



Annual Report 2011



East Kootenay
Division of Family Practice

A GPSC initiative



Report from the Board Chair



Dr. Walter VanRietschoten
Board Chair

Welcome to the first Annual Report of the newly established East Kootenay Division of Family Practice. The division board was originally established with representation from Creston, Kimberley and Cranbrook physicians. Since formation under the Society Act in March 2011, the volunteer interim board has met regularly to establish an administrative framework, develop policies and set financial oversight.

We have been fortunate in contracting Patti Phillips as a coordinator to function as the daily face and voice for the division. In the past year, board members have developed links locally through the collaborative services committee to community-based health care services; regionally through the interdivisional strategic council to Interior Health Authority controlled services, and provincially through a province-wide divisions collaborative.

Now that the East Kootenay Division structure is established and networks have been developed we are ready to transition into a governing board. The membership is encouraged to take a more active role in identifying projects they wish to become engaged in to improve the healthcare experience for their patients, their family and themselves.

Two such projects are currently underway. Creston emergency room sustainability issues, both financial and non-financial, are being collaboratively handled by bringing Creston physicians, East Kootenay Division of Family Practice, Interior Health, BCMA and Ministry of Health resources to bear as needed. The second, a Shared Care–Partners in Care project, is reviewing radiology processes and radiologist availability to improve physician and patient access to these services.

As this first year passes, I would like to express my appreciation to the East Kootenay Division board members, membership and BCMA division staff for all the hard work, encouragement and guidance. I truly believe that the development of regional divisions, in collaboration with provincial and health authority divisional structures, can have a major impact on improving how we and our patients interact with the healthcare system.

Coordinator's Report



Patti K. Phillips
Coordinator

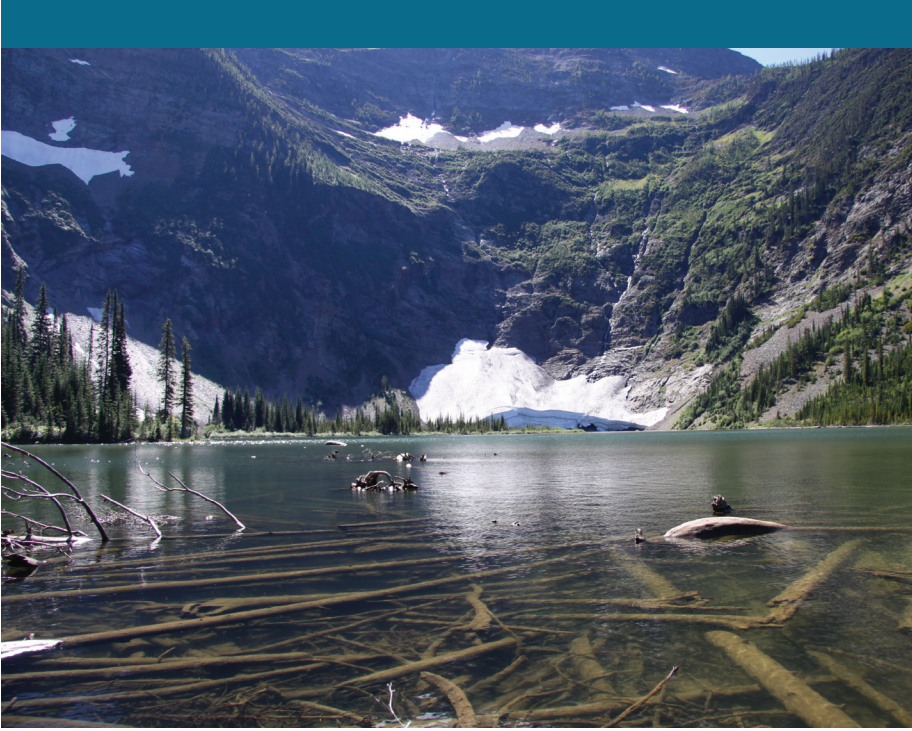
After just four short and very busy months with the East Kootenay Division, I am fully immersed in the work needed to meet the goals and objectives determined by the membership and set out by the board. This Division has spent the past year developing a strong societal foundation on which to move forward in meeting the needs of the membership. A very dedicated volunteer board has spent countless hours attending meetings, developing policies, passing resolutions and providing thoughtful and purposeful input into the mandate and direction of the EK Division of Family Practice.

