

ANNUAL REPORT
2022-2023



Thompson Region
Division of Family Practice
An FPSC initiative

It is my pleasure to present the 13th annual Chair's Report to you on behalf of the Thompson Region Division of Family Practice Board of Directors. Over the past year, we have concentrated on building a network of primary care, involving our communities in the retention and recruitment of providers, and exploring new ways the Division can support community and practice development.

One of our achievements this past year was the submission of the Thompson Region's Primary Care Networks service plan. This plan will support new team-based care resources and was developed through member, partner, and community engagement. In the spring of 2023, we engaged members on resource implementation, launched the PCN Steering Committee, and implemented an early draw for the Nurse Practitioner positions in Barriere and Simpcw.

We have also been working to build a community that focuses on retention of our providers. This includes member events where we have partnered with Royal Inland and Hillside Physician Association, the Medical Staff Association, family events such as tubing at Harper Mountain, mentoring opportunities for new-to-practice members, and a Night with Nephrology.



We continue to advocate for initiatives that are important to members, including the After-Hours Coverage Program pilot for attached patients, and the re-opening of the Thompson Region Family Obstetrics clinic. More than 25 members have led the development of new initiatives this year such as Early Psychosis Intervention, the launch of the Outpatient Community Palliative Care Clinic, the Pain and Symptom Management Clinic, and the Long-term Care on-call group.

Of course, recruitment continues to be prioritized such as through our involvement in the International Medical Graduate recruitment process, enabling practice transitions, supporting locums, establishing a renewed working group, and launching our new Thompson Division recruitment website. This year has also brought a focus on community development by strengthening our partnership with Venture Kamloops, working with local media, and engaging with city council.

Our efforts to improve primary care preparedness and involvement in emergencies was provincially recognized and our division was acknowledged for our Emergency Management leadership. In 2023, we hosted provincial webinars and supported another 16 clinics to implement emergency preparedness planning.

Of course, none of this would have been possible without the hard work and dedication of our physicians, nurse practitioners, midwives, and dedicated staff. Thank you.

Looking ahead, we have many exciting plans for the future. We will continue to work towards improving access to care, promoting healthy communities, and enhancing networks across primary care services in the Thompson Region. Thank you for the opportunity to share this report with you.

Dr. Cornel Barnard, *Acting Chair*



Photo: New Parallel Studios/Tourism Kamloops

We acknowledge that the land upon which we live, work and play is located within the unceded traditional lands of the Secwépemc Nation.

Cover photo: Candace Hansma/Tourism Kamloops

Chair’s Report ————— 2

Highlights of the Year

First Quarter (April-June) ————— 4

Second Quarter (July-September) ————— 5

Third Quarter (October-December) ————— 6

Fourth Quarter (January-March) ————— 7

Treasurer’s Report ————— 8

Membership

Primary Care Networks ————— 10

Palliative Care and Oncology ————— 11

Retention, Recruitment, and Engagement ————— 12

Maternity Care ————— 13

Community Development ————— 14

Team ————— 15



- Mingle and Merlot, a social event hosted by the Division in partnership with the Royal Inland and Hillside

Physician Association, brings together 100 members and guests.



- The Family Practice Services Committee recognizes the Division for its Emergency Management work.

- The Thompson Region's Primary Care Networks service plan is created, seeking to increase resources to support team-based care and increase capacity for access and attachment.
- Six members and specialists are attached to primary care providers.
- The Division showcases local opportunities for family physicians and engages St. Paul's residents at recruitment events.

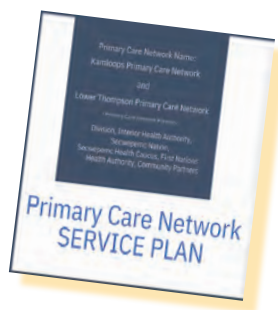


- The third annual Resident Research Day, in partnership with the University of BC, Interior Health, and Thompson Rivers University, celebrates residents' projects.
- The Division launches the Thompson Region evaluation framework to apply a consistent evaluative lens across Division work.
- The Division enhances physician and medical office assistant knowledge of breast health referrals to improve patient experience.
- Nineteen local media stories increase public awareness of the Division and help educate the community on health care system challenges and opportunities.

