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# Division *FOCUS*

December 2016

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## Ringing 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. 2016 has been a busy and exciting year and we are looking forward to 2017!

Please note that the Division office will be closed for the holidays starting Monday, December 19<sup>th</sup> and will re-open on Tuesday, January 3<sup>rd</sup>, 2017.

Have a safe and happy holiday!



## Welcoming our new Executive Director

It is my pleasure on behalf of the Board of Directors, to welcome Monique Walsh into the role of Executive Director for the Thompson Region Division of Family Practice effective Monday, December 19.

Joining the Division as a Program Manager in 2014, Monique recently became the Initiative Lead for the Primary Care Transformation work. She is a Certified Professional Facilitator and has her Master's in Adult Education. Through her time with the Division we have appreciated her strong communication and facilitation skills. The Division has built a solid team and we are excited to have Monique as the new Executive Director to support us in our strategic goals and initiatives over the upcoming year(s). Please join us in welcoming Monique to her new role.

The Board wishes each of you a wonderful holiday season with family and friends.

Dr. Chip Bantock, Chair

Board of Directors

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## Reflecting and Celebrating on Our 2016 Accomplishments

2016 has been a year of leadership and transitions. 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:

- Collated and shared your feedback with GPSC (General Practice Services Committee) on direction toward the Patient Medical Home, integrated primary care for patients with complex chronic disease, and specialized care for older adults and people with mental health and or substance use issues. We would like to extend a huge thank you to Dr. Phil Sigalet and Cathy Thibault from Interior Health for their co-leadership of the Local Action Team (LAT);
- Continued our work on the Child Youth Mental Health and Substance Use (CYMHSU) Collaborative and expanded the Mental Health portfolio to include a new Access to Psychiatry portfolio by exploring access to psychiatry and developing a proposal in partnership with the Shared Care Committee. A huge thank you to Dr. Shirley Sze for her continued dedication, and to her and Dr. Kurt Buller for their leadership;
- Initiated the GPSC Residential Care Initiative to support physicians and care home managers in improving care for seniors in residential care. A big thank you to Drs. Sigalet, Hamilton, Howie, Lawrie, and Wynne for your leadership;
- Completed our implementation phase of our work within the provincial A GP For Me initiative with substantial leadership from Dr. Loland;
- Hosted the formative meetings for the Shared Care Steering Committee, co-chaired by Drs. Joslyn Conley and Rob Baker, that now provides strategic guidance to our Shared Care projects;
- Provided a voice and our Divisions' perspectives at the Interdivisional Strategic Council meetings;
- Engaged in GPSC Visioning and Patient Medical Home discussions, leading into the Ministry of Health's transformation agenda;
- Strongly advocated to GPSC and the Ministry of Health for the essential role of family physicians and the Division in Primary Care Transformation leading to the opportunity to engage in a series of strategic conversations about the desired models for family practice and primary health care in our community.

We've been through a lot over the last year! [Click here](#) to read our 2015/16 Annual Report for everything your Division engaged in.

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## Ministry of Health announces two new courses

### Consent to Health Care in BC: A Course for Health Care Providers

In collaboration with the health authorities and other key stakeholders, the Ministry of Health has developed *Consent to Health Care in BC: A Course for Health Care Providers*. This course has been developed in response to a demand for a learning tool that clarifies the roles and responsibilities of health care providers in seeking consent to health care services.

This course, comprised of four learning modules (Background, Seeking Consent, Capability and Incapability, and Consent in a Residential Care Setting) is intended to guide health care providers (including staff of residential care facilities) in seeking valid consent from adults prior to delivering health care services. The information in the course may also be of interest to family and friends who are advocating for adults who are assessed to be incapable of making their own health care decisions.

This course does not cover material relating to health care consent for minors (under the age of 19), the *Adult Guardianship Act*, or Part 3 of the *Health Care (Consent) and Care Facility (Admission) Act* which has not yet been brought into force. The course is publicly available through the Provincial Health Services Authority (PHSA) LearningHub at: <https://learninghub.phsa.ca/>

### **Recognizing and Responding to Adult Abuse**

The Ministry of Health has developed a course on *Recognizing and Responding to Adult Abuse*, of interest to concerned individuals and anyone who acts in a caregiving or service-providing capacity, whether at home, in the community, or in a professional setting.