A year spent in solidifying the key cornerstone and building blocks on which to move forward often does not appear to have accomplished a great deal; however, I assure you this Division has not been idle. Relationship development, change and new approaches to time-entrenched methodology is not easily or quickly reconfigured. The volunteer board has shown commitment and dedication in overcoming obstacles, and has begun to accomplish great strides toward affecting the change the membership has identified.

My role has been to support the board, meet societal requirements and to develop the organizational and operational pieces of the East Kootenay Division. I have established the society office in my home and have been responsible for securing a bookkeeper for the Division and administrative support to both the Division and to the Shared Care Project, of which I am also project manager. As you can imagine, these have been very busy times for me; however, I am enjoying the diversity and believe firmly in the outcomes the Division is working to achieve.

Since coming on board in late November as administrative assistant for the Division, I have quickly moved into the position of coordinator. As my knowledge base grew, so did the realization that my skills and interest were a better fit with this role. The confidence and trust the board and the Provincial Divisions Team have shown in my ability has encouraged and supported me. I am thrilled to assist in this provincial movement at a regional level, and to be part of an organization which has the capacity to make real differences in community health care for patients, physicians and communities as a whole.

I now look forward to building on the foundation that has been established, to meeting and working with Division members and to reporting successes and accomplishments back to the membership in the next Annual Report.



Year in Review — 2011–2012

- Incorporated under the Society Act March 22, 2011
- Formed volunteer board comprised of Creston, Kimberley and Cranbrook physicians
- Recorded a membership of 50 family physicians on March 31, 2012
- Hired an administrative assistant, coordinator and bookkeeper
- Launched the collaborative services committee
- Participated in the provincial roundtable
- Participated in the Interdivisional Strategic Council for the IHA
- Held monthly board meetings
- Sent representative to information management/information technology committee
- Applied for and received funding for Shared Care-Partners in Care project
- Held the first meeting in Shared Care with EKRH radiologists
- Launched and updated the Division website
- Developed an annual Division workplan for 2012–2013
- Produced the first EK Division of Family Practice quarterly newsletter
- Met Society Act requirements and local requirements for the Division to administer its own funds
- Held a policy development workshop and completed a division policy review
- Provided information session for Fernie family physicians
- Held member engagements in each member community to determine priorities
- Division assisted Creston in obtaining Rural Emergency Enhancement Funding (REEF)
- Secured Directors and Officers Liability insurance
- Became a member of the Chamber of Commerce
- Prepared Annual Report
- Planned and coordinated AGM



The East Kootenay Division of Family Practice Board of Directors: (left to right) Ross Dawson, Walter VanRietschoten, Ron Nash, Greg Andreas (missing: Wilhelm Pieterse, Atma Persad).

Creston ER Working Group



Dr. Atma Persad
Physician Lead

The Creston ER working group was created to explore in detail the physician coverage challenges in Creston's Emergency Department. While being attentive to the work being done to address compensation issues in a parallel process, this working group is collaborating to review the compensation and non-compensation concerns brought forward by the Creston members and is evaluating opportunities to make sustainable change.