- Three more physicians are onboarded to the Specialized Community Services Program to increase patient-centered care, improve connection, and patient outcomes.
- A mentoring pair connects to support a new-to-practice rural physician.
- Supports grow for clinical emergency preparedness and response with the production of two videos, a guidebook, and a workbook.



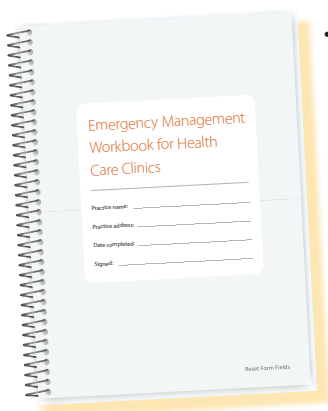
- The Health Leadership Committee and the board approve the Lower Thompson and Kamloops Primary Care Networks Service Plan and early draw positions.



- Three new members join the Health Leadership Committee from various practice perspectives, and four new leads sign on for the Division, Primary Care Networks, and Royal Inland and Hillside Physician Association Working Group.
- The Division populates the equity framework with Community Health Service Area level data to show the attachment gap, deprivation index, Interior Health staffing, and Specialized Community Services Program Interdisciplinary Team attachment to physicians.

- Sixteen members participate in the development of emergency preparedness plans for their clinics.
- The Division completes an environmental scan of Long-term Care Home provider attachment capacity.

- The Division meets 11 family practice residents, confirming opportunities for future connection.



- Interviews are coordinated for eight International Medical Graduate candidates for Kamloops.
- City of Kamloops Council and staff engage in discussions to provide municipal support for recruitment and retention incentives, securing a Venture Kamloops partnership to exhibit at the Family Medicine Forum in Toronto.
- The hybrid Annual General Meeting sees 22 participating members, with five new elected directors and a re-established shared executive.

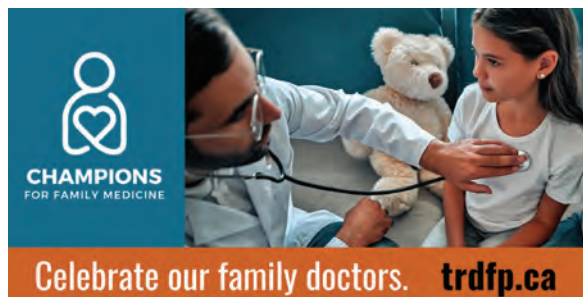


- The Division secures \$7,200 in sponsorship from Royal Inland Hospital Foundation for the maternity virtual sessions, and \$30,000 in Shared Care projects for Eating Disorder Pathways, and Patient Discharge Support Initiative expressions of interest.



- Physician recruitment and retention challenges are highlighted across six media outlets in 18 media mentions.
- The financial approval processes and budget are updated, communications increase between finance and programmatic team.
- Champions for Family Medicine sponsorship package is prepared for launch with a presentation deck, prospecting scripts, and 240 identified prospects.
- The Division reorganizes staff, with eight new or revised positions, including two new recruitment/retention positions, development lead, finance lead, admin/operations lead, and a new team charter.

- Five new initiatives advance through the Division: Retention and Recruitment Strategy; Champions for Family Medicine Tactical Plan; Family Practice Services Committee (FPSC) After-Hours Care Pilot Project; FPSC Primary Care Networks Maternity Integration funding; and the Sponsorship/Advertising Policy.



- The Champions for Family Medicine fundraising program contacts 74 prospects, gains four in-kind media sponsors, and creates and promotes the profiles of several Division members on the website and in local media.
- More than 25 members help develop new initiatives such as the Adult Mental Health and Substance Use event on Early Psychosis Intervention, the launch of the Outpatient Community Palliative Clinic, the Pain and Symptom Management Clinic, and the Long-term Care on-call group.
- Six recruitment meetings are hosted to help strengthen community partnerships and connect with physicians to support recruitment and retention efforts.

