

2017 ANNUAL REVIEW

OUR COMMUNITY BY THE NUMBERS*

17
clinics

38

new members
this year

23

active initiatives/
projects

160
members

95,846

= population
of WRSS



White Rock-South Surrey
Division of Family Practice

A GPSC initiative

* As of August 2017

HIGHLIGHTS OF

SUPPORTING OUR PHYSICIANS IN PRACTICE

- **8 new physicians** recruited to community practices
- **21 education events** held
- **70% of local practices** received support for nurses
- **28 locum requests** received
- **Supported new community GPs** with an opportunity to meet mentors, learn about the community and discuss the supports they need
- **31 physicians** learned about Home Health supports and the Specialized Seniors Clinic at an evening learning event
- Hosted a Child and Youth Mental Health resource night which was attended by **39 members**



INVESTING IN THE HEALTH OF OUR COMMUNITY

- **800 patients** served by Primary Care Access Clinic's multidisciplinary team
- Established a **triage consulting team** to support school personnel who have exhausted their options in serving children and youth with mental health issues
- Co-hosted **13 Child and Youth Mental Health events** attended by over 1,500 youth and 400 adults
- Worked with the local **Healthy Community initiative** to promote social, physical, and mental health
- Co-hosted **Walk with Your Doc** for physicians and patients to share a morning walk on the beach promenade
- **Educated** White Rock and South Surrey residents on how to "Choose the Right Care in the Right Place"



THE PAST YEAR

(APRIL 1, 2016 – MARCH 31, 2017)

CHAMPIONING PATIENT-CENTERED CARE

- Supported **19 physicians** who provided inpatient hospital care for their patients
- **Continued to improve communication** between hospitalists and GPs through admission notification process
- **14 physicians** provided enhanced care to over **1,215 residential care patients**
- **Initiated** a project to improve the GP Specialist Referral Process
- Represented community physicians on **13 external committees**



SUPPORTING THE OPTIMIZATION AND USE OF INFORMATION TECHNOLOGY

- **Partnered with the Practice Support Program (PSP)** to assist clinics with using their electronic medical record (EMR) systems efficiently
- **Engaged all WRSS walk-in clinics** to add wait times on Medimap and displayed it in local ER for easy access by patients
- **Advocated** for enhanced linkages between hospital and clinic IT systems for better patient care
- Maintained and promoted **Pathways** for easy access to specialists and resources

OUR VISION AND MISSION



- Timely Access to Primary Care
- Providing Quality Primary Care
- Supporting a Sustainable Enjoyable Work Environment
- Working Collaboratively
- Scholarly Activities



MESSAGE FROM THE BOARD CHAIR

*Alone we can do so little,
together we can do so much.*

— Albert Einstein

Collaboration has become the new culture in health care. It requires trust, a willingness to listen, and an openness to change. It requires multiple participants to openly and respectfully share and embrace different perspectives. Above all, it requires a commitment to a greater purpose and a desire to see problems solved.

In writing this message I have reflected on some of the key initiatives we have undertaken this past year and I truly believe we are enhancing care through collaboration.

The Primary Care Access Clinic was created in 2011 through collaboration amongst many partners. As we seek ways to sustain the clinic in the future it again requires working closely with our partners with the goal of keeping this unique model of health care in place.

The Child and Youth Mental Health Collaborative – Local Action Team brought together numerous stakeholders to improve mental health services. Much has been accomplished as everyone participates with one goal in mind – improving access and care for children and youth.

Other collaborative undertakings have been between GPs and Specialists, who are coming together to streamline, simplify and clarify issues around patient referrals; our opioid working group which is exploring how to serve patients locally needing opioid replacement therapy; and the hospitalist project looking to improve communication with GPs to enhance patient care.

Throughout we are developing a collaborative relationship with patients; to respectfully understand their needs and embrace their ideas. I see patients and doctors together as a powerful alliance as we collaborate with Government on healthcare delivery in BC.

In recent months, we have begun to visit clinics and hear what is important to you and your practice. I find this opportunity invaluable, as I get to hear what motivates you and what challenges you, so that we can identify and discover projects that will facilitate the changes you wish to see.

I am proud to be part of the WRSS Division as I contemplate how many times our community of practices have collaborated with the aim of improving how we care for our community. Here is to another year with a lot more collaborative successes.

Connie Ruffo, Chair

BOARD MEMBERS

Dr. Connie Ruffo – Chair
Dr. Debra Harper – Vice Chair
Dr. Rummy Dosanjh – Secretary
Dr. Jeff Purkis – Treasurer
Dr. Tahmeena Ali
Dr. Bob Cheyne
Dr. Kasandra Harriman

DIVISION STAFF

Nancy Mathias – Executive Director
Helen Torrance – Administrative Coordinator
Kay Abelson – Program Coordinator
Cary Sheppard – Program Coordinator
Veera Grewal – Program Coordinator

COMMITTEES AND WORKING GROUPS

AS OF MARCH 31, 2017

Attachment

Dr. Debra Harper (Lead)
Dr. Bert van Donkersgoed
Dr. Carolyn Icton
Dr. Martin Lebl
Dr. Grace Park

CYMHSU Local Action Team Planning Committee

Dr. Rummy Dosanjh (GP Lead / Co-Chair)
Terry Cardle (Co-Chair)
Dr. Tahmeena Ali
Dr. Wendy Chin
Dr. Doug Maskall
Dr. Julie Milligan
Dr. Michelle Murti

Education

Dr. Mildred Chang
Dr. Manpreet Cooner
Dr. Rummy Dosanjh
Dr. Steve Larigakis
Dr. Valerie Raffle

GP/Specialist Referral Process

Dr. Susan Lee (GP Lead)
Dr. James Rudnik (Specialist Lead)
Ashley Chin
Laura Lee Goodwin

Dr. Adam Gruszczynski
Dr. Kasandra Harriman
Dr. Roy Jackson
Dr. Jeffrey Kwee
Corina Matei
Kathy Poropat
Dr. Sanjay Singh
Dr. Ashdin Tavariva

Hospitalist/GP Communication

Dr. Mildred Chang (Hospitalist Lead)
Dr. Kasandra Harriman (GP Lead)
Dr. Isaac Amankwe
Silvia Brunner
Dr. Sandra Derkach
Dr. Robyn McKnight
Teresa O'Callaghan
Dr. Valerie Raffle
Dr. Sonia Singh

Physicians Advocating Wellness

Dr. Connie Ruffo (Lead)
Dr. Dorothea Bergen
Dr. Liz Varughese

Recruitment & Retention

Dr. Werner Spangehl (Lead)
Dr. Haneen Abu-Remaileh

Dr. Glenn Anderson
Dr. Mildred Chang
Dr. Bob Cheyne
Dr. Mariola Januszewska
Dr. Martin Lebl

Residential Care

Dr. Steve Larigakis (Medical Coordinator)
Dr. Darryl Samoil (Chair)
Dr. Antonio Benitez-Gomez
Dr. Preeti Bolina
Dr. Bob Cheyne
Dr. Sandra Derkach
Dr. Sidney Field
Dr. David Fletcher
Dr. Martin Lebl
Dr. Robyn McKnight
Dr. Fiona O'Brien
Dr. John O'Brien
Dr. Lourens Perold
Dr. David Zayonc

Right Care Right Place

Dr. Grace Park (Lead)
Dr. Amir Behboudi
Erin Corry
Bonnie Irving
Clare O'Callaghan
Teresa O'Callaghan
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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.

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All photos: White Rock-South Surrey Division