This easy to follow, eLearning training module was designed in collaboration with the health authorities and key stakeholders, and is intended to build awareness about recognizing, preventing and responding (including the duty to report, where relevant) to the abuse of adults.

It covers key definitions and the different types of abuse, provides a scenario in a health care setting involving an adult with multiple vulnerabilities, and advises how to respond to suspected abuse and obtain more information.

The course is publicly available through the Provincial Health Services Authority (PHSA) LearningHub at: <https://learninghub.phsa.ca/>

A certificate will be issued upon completion.

**How to...** [Create an Account on the PHSA LearningHub and Register for a course](#)

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### **Introducing a new recruitment portal [PracticeinBC.ca](#)**

If you are connecting with family doctors who are interested in practicing in the Kamloops area, a new one-stop web portal called [PracticeinBC.ca](#) offers a variety of recruitment information and tools to help navigate and answer questions. Whether you are getting ready to begin recruiting, already looking for candidates, or preparing to help a new doctor and their family get settled here, [PracticeinBC.ca](#) provides valuable, simple-to-access information.

Created by the GPSC-funded Divisions of Family Practice Recruitment and Retention Steering Committee, the site was developed to make it easier for new doctors to join BC communities. In addition to recruitment and retention information, [PracticeinBC.ca](#) brings together everything family doctors, residents and students need to know about building a life and a practice in BC. It is the first site of its kind, pulling together a wide range of information about medical schools and residency programs; licensing and immigration processes; lifestyle options across BC, and how to find a job as a BC family doctor.

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### **Family Physician Recruitment**

The Thompson Region Division of Family Practice would like to thank those family physicians who helped out at the Family Medicine Forum and the St. Paul's Course recruitment booths in November 2016. We connected with over 40 family physicians and are looking forward to welcoming some new family physicians to our community in 2017. If you are looking to transition out of practice over the next 0-3 years and do not have an opportunity being advertised, please connect with Christine Matuschewski via email at [thompsonrecruitment@divisionbc.ca](mailto:thompsonrecruitment@divisionbc.ca) or phone 250-320-1471.

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### **Developing tools to support primary care providers for STI Partner Notification - Survey**

You are invited to participate in a survey that will explore your views on partner notification for reportable bacterial STI in order to develop a toolkit aimed at Family Physicians. This survey is conducted with funding from the PHSA (Provincial Health Services Authority)/DBC (Doctors of BC), and organized

through the BC Centre for Disease Control.

**Objective:** The goals of this project are to:

1. Understand the current practice of partner notification by primary care providers.
2. Identify opportunities to better support primary care providers to perform partner notification, including how to connect with public health resources.
3. Create a toolkit to support primary care providers to perform partner notification, including the rationale for partner notification and key messages on which to counsel.

**Time Commitment:** The survey will take approximately 30 minutes to complete.

**Survey Participation:** The survey will be housed on the UBC-hosted FluidSurveys platform. Your email address will not be linked to your responses and the results will be anonymous.

**Remuneration:** Compensation will be at the standard sessional rate of \$440.05 per 3.5 hours. The survey is expected to take 30 minutes with an expected compensation of \$62.86. Please fill out the information at the end of the survey. This information will not be linked to the survey questions.

**Maximum Number of Participants:** Participation will be capped at 245 respondents after which the survey will be closed.