- New physician leads join the Division's Post-COVID project, Long-term Care Initiative, Champions for Family Medicine, and a new family practice resident joins the Health Leadership Committee.
- Nearly \$25,000 in new funding is acquired from the Family Practice Services Committee to integrate maternity and newborn services into PCN planning.
- The Division supports the International Medical Graduate (IMG) and Practice Ready Assessment (PRA) programs, including PRA interviews in Barriere.
- The Division engages 17 family practice residents at a social event to gather feedback on future practice opportunities and interests, while enhancing relationships.
- Venture Kamloops partners with the Division to host a booth at the Family Medicine Forum in Toronto, connecting with 69 prospective recruitment candidate physicians.



- Raised the community profile of the Division with 15 print, online, radio, and TV interviews in relation to the new Physician Master Agreement and physician payment model, the Champions for Family Medicine program, and the virtual maternity series.



- Digital communications to members maintain a record-setting open rate of 67 per cent on the Division's email platform, including the Xpress newsletter, MOA newsletter, and other announcements.
- Division governance and knowledge-sharing among physician leaders improves by reestablishing the Shared Executive and creating a rotating board chair system.
- The Division recasts the budget to reflect new project funding and takes steps to improve access to Division data.

- The Division supports long-term care providers by launching an after-hours coverage call group with four physicians.
- The Division launches the Marjorie Willoughby Community Palliative Care Clinic and the Pain and Symptom Management Clinic for BC Cancer Clinic patients.
- The Division advances the work of the Primary Care Networks (PCN) by engaging members on resource implementation, launching the PCN Steering Committee, and implementing early draw Nurse Practitioner positions in Barriere and Simpcw.

British Columbia - SITUATION CRITICAL

Kamloops' largest maternity clinic set to close this summer

Province is promising to train more midwives to help fill gaps

CBC News - Posted: Feb 17, 2023 3:23 PM PST | Last Updated: February 19



- In local media, the Division advocates for members and stakeholders on the After-Hours Care Pilot Project for attached patients, solutions to re-open the Thompson Region Family Obstetrics clinic, and maternity programming and physician recruitment.



- The new Thompson Division recruitment website goes live (docsbc.ca).
- Supports are created for local patients with Post-COVID symptoms who repatriate from clinics in the Lower Mainland.
- Updates to the Emergency Management Plan help prepare members in advance of wildfire season.
- The Division supports practice transitions, including a retiring physician and five potential locums for the Thompson Region Family Obstetrics clinic.
- Residents join a Pathways demonstration and sub-specialty panel discussions.
- Retention and Recruitment revises physician leadership.
- More than 40 members attend the Destination: Division and a Night with Nephrology events.



- Emergency Preparedness work advances with the launch of a new Emergency Management website (divisionem.ca), and the Division presents to the Burnaby Division of Family Practice and at the FPSC's Health Emergency Management webinar with combined audiences of more than 80 attendees.
- The Champions for Family Medicine program shifts from fundraising to focus on strategic engagement with private and public sectors to support Recruitment and Retention.
- Member wellness is on the move with a family tubing event at Harper Mountain.



- The Division successfully applies for \$197,000 in grant funding from the Foundation for Advancing Family Medicine to support an early pregnancy triage clinic, and \$150,000 in Shared Care Funding for Oncology-focused work.
- The board and Health Leadership Committee members undertake training in Division finances, and the 2023-2024 budget is drafted.



As we close the 2022-2023 fiscal year, we reflect on the work and the financial position of the Division in preparation for the upcoming year. The Division's ability to undertake new program work that aligns with the strategic initiatives on behalf of our members is in a strong position.

The Division completed the year using the updated accounting system, shifting to departmental reporting rather than project reporting. This move has proven to provide more streamlined accounting, processing, and reporting. The new system also created a more decisive and workable position to enter our audit season.

