelle Kinakin – Bookkeeper
 Stephen Reichert – Evaluation
 Kristine Carrick – Communications Support
 Aneelma Morsara – Research Assistant
 Henry Su – PSP Support

Statement of Financial Position

AS AT MARCH 31	2016	2015
ASSETS		
CURRENT		
Cash and cash equivalents	\$ 972,440	\$ 572,631
Receivables	27,207	26,916
Prepaid expenses and deposits	10,956	12,239
	1,010,603	611,786
PROPERTY AND EQUIPMENT	102,843	154,941
	\$ 1,113,446	\$ 766,727
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 155,391	\$ 157,865
Deferred revenue	120,702	352,921
Refundable grants	618,066	–
	894,159	510,786
NET ASSETS		
Internally restricted	65,364	78,650
Unrestricted	153,923	177,291
	219,287	255,941
	\$ 1,113,446	\$ 766,727

Statement of Operations

FOR THE YEAR ENDED MARCH 31,	2016	2015
REVENUE		
GP for Me	\$ 678,437	\$ 585,845
Infrastructure	604,297	732,262
Shared care	231,836	281,951
GST rebate	14,044	13,161
Residential care	6,245	–
Interest	1,407	17,011
Miscellaneous	350	230
	1,536,616	1,630,460
EXPENSES		
Advertising	18,389	22,927
Amortization	56,874	48,991
GST rebate deducted from expenses	14,044	13,161
Human Resources	918,911	931,875
Insurance	4,881	7,888
Meeting and event costs	76,226	70,976
Office	78,611	80,837
Physician costs	213,276	269,446
Physician Data Collaborative Association	–	26,985
Professional development	160	999
Professional fees	24,407	24,796
Rent	137,206	132,328
Travel	19,526	13,608
	1,562,511	1,644,817
DEFICIENCY OF REVENUE OVER EXPENSES		
BEFORE THE UNDERNOTED	(25,895)	(14,357)
Loss on disposal of property and equipment	(10,759)	–
DEFICIENCY OF REVENUE OVER EXPENSES	\$ (36,654)	\$ (14,357)

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/snd