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# Division *FOCUS*

Spring 2016

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## April 18 Engagement Event: We Need Your Input!

Join us on Monday, April 18<sup>th</sup> for a strategic conversation and family practice business plan launch.



The Ministry of Health has embarked on an ambitious timeline to [implement primary and community care transformation](#). The Division Board is working on your behalf to ensure any model going forward is physician co-designed and led. We're developing models that build on what you have told us and the GPSC at the June 2015 and December 2015 member engagement events and what we've learned from our A GP For Me prototypes. But we need your help.

Please attend to share your perspectives about your patients' medical community and ensure practices are supported to make the change. You'll hear an overview of the Ministry of Health primary and community care transformation agenda. You will also have the opportunity to provide input into models that you feel will work in the short and longer term.

AND... Join us to learn more about the sustainable multi-provider team-based family practice business model and associated business plan. Interested in investing or updating your practice business plan? The Family Practice Incubator Business Plan that models key attributes of team-based care and the Patient Medical Home is complete.

Dinner and refreshments will be provided. Your input is extremely valuable and you will be compensated for your time.

[Click here to view the invitation](#) and [here to register online](#).

For more information, please contact the Division at 250-372-1621 or [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca).

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## A GP For Me Update

As we transition into the final phases of the A GP for Me, we take this opportunity to thank all of our lead physicians, working group members, and others for your guidance and commitment! Physician leadership is key to sustainable and effective solutions.

We are proud to provide you with the following update to celebrate our achievements:

- Our Attraction Services project modeling best practices for physician recruitment is complete with 158 physicians expressing interest and 12 choosing to live and practice here in a variety of settings. We've updated our recruitment protocols and are pleased to report we've secured funding so we can offer recruitment services over the next 12 months.
- The Practice Succession Planning Toolkit is complete and available to share with physicians to support them to successfully transition.
- The urban locum service is moving from business case to proof of concept. We're pleased to announce we've negotiated an agreement with a local firm to offer the prototype of this service. Look for the Thompson Locum Service launch in the coming months.
- The Family Practice Incubator Business Plan that models key attributes of team-based care and the Patient Medical Home is complete. Set aside April 18<sup>th</sup>, 7 PM to attend a meeting to learn more about this great business opportunity.
- We have completed a sustainable business model and toolkit for you to introduce a nurse into your practice.
- Improving access to community and specialist services is our next priority. We've been approved to use Pathways, an online physician information and referral system. We'll be populating the database over the next few months and hope to have a trial version by fall 2016. Contact Dr. Graham Dodd or [Monique Walsh](#) to learn more.

### New Locum Service Now Available!

The Thompson Region Division of Family Practice is excited to announce an additional new locum service provided by Excel Personnel Inc. as part of their suite of temporary work services!

Excel will provide their services to recruit, screen, and match locums to your practice when you need to be away.

For more information please contact Karen Watt at 250-374-3853 or [ems@excel.bc.ca](mailto:ems@excel.bc.ca)

**Excel Personnel**  
Inc.  
*Great People. Exceptional Companies.*

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## Residential Care Update

Did you know that you do not have to have patients currently in residential care to receive the residential care incentive? And did you know we are supporting physician leadership to help develop solutions to improve your experience when you have patients in residential care homes? Our goal is to have all family physicians in full- or part-time practice receiving this benefit.

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. Find out if you're [eligible to register](#).

Consistent with the guidelines you received when you registered, this is our request for you to submit your 2<sup>nd</sup> quarter billing for the period January 1 to March 31, 2016. 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](mailto:lbecotte@divisionsbc.ca)

Thank you for continuing to provide full service care for your patients!

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## CYMHSU Corner

***Fear not - there is help for children and youth with anxiety and other useful articles on CYMHSU by Dr. David Smith***

Dr. David Smith, adolescent and adult psychiatrist, and the medical director of the Okanagan Psychiatric services for Interior Health, has written a series of columns with information on how and when to access services for common child and youth mental health issues.

This series is a project of [the Child and Youth Mental Health and Substance Use Collaborative](#) and includes articles on depression, anxiety, and bipolar disorder. All articles can be found below.