I am pleased to present, in summary form, the Statement of Financial Position and Statement of Operations. We have once again received an unqualified clean audit opinion, and the statements present fairly, in all material respects, the financial position of the Thompson Region Division of Family Practice Society as of March 31, 2023.

*Both summarized statements are from our audited financial statements. Please note the disclaimer with the statements.

Thank you,

Dr. Lennard Pretorius, *Treasurer*

Thompson Region Division of Family Practice Society

Statement of Financial Position*

Year end March 31	2023	2022
Assets		
Current		
Cash	\$ 755,341	\$ 1,031,134
Accounts receivable	9,219	27,854
Prepaid expenses	15,879	14,301
	<u>780,439</u>	<u>1,073,289</u>
Capital Assets	33,195	38,411
	<u>\$ 813,634</u>	<u>\$ 1,111,700</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 137,218	\$ 140,416
Deferred revenue	372,117	605,041
	<u>509,335</u>	<u>745,457</u>
Net Assets		
Invested in Capital Assets	33,195	38,411
Internally Restricted	271,104	327,832
	<u>304,299</u>	<u>366,243</u>
	<u>\$ 813,634</u>	<u>\$ 1,111,700</u>

Statement of Operations*

Year end March 31	2023	2022	2023	2021
Revenue			Expenses	
Adult Mental Health and Substance Use	\$ 19,521	\$ 10,867	Program Services:	
SC COVID	-	15,000	Communications	\$ 26,994
SC COVID-19 Response	-	30,000	Meetings and Events	29,330
FPSC Innovation - Community Engagement	-	80,000	Physician	401,769
Coordinating Care for Older Adults	-	20,000	Professional Support (Note 10)	1,269,161
Electronic Access to Specialist Expertise	-	87,000	Travel Expenses	11,787
Emergency Preparedness	76,264	27,420		<u>1,739,041</u>
Family Practice Development Fund	-	7,500		<u>1,926,397</u>
FPSC Interior Physician Recruitment & Retention	12,773	167,504	Administration:	
FPSC After Hours Support Program	25,000	-	Amortization	7,641
FPSC COVID-19	-	7,990	Insurance	1,170
FPSC Engaging Patient Medical Home	194,935	-	Memberships and Licences	840
FPSC Maternity	13,926	-	Office Expenses	19,009
FPSC Patient Attachment	34,786	-	Professional Fees	15,892
FPSC Physician Engagement Change Management	-	313,120	Rental	69,597
FPSC Primary Care Networks	129,000	-	Small Equipment Purchases	8,964
FPSC Recruitment	48,250	-		<u>123,113</u>
Infrastructure	678,185	752,669		<u>1,862,154</u>
Long-term Care Initiative	346,900	376,578	Excess (deficiency) of revenues	
SC Maternity	15,253	31,438	over expenses	\$ (61,944)
RIH Foundation - Physician Recruitment	3,907	7,000		<u>\$ 23,736</u>
RccBC	-	70,500		
SC Cancer	15,000	-		
SC Development and Implementation	14,852	-		
SC Discharge Clinic	5,200	-		
SC Eating Disorders	5,168	-		
SC PASC COVID-19	39,410	-		
SC Palliative Care	63,249	36,751		
Shared Care Steering Committee	-	15,765		
TRDFP	58,631	12,575		
	<u>1,800,210</u>	<u>2,069,677</u>		

*These summarized financial statements do not contain the accompanying notes which are an integral part of these financial statements, as required by Canadian generally accepted accounting principles for not-for-profit enterprises. Readers are cautioned that these summarized statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operations and cash flows, reference should be made to the related complete audited financial statements which are available from the society upon request.

Delivering comprehensive patient care through a network of clinical providers is a foundational concept for Primary Care Networks (PCN). Here in the Thompson Region, Division members have been patiently observing and learning while other divisions and regions implement various PCN designs.

