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Division *FOCUS*

December 2015

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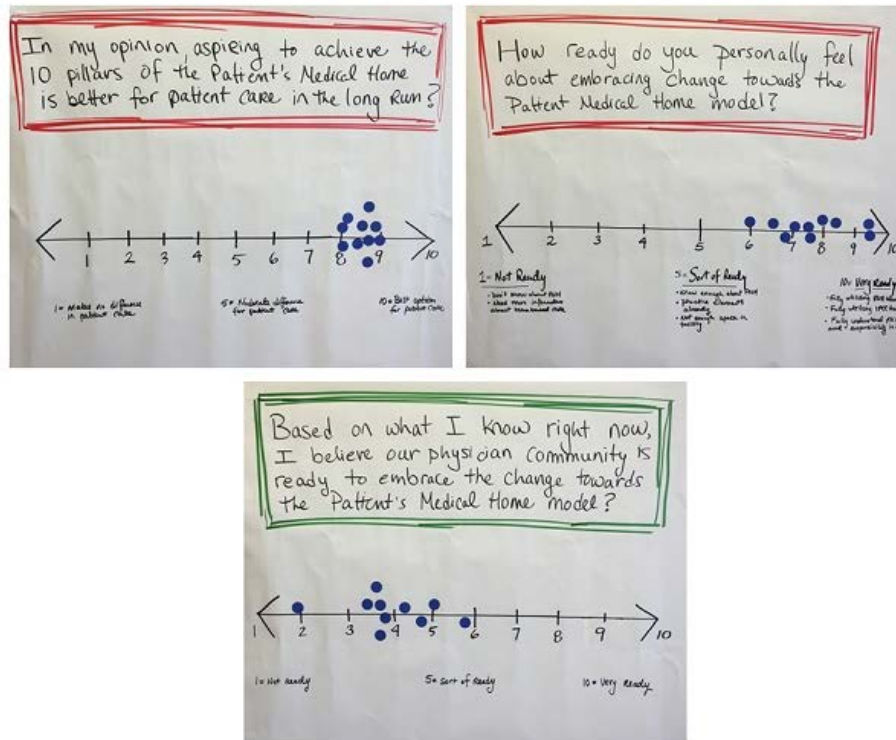
5th Annual Holiday Social and Strategic Conversation - The Patient's Medical Home Realized

How to mix celebration with serious conversation? Ask one of the physicians who attended the 5th Annual Holiday Social. We hope they will tell you it was a positive and not-too-painful experience.

So why now? Interior Health, as directed by the Ministry of Health, is preparing to make some significant efforts to transform primary care in the New Year, revising the role of multidisciplinary teams and introducing the concept of the primary care home. We've been assured transformation work will consider the central role of the family physician and be founded in the principles of the patient's medical home (PMH). Thanks to Dr. Selena Lawrie, who, on behalf of the BC chapter of the College of Family Physicians, provided a brief summary of principles and concepts of the PMH. Thanks also to the members who engaged in various conversations to share ideas and aspirations as they relate to team based care and the Patient's Medical Home. Epic ski and snowboarding experiences were also shared!

Towards the end of the evening we heard how ready physicians are to more fully implement the PMH model. While everyone felt they were ready or very ready to embrace change, they felt our physician community is only somewhat ready. However, all strongly agreed that aspiring to achieve the 10 pillars of the PMH is better for their patients in the long run.

So what's next? The Division leadership will continue to engage with HA leadership in early January to further explore primary care transformation models that will align with your aspiration. Look for an update in the next newsletter.



Ring in the New Year

We wish all our members a safe and happy holiday season. December is the month where we reflect on the past and look forward with optimism to the new year. 2015 has been an exciting year and we are looking forward to 2016!



Please note that the Division office will be closed for the holidays starting Monday, December 21st and will re-open on Monday, January 4th, 2016.

Have a safe and happy holiday!

GPSC Residential Care Quarterly Reminder

Have you registered for the GPSC Residential Care Initiative Incentives yet? Do you know if you're [eligible to register](#)? This initiative is being coordinated by the Division.

The GPSC has launched the initiative to support physicians to design and implement local solutions that deliver GP MRP services to patients living in residential care homes.