- 1 - [Mental health for children and youth - how to get the help you need](#)
  - 2 - [Fear not - there is help for children and youth with anxiety](#)
  - 3 - [Recognizing the signs and symptoms of depression in your child or teen](#)
  - 4 - [Drugs, alcohol and mental health problems: which came first?](#)
  - 5 - [Eating disorders and obsessive-compulsive disorder](#)
  - 6 - [Bipolar disorder and Schizophrenia](#)
  - 7 - [Reducing stigma and getting the family support you need](#)
  - 8 - [Self-Harm - "Why is my child doing this?"](#)
  - 9 - [Child & youth mental health help through new streamlined intake clinics](#)
  - 10- [Teens and Stress](#)
  - 11- [Learning Simple CBT Skills for Mental Distress](#)
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### **Eating disorders modules: diagnosis, management, and treatment**

The following series of modules features information on eating disorders diagnosis, management, and treatment presented by a team of Eating Disorders experts from BC Children's Hospital. Module One introduces the series with a personal story shared by youth, Rylee McKinley, and her mother Terri, on their family's journey with anorexia.

The modules are being made available to health providers, clinicians, school personnel, youth and families across the province. The goal is to help standardize practices to provide consistent care and support to children, youth and families struggling with eating disorders.

**Please note, these modules are CME accredited, under self-directed learning provisions.**

**Module 1:** [Eating Disorders the Family Journey](#)

**Module 2:** [Eating Disorders Team Roles](#)

**Module 3:** [Medical Diagnosis and Management](#)

**Module 4:** [Case Management](#)

**Module 5:** [Family-based Therapy](#)

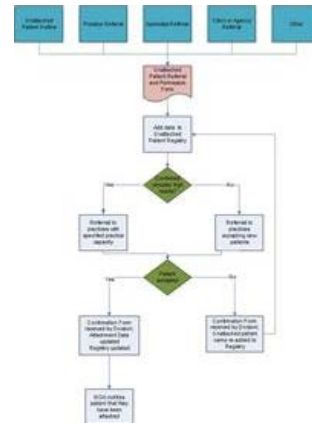
**Module 6:** [Traditional Family Therapy](#)

**Module 7:** [Meal Support](#)

## The Division can help!

The Division has just completed a patient attachment system pilot project (see diagram below) that has included creating a patient registry. This tool collects information from people who are looking for a family doctor. The Division uses the registry to refer unattached patients to a practice that has identified they have capacity for new patients. Patients have been successfully attached through this mechanism.

We acknowledge all practices are currently over capacity. However, should your practice have space, please contact us. We can provide you with patient contact information and other supports. We're here to help.



## Good news! GPSC is funding the Physician Data Collaborative

Good News! GPSC has committed new funding to our work to form the Health Data Coalition (HDC) - the merger of the Physicians Data Collaborative (PDC) and AMCARE (from the northern region). [Click here](#) to read the full letter from Dr. Bruce Hobson, Chair.

## GPSC Visioning Report Highlights

In June 2015, Thompson Division members engaged in a strategic dialogue to discuss our collective vision for family practice and primary care. Attended by Dr. Annette McCall from the GPSC Visioning Committee, the conversations informed the GPSC visioning for the future. [The VSC's Visioning Engagement Report to the GPSC](#) is now available, along with a [summary of highlights](#).

These documents are also posted on the members-only area of the [Doctors of BC website](#). Use your Doctors of BC account to login (separate from your Divisions of Family Practice account).

The report captures the feedback of family physicians shared during the visioning engagement process at both the in-person events co-hosted by the Visioning Steering Committee and by local divisions in their communities, as well as the online engagement process.

As mentioned in the email to physicians below, the feedback is a critical input into the GPSC's vision of the future and strategic plan. The strategy is currently a work in progress, but will also be shared with physicians and local divisions of family practice so that we discuss it and work collaboratively on building the future of primary care in BC.

If you have any questions about the Visioning Engagement Report, please email [gpscvisioning@doctorsofbc.ca](mailto:gpscvisioning@doctorsofbc.ca)

## Psychiatry Update

New Psychiatrists:

Our community is pleased to welcome two new psychiatrists! [Dr. Nataliya Grishin](#) trained in Russia and Ukraine, and is fresh out of her UBC psychiatry residency.