**Co-Principal Investigators Contact Information:**

Dr. Brian Ng, Clinical Assistant Professor and Lead Faculty for Scholarship, Department of Family Practice, Faculty of Medicine, University of British Columbia [brian.ng@ubc.ca](mailto:brian.ng@ubc.ca)

Dr. Audrey Campbell, Clinical Assistant Professor, Department of Family Practice, Faculty of Medicine, University of British Columbia [audrey.campbell@ubc.ca](mailto:audrey.campbell@ubc.ca)

Dr. Jason Wong, Physician Epidemiologist, Clinical Prevention Services, BC Centre for Disease Control, [jason.wong@bccdc.ca](mailto:jason.wong@bccdc.ca), Tel: 604-707-5600

To take the survey, please follow this **link:** [survey.ubc.ca/s/bc-sti-survey](https://survey.ubc.ca/s/bc-sti-survey)

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## Patient's Medical home centred on teaching primary Family Practice Residents

As highlighted at the September AGM/member engagement there has been a Ministry supported space leased by the Health Authority on the North Shore. Through expressions of interest of member on building an integrated team based care facility from June and then again in October those interested in this particular opportunity, we have a few physicians interested in shaping the new primary care space into a Patient's Medical Home centred around teaching primarily Family Practice Residents.

If you are preceptor for the Family Practice Residency program you will receive a separate request around interest in perhaps teaching at a space like this if it is successful in its development. However, we would also like to take this opportunity to see if there are any other physicians interested in the leadership, design, and/or setup of a PMH like this. If so, please contact Monique Walsh, Initiative Lead by January 4, 2017 [mwalsh@divisionsbc.ca](mailto:mwalsh@divisionsbc.ca)

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## Nurse in Practice

There continues to be an interest from physician in our community and across the province to work with Ministry on different ways to fund nurses in practice. We are working with a negotiator from Doctors of BC and providing physician feedback into a contract that would make the hiring of a nurse or nurse practitioner to provide team based care not only possible, but financially viable

for physicians. Currently the contract is not at an acceptable place for signing. We intend to resume discussions in the New Year. If anyone else is interested in hearing more about the contract or having a nurse join their practice and would like to contribute to the conversation please feel free to contact: Monique Walsh, Initiative Lead [mwalsh@divisionsbc.ca](mailto:mwalsh@divisionsbc.ca)

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## GPSC Summit takeaways

Two physicians leads, Dr. Lawrie and Dr Dodd along with Initiative Lead, Monique Walsh attended the GPSC Summit on November 28-29, 2016 in Vancouver. As always, one of the real values of these events is the networking that happens. Although GPSC will communicate a summary of the event we wanted to share some of the key takeaways we heard from these two days relevant to our community.

The event focused on celebrating A GP for Me wrap up and the refocusing on the BC Patient Medical Home. It was clear that this is not a project with an end date, it is in evolution in the way of doing business. Some of the keys to success to moving to PMH is trusting relationships with all stakeholders; addressing EMR interoperability; and providing alternative funding models. There is a provincial working group tasked with defining the expectations and framework of the BC Patients Medical Home. They were seeking feedback at the Summit and there were lots of great discussion around definitions of different words in the model as well as defining 'who' the PMH is. Some physicians felt that it was unreasonable for an individual physician to provide everything for every patient so is the home actually a network of physicians, a clinic. One message that kept surfacing is that if we keep the patient voice in front of us as we go forward then we will have our common vision to work through challenges.

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## GPSC Residential Care Quarterly Reminder

We've heard your feedback around challenges with accessing units in residential care homes. The care homes have agreed to give physicians their master maintenance codes which would give you access to all floors and units in the homes. Please see care home staff for the access codes.

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](#). If you have not registered but would like to, please contact the Division. If you have any questions, please contact Laura Becotte at 250-372-1621 or [lbecotte@divisionsbc.ca](mailto:lbecotte@divisionsbc.ca).

Consistent with the guidelines you received when you registered, this is our request for you to submit your 1<sup>st</sup> quarter billing for the period October 1 to December 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).

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## The results are in! The Residential Care Initiative is improving care and saving money!