Consistent with the guidelines you received when you registered, this is our request for you to submit your 1st quarter billing for the period October 1 to December 31, 2015. We will process payment within 15 days of receipt. [Click here for a copy of the invoice](#) for your use.

If you have not registered but would like to, please contact the Division. If you have any questions, please contact Laura at 250-372-1621 or

lbecotte@divisionsbc.ca

Thank you for continuing to provide full service care for your patients. If you have any questions please feel free to contact the Division and we'll do our best to respond.

Update on IH Regional Palliative Program for Physicians

In the last newsletter, you received an update about the BC Palliative Benefits from the Ministry of Health. In April 2012, a Provincial after hours Palliative Nursing Service Telephone Support program funded by the Ministry of Health began. Only patients registered to receive palliative home care nursing services from IHA are eligible. This service was designed to support palliative patients to stay at home longer with their families or caregivers, and to die at home if they wish to do so. This Palliative Nursing Call Line is meant to augment the services our existing Family Physicians and the Palliative Care Call Group currently provide. Your palliative care patients can also call the Marjorie Willoughby Snowden Hospice House to access after hours advice at 250-372-1336.

Some exciting palliative program changes have also been occurring for Interior Health. The following update is provided to you by Elisabeth Antifeau, RN, MScN, GNC(C), Home Health Practice Lead, Complex Populations/Palliative, End of Life.

Effective December 1st, the following **regional palliative program changes** take effect:

- Interior Health has launched their regional palliative care program, requiring physicians to register new clients to Home Health via this [program referral form](#).
- A **palliative program referral** will ensure all clients meet the **four mandatory eligibility criteria**, in order to receive access community palliative services such as nursing, home support, medical equipment and supplies to support people to stay at home as long as possible or as the chosen location for death. Upon referral to the regional palliative program, all patients and families will receive a **small information bundle** about the palliative program, the after-hours palliative nursing service (9pm to 8am, 365 days per year, available throughout all of IH and the patient information sheet for BC Palliative Care Benefits.
- There is a new process for physicians to refer clients for **access to a Community Hospice Bed** (a short stay bed located in residential facilities or in a free standing hospice where available) for the purposes of end of life respite, pain and symptom management or as a chosen location for death when dying at home is not possible. [The referral form is available here](#).
- The above changes are needed to improve the equity of access to palliative care resources, ensure patients and families have the information and services they need in a timely way, and assist Interior Health to be accountable to the Ministry in the way in which palliative services are delivered.

Please review when you have an opportunity. If you have any questions, please contact Elisabeth Antifeau, Home Health Practice Lead for Palliative/End of Life, Integration and Strategic Services at elisabeth.antifeau@interiorhealth.ca or by phone at 1-250-505-7223.

Marjorie Willoughby Snowden Memorial Hospice Home Update



The Kamloops Hospice Association would like to notify you that they have made some changes to their Pre-Admission Assessment Form.

Although the PPS is no longer used to apply for Palliative Benefits (see Update on IH Regional Palliative Programs for Physicians above), we at Hospice have decided to keep it on our [assessment form](#), as we feel that it is a valuable tool. If you have any questions regarding the new form please contact me at the Hospice at (250) 372-1336 or by email at kristin@kamloopshospice.com.

Thank you,

Kristin Pierobon, Clinical Care Supervisor

Recruitment Update

The Thompson Region has had a number of interested family physicians expressing their interest over the last month in your opportunities starting in 2016. If you have room in your practice for another family physician, or are looking to retire in the next 2-3 years, please post your opportunity to the familypracticekamloopsarea.ca website or contact Christine Matuschewski at thompsonrecruitment@divisionsbc.ca.