She will be working at Hillside, 1 South, the Assertive Community Team, and MHSU Intake, including the new "Psychiatry Rapid Access Program". [Dr. Jaana Kastikainen](#) trained in Guelph and Ottawa. She will be working at Mental Health and Substance Use, backing up the Counselling and ASTAT services with a special interest in reproductive psychiatry, as well MHSU Intake, including the new "Rapid Access Psychiatry Program". Access may be a bit limited after the next few weeks as she is planning a maternity leave, but we will eagerly await her return. Drs. Grishin and Kastikainen can both be contacted at 101-235 Lansdowne St. or by phone at 250-377-6500.

[Click here for an update on the Rapid Access Psychiatry Program](#) from Dr. Kurt Buller.

Click here for the [MHSU referral form](#) and here for an [updated list of Kamloops office psychiatrists](#).

## Acute Polypharmacy Risk Reductions Trial

Following the team's initial focus on polypharmacy risk-reduction in residential homes their recent work includes a completed acute to community trial where the hospital pharmacists provided medication reviews and discharge counselling with patients prior to discharge and communicated this to their Family Physician.



## Palliative Education

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.

Coming soon, 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](mailto:elisabeth.antifeau@interiorhealth.ca) or by phone at 1-250-505-7223.

### **Regional Medical Director Palliative Care Posting**

Interior Health is seeking a Regional Palliative/End of Life Medical Director to act as the Physician Leader for palliative populations across Interior Health reporting to the Executive Medical Director for Residential Care services. [Click here](#) to access the full posting.

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## **Diabetes Pathways**

Interior Health has created the Diabetes pathways to optimize care for the Diabetes patients. We have been working with Diabetes Education Centres (DECs) to implement the Diabetes pathways in collaboration with their local family physicians to enhance the quality of diabetes care for local patient population. We have set up a deadline for our Diabetes Education Centres to have Diabetes pathways implemented by April 2016. We invite you to access the IH Diabetes pathways aligned with CDA organization of care guidelines. Our goal is to assist you by helping your patient obtain education, support and augment diabetes management. We believe this joint effort will help us improve efficiency, reliability, work flow and community engagement.

[Click here](#) to access the complete information and [here for the Kamloops Diabetes Resources.](#)

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## **Upcoming CME and Webinar Opportunities**

### **SKILLSTAT OFFERS ACLS, PALS, AND BLS IN A SINGLE WEEKEND:**

SkillSTAT Learning is bringing courses in emergency cardiovascular care to Interior BC, including many sessions in Kamloops. [Click here](#) to see a list of upcoming courses with information on how to register.

### **OPTIMIZING COMMUNICATION FOR EXCELLENCE IN PATIENT CARE**

- **April 16, Vancouver, BC**
- [Click here](#) to register and for more information.

### **5As OF HEALTHY PREGNANCY WEIGHT GAIN**

- **April 19, Kelowna, BC**
- [Click here](#) to register and for more information.

**ONCOLOGY CME WEBCASTS** : The Family Practice Oncology Network hosts nationally accredited monthly oncology CME Webcasts with the University of British Columbia's Division of Continuing Professional Development. These complimentary sessions run from 8-9:00 a.m. and are accredited by the College of Family Physicians of Canada for one Mainpro M1 credit each. [Click here](#) to

register or contact Jennifer Wolfe at 604-219-9579 or at [jennifer.wolfe@bccancer.bc.ca](mailto:jennifer.wolfe@bccancer.bc.ca) for more information.

- **April 21:** Thyroid Cancer - Diagnosis and Follow-up

#### **EIMC EXERCISE PRESCRIPTION IN PRIMARY CARE WORKSHOP**

- **May 17,** Victoria BC
- [Click here](#) to register and for more information.

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### **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.

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### **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: April 11, 2016

**Thompson Collaborative Services Committee:** Upcoming CSC Meetings: April 28, 2015

If you have items to bring forward to the Board and/or CSC please contact [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca)

**Hospice Fundraising Dinner and Dance:** April 15, 2016. [Click here](#) to view the poster or contact [Pamela](#) at 250-372-1336 for more information.

**Primary Care Transformation Engagement:** April 18, 2016

**Family Practice Incubator Business Plan Launch:** April 18, 2016

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#### **Contact Us:**

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Chelsea Brookes, *Executive Assistant*  
Tessa Girodat, *Administrative Assistant*  
Veronica Smith, *Finance*

#### **Newsletter Production Team:**

Chelsea Brookes, Dr. Chip Bantock

If you have something to share for the September newsletter, please provide it to [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca) by December 1, 2016.

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