This year, we submitted our own PCN service plan to the Ministry of Health following extensive health service planning conducted over several years with members, partners and Thompson Region communities. Member engagements both directly about PCN and indirectly about specific service gaps have been conducted, and most recently in March of 2023 we were able to listen to members describe how and where they would prefer to access PCN resources as these networks start to emerge in our communities.

With an eye on equity, the PCN Steering Committee will plan to implement resources for the most vulnerable while also making health care improvements for all. The equity framework strives to level the landscape in terms of access to team-based care. This is not without challenges due to current recruitment shortages and system stress, and building the networks will not be easy. The resilience of the region and those who are dedicated to providing service are a source of optimism and energy to forge ahead. It is with this outlook that the Division looks forward to the first phase of implementation work in 2023-2024.





Dr. Rob Baker (right) addresses Division members at the Palliative Small Group Learning Sessions in May 2022, co-hosted by the Division and the Practice Support Program.

With Shared Care funds, the palliative and oncology initiatives covered tremendous ground with local medical leadership and collaboration with other specialties. The initiative worked to improve the palliative care and pain and symptom management experience through educational opportunities and piloting of innovative models of care.

The initiatives included:

- Delivery of two successful, small group-learning sessions to primary care providers in collaboration with the Practice Support Program. The sessions sought to enhance knowledge around pain and symptom management, disease advancement and functional decline, and local palliative care-related resources.
- A pilot palliative care outpatient clinic to enhance supports for the palliative physician team to better support palliative patients in a coordinated and efficient way. Located at the Marjorie Willoughby Snowden Memorial Hospice Home, the clinic is equipped with tools to provide in-person interviews and examinations of palliative care patients possibly needing intervention.
- Collaboration between family physicians, palliative and oncology physicians, and Interior Health around the planning and implementation of a pain and symptom management clinic for BC cancer patients. The clinic intends to help control pain and symptoms related to the patients' cancer or the treatment of their cancer, and to quickly stabilize their pain and symptoms and then have patients return to their primary care provider if they have one.

This year the board prioritized member engagement and retention efforts, with the goal to support members personally and professionally, working to establish a healthy and connected community of family physicians, nurse practitioners, and specialist physicians. This past year saw the return of in-person events. Highlights include a summer social at Privato Winery with Royal Inland and Hillside Physician Association and Medical Staff Association in June, the Annual General Meeting in September, Destination: Division and a Night with Nephrology in March, plus a number of project-based meetings and events. In total, we hosted over 150 people. These events gave members an opportunity to reconnect with each other and with the Division.

Wellness and social initiatives were supported, and members provided input into and feedback on the topics of patient attachment, primary care networks, and retention and recruitment to help us better plan for the future. At Destination: Division, we also shared the emergency preparedness resources, discussed practice data, and learned from the experience of those who have switched to the new Longitudinal Family Physician payment model.

Creating networks — formal or informal — and enabling effective communication between physicians, specialists, allied health providers, and other members of the medical community sees better patient care and encourages physician wellness. Member input is invaluable to our organization and collegial connections support the retention of the medical community in the Thompson Region.



**Destination: Division Member Engagement Event
March 2023**

From left: Dr. Jeevyn Chahal, Dr. Alina Cribb, Dr. Patrick McCaffery, Dr. Jenn Olsen, Sue Lissel, Senior Network Lead.



Maternity Engagement Event June 2022

From left: Dr. Nagu Atmuri (FP), Dr. Ruth Brighthouse (FP), Dr. Jenn Olsen (FP), Dr. Hilary Baikie (OB/GYN), Angela Smith (RM), Dr. Tiffany Hornbeck (FP), Dr. Linda Jiao (FP), Rosalynd Curry (RM), Ace Porter (RM), Dr. Michael Hsiao (OB/GYN)

Shared Care and Family Practice Services Committee funds were instrumental in supporting engagement with maternity care providers, Interior Health partners, Divisions, Royal Inland Hospital Foundation, and local, regional, and provincial partners to stabilize and sustain primary maternity care in Kamloops and the Thompson Region.