Reflecting and Celebrating A GP For Me Accomplishments 2015

It's been a busy, productive and energizing 2015. We'd like to take the opportunity to thank all of you for your contributions to our work and celebrate with us the following achievements:

- Our Attraction Services prototype resulted in 153 physicians expressing interest and 12 choosing to live and practice here in a variety of ways
 - The Practice Succession Planning Toolkit is complete and available to share with physicians to support them to successfully transition
 - We're soliciting expressions of interest for our Urban Locum Service, with hopes of a launch by Spring 2016
 - We're in the final stages of developing the Practice Incubator Business Plan: A sustainable business model that transitions and modernizes the family practice setting
 - We've designed an effective Patient Attachment System that we're ready to mobilize as we gain more practice capacity
 - We have a sustainable business model and toolkit for introducing nurses into family practice
 - Recently approved to access Pathways, we hope to improve access to information and referral mechanism for specialists and primary care and community services available to you and your patients.
 - We continue to pursue and develop community partnerships to help us ensure Kamloops and surrounding communities receive an integrated approach to primary health care services.
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Winter Family Fun Event

Because the Here Comes the Fall BBQ was so much fun for families, we've decided to have a winter family fun social as well. Join us on Friday, January 15, 2016 at Harper Mountain for an evening of tubing, roasting marshmallows, and enjoying hot chocolate by



the fire. A casual dinner will also be provided in the lodge. Dress warmly and get ready to zoom down the hill!

[Click here](#) for your registration form.

Meeting Code of Conduct

Please be advised of Interior Health's policy for a safe workplace environment, that is applicable for collaborative work. The policy "is to provide and maintain a workplace that is free of discrimination and harassment..." in accordance with the BC Human Rights Code.

[Click here](#) to view the policy and guidelines in their entirety.

Syrian Refugees Arriving Soon

Interior Health is actively working to address the arrival of Syrian refugees and to improve access to health care for all newcomers to the region. Over the next couple months we are expecting to see a significantly higher number of refugees arriving in the Interior than we are accustomed to, so it is very important that we take steps to prepare.

Refugees will receive their initial assessments at the Rutland Aurora Clinic in Kelowna and the Kamloops Primary Care Clinic at Lansdowne, where Government Assisted Refugees (GARs) will arrive along with Privately Sponsored Refugees (PSRs). Clinical care packages are being prepared for general practitioners and nurse practitioners and will be available late December on the Interior Health website or in paper copies through the Divisions of Family Practice offices in Kamloops and Kelowna. Language services are available via the Provincial Language Services (PLS) line.

Refugees will have MSP in 3 months, and IFH (Interim Federal Health) shortly after arrival and effective for one year. IFH covers physician services, labs and investigations, medications on BC formulary and supplemental services such as basic dental care, optometry and physiotherapy. Providers must register with IFH in order to bill for their services. **IH is looking for health-care providers who are interested in working with this population.** Workshops covering billing, interpretation, screening, mental health, trauma and cultural competence will be offered in the early New Year for interested clinicians. For more information or to register please contact Leslie Bryant MacLean at 250-470-8351 or leslie.bryantmaclean@interiorhealth.ca

The Canadian Medical Association has also posted resources for physicians regarding the Syrian refugee settlement.

<http://www.cma.ca/En/Pages/syrianrefugees.aspx>

Thank You from the CYMHSU Collaborative

The CYMHSU Collaborative has extended their thanks to family physicians for their tremendous leadership and support. [Click here](#) to read the message.

Upcoming CME and Webinar Opportunities

You can earn CE credits for participating in a QuitNow Live Workshop. Please

contact [Gail Bastow](#) if you are interesting in arranging a workshop or for more information.

Extra Reading and Resources

[Click here](#) to read the latest edition of the Divisions Dispatch newsletter.

[Click here](#) to read the latest edition of the GPSC newsletter.

[Click here](#) for the latest GPSC Meeting Summary.

[Click here](#) to access information about UpToDate.

[Click here](#) to read the latest edition of Interior Health's newsletter.

[Click here](#) to view the Endocrinology Telehealth tri-fold pamphlet.

Upcoming Meetings and Events

Division Board of Directors: Your Division Directors meet monthly to review progress and develop strategies to address emerging opportunities.

Upcoming Board Meetings: February 8, 2016

Thompson Collaborative Services Committee: Upcoming CSC Meetings: January 21, 2015

If you have items to bring forward to the Board and/or CSC please contact thompsonregion@divisionsbc.ca

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Veronica Smith, *Finance*

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Chelsea Brookes, Dr. Chip Bantock

If you have something to share for the September newsletter, please provide it to thompsonregion@divisionsbc.ca by December 1, 2016.

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