- On track for a **7% decrease** in Ed transfers in 2016
- ◆ Estimate cost saving **\$5,000** (tracking for 25 less transfers at \$200 per transfer)
- **11% reduction** in # of residents on 9 or more meds across Kamloops over 2 years

- ◆ 53% in 2014 down to 47% in 2016
- ◆ Decrease in some homes as **high as 39%**
- On track for a **35% reduction** in hospital admission in Kamloops homes. Results in a cost saving of **\$317,200** (subtracting out \$200/day cost of RC bed), or **\$396,500** (not subtracting out cost of RD beds)
- ◆ IH sites are on track for a 15% decrease in hospital admission across IH

[Click here for more information!](#)

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## Breast Health Clinic

As you may have heard, our community is developing a new breast health clinic slated to open early in the New Year. The underlying principle guiding this work is that all referrals are treated equitably, regardless of source. The process mapping of the ideal patient flow has begun from both an internal process within RIH. The physician leads on this work, Dr. Liz Ewart and Dr. Rob Colistro, have also been thinking about how family physicians may refer to the clinic and what that communication flow will look like. We will be hosting an engagement event in the New Year to open up this dialogue to the community. Stay tuned for the date to attend and opportunities to provide feedback to this system to ensure continuity of care.

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## Practice Support Program (PSP) Update

PSP is looking for physician champions who would be interested in delivering/facilitating the following Small Group Learning Sessions (SGLS):

1. **Quality Improvement** – Series of sessions focused on QI, developed in partnership with the BC Patient Safety and Quality Council.
2. **Dementia Management** – developed in conjunction with UBC CPD.

Interested physicians will receive 2-3 hours of training via WebEx from PSP Central Office. Local PSP Coordinators will provide additional support. If you are interested in participating or would like more information regarding these sessions, please contact Ron Gorospe [ron.gorospe@interiorhealth.ca](mailto:ron.gorospe@interiorhealth.ca) or Jo Styles [Joanne.Styles@interiorhealth.ca](mailto:Joanne.Styles@interiorhealth.ca)

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## Physician registration for the New IH Health Portal

Remote registration is available by emailing [MyHealthPortal@interiorhealth.ca](mailto:MyHealthPortal@interiorhealth.ca) from your interiorhealth.ca email address including the following personal information. This information will be used to positively identify you when your account is set up.

**Full Legal Name: (First) (Middle) (Last)**

**Date of Birth: DD/MM/YY**

**Health Care Number:**

*\* Do NOT use any external email system to send this personal information – use only the IH email system \**

Once your request is processed you will receive an email from MyHealthPortal with a link to a web page where you will complete your enrolment. To protect your privacy, do not forward this email to an external email address.

Please allow up to 5 business days for your request to be processed. If you haven't had a response within this time please phone MyHealthPortal Support at 1-844-870-4756.

After your enrolment is complete, remember to delete any emails that contain

your Date of Birth and Health Care number from your sent and deleted items folders in Outlook. Should you wish to change your email address for the portal, you can do so by clicking the Preferences link at the bottom of the Home Page in your MyHealthPortal account, once you've completed your enrolment.

More information about the portal is available at [www.interiorhealth.ca/myhealthportal](http://www.interiorhealth.ca/myhealthportal)

Please contact MyHealthPortal support at [MyHealthPortal@interiorhealth.ca](mailto:MyHealthPortal@interiorhealth.ca) or 1 – 844-870-4756 if you have any questions.

## 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.

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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: January 9, 2017 and February 6, 2017

**Thompson Collaborative Services Committee:** Upcoming CSC Meetings: January 19, 2016

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

### Contact Us:

<https://www.divisionsbc.ca/thompson/home>

Phone: 250-372-1621

Fax: 250-372-1610

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Dr. Graham Dodd, *Vice Chair*  
Dr. Ben Anders, *Secretary*  
Dr. Lennard Pretorius, *Treasurer*  
Dr. Krista Bradley, *Director*  
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Monique Walsh, *Shared Care*  
Laura Becotte, *Project Lead*  
Chris Matuschewski, *Recruitment*  
Chelsea Brookes, *Executive Assistant*  
Tessa Girodat, *Administrative Assistant*  
Veronica Smith, *Finance*

### Newsletter Production Team:

Chelsea Brookes, Tessa Girodat, Dr. Chip Bantock

If you have something to share for the Winter newsletter, please provide it to [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca) by January 15, 2017.

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