Efforts were directed at collaborative contingency planning, communications, recruitment strategies for locums and permanent staff, provincial advocacy concerning systems-level changes, including funding models and integrated maternity care strategies.

The Perinatal Virtual Education and Support program continued with great success, delivering the eight-course series three times throughout the year to new and expecting families in Kamloops and the Thompson Region. The program's 24 sessions were sponsored by the Royal Inland Hospital Foundation, with sessions seeing an average of 20 attendees per class.



The Division launched the Development portfolio in 2022, curating and developing relationships in the community with the goal of increasing the Division's capacity to operate beyond core infrastructure and project-based funding sources.

Following an update on primary care to Kamloops city council, the City of Kamloops committed to supporting the Division's recruitment and retention initiatives by joining the Community Health Action Committee, which will be re-envisioned in 2023 after a two-year hiatus.

The Champions for Family Medicine program launched as a fundraising initiative, and although the program was not financially successful, the Division did achieve the goals of educating the public on the family medicine crisis and the need for local support, all while celebrating the work of the Division's primary care providers.

The Development portfolio has begun to engage with the broader business community for creative recruitment solutions after discussions with Urban Systems, which indicated that recruiting to Kamloops can be difficult because of limited primary care access.

The Development team began reworking the Red Carpet Program, proposing a new concept called Discovery RX—a prescription for potential physicians to explore the Thompson Region. As in-kind donations from local restaurants, attractions, and other businesses are collected, accessibility to regional activities helps to improve physician candidates' site visits to the Thompson Region.

BOARD



Dr. Paul Mackey,
Chair



Dr. Shevaun Davis,
Vice Chair



Dr. Lennard Pretorius,
Treasurer



Dr. Cornel Barnard



Dr. Graham Dodd



Dr. Cristina Liciu



Dr. Meghan MacDonald



Natalie Manhard, NP(F)



Dr. Patrick McCaffery

HEALTH LEADERSHIP COMMITTEE

Dr. Graham Dodd, Co-chair
Dr. Servaas Swart, Co-chair
Dr. Alina Cribb
Keltie Everett, NP(F)
Dr. Harpreet Kelly
Dr. Peter Loland

Dr. Modupeolaoluwa Olayemi-Akingbade
Dr. Jenn Olsen
Mary Pickering, NP(F)
Dr. Phil Sigalet
Dr. Kaitlin Toplak
Dr. Johan van Heerden

STAFF



Katherine Brown,
Executive Director



Jennifer Baldes,
Finance Lead



Shelley Breen,
Development Lead



Chelsea Brookes,
*Retention and
Recruitment Lead*



Sue Lissel,
Senior Network Lead



Neil Rachynski,
Communications Lead



Melanie Todd,
Clinical Network Lead



Shawn Wenger,
Network Coordinator

PHYSICIAN, NURSE PRACTITIONER, AND MIDWIFE LEADS

Dr. Nagu Atmuri
Dr. Rob Baker
Elaine Barnes, Midwife Lead
Dr. Stephanie Bourdeau
Dr. Ruth Brighthouse
Rosalynd Curry, Midwife Lead
Dr. Shaun Davis
Dr. Janet Kusler
Dr. Cynthia Lau

Dr. Cristina Liciu
Joanna Norman, Midwife Lead
Dr. Paula Lott
Dr. Meghan MacDonald
Dr. Paul Mackey
Dr. Jenn Olsen
Dr. Shirley Sze
Claire Wilson, NP

Build an integrated network of primary care providers.

The Division will drive the development of an effective, fluent, integrated network of primary care providers that will ensure quality, longitudinal care for patients within the Thompson region.

Establish a development infrastructure that supports the needs of members.

The Division will work with practices and partners to build new practice opportunities and to retain the majority of our family physicians and nurse practitioners (in active practice and retired) in some capacity (e.g. mentor, locum).

Create a community that actively and effectively promotes recruitment and retention.

The Division will increase the resources available to support current and new Family Practitioners with the building blocks required to run a sustainable practice.

Design: Sherry Brimacombe



Contact Us