Planning

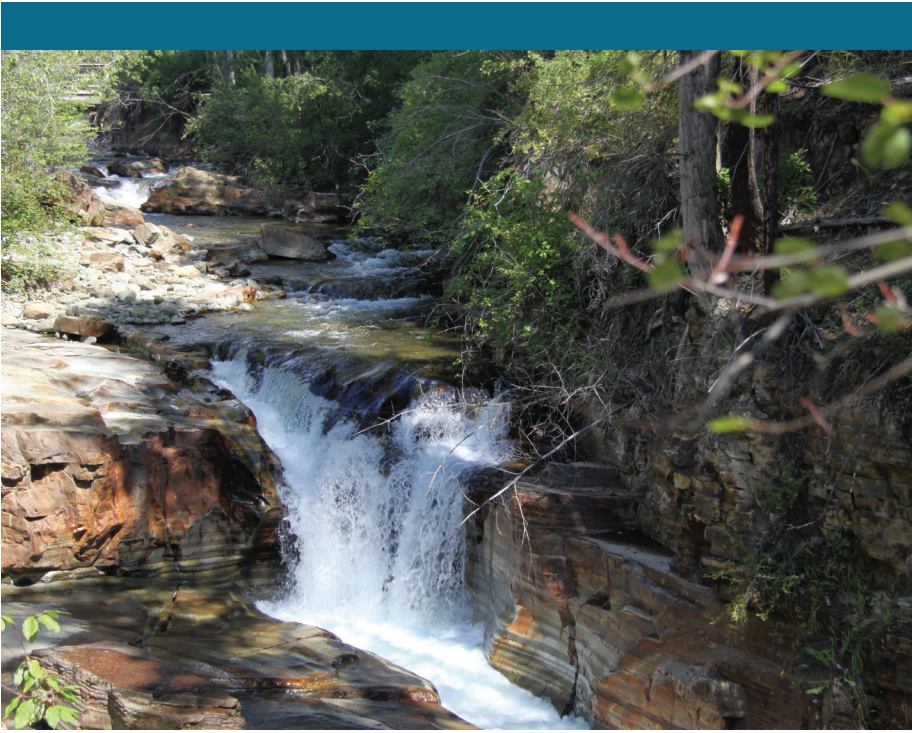
On October 13, 2011 a meeting was held with six local physicians providing a representative sample of the physician community. Facilitated by Sue Davis, this productive meeting identified multiple issues around the sustainability of ER services in Creston. Many potential solutions to these challenges were also identified.

Results

At the time of the meeting, the Ministry of Health was receiving applications for the Rural Emergency Enhancement Fund (REEF). The group therefore decided to develop a proposal for the Joint Standing Committee, in consultation with Interior Health to start the process of specifically addressing one of the compensable issues identified. This proposal was drafted and approved by the local physician group, then presented and approved at the Local Medical Advisory Committee. The application was then approved by Interior Health and the Joint Standing Committee. The first allotment of funds was recently distributed to the community in April 2012. While other compensable issues will require additional discussion, the group's consensus was that a successful REEF funding application would have the most immediate positive impact and should receive priority focus.

Looking ahead

The Creston ER working group will continue to address the significant non-compensable issues that have been identified. The topic of non-compensation issues was introduced at the February 2012 EK Collaborative Services Committee (CSC) meeting and will clearly need a targeted approach to identify the important and specific issues which could be collaboratively dealt with at the CSC level.



Shared Care Project Report

April 2012

The Shared Care Project was developed in response to members' belief in the value of improving the working relationships between family practitioners and their specialist colleagues. The board was first made aware of the model on which this project is based by a presentation from Clay Barber, Executive Lead for the Provincial Shared Care Committee.

As this type of project was already underway in other divisions, the EK Division was able to draw on both existing format and administrative expertise. Divisions already undertaking a shared care initiative were showing strong indications of improved efficiencies. Each division launching a shared care project chooses a specialist discipline they feel would be most appropriate to partner with in achieving a mutual goal of improving the efficiency of their work and quality of patient care. For EK, radiology emerged as the specialist discipline most members wanted to engage.



*Dr. Dr. Greg Andreas
Board Vice-Chair, and Physician
Lead for Shared Care Project,
East Kootenay Division*

Operation to date

A plan identifying a proposed schedule, administrative support and budget was developed and approved. Anticipated timelines were impacted by several factors, including; geographical, weather and travel challenges, scheduling a time and place for all parties to meet face-to-face, and allowing our radiology colleagues in to become familiar with the concept and mandate of the new Divisions of Family Practice and how the Divisions initiative can help improve efficiencies in the work we share with other disciplines. EK's coordinator, together with Sue Davis of Provincial Divisions of Family Practice team, were vital in this process and in making necessary adaptations to the project model to suit local needs.

The project's first meeting in early April 2012 included family physician representation from Creston, Kimberley and Cranbrook; I.H. Director of Diagnostic Imaging and the head radiologist from the EK Regional Hospital radiology department. Strong emphasis was placed on the patient journey through the current system, as well as role and relationship-building that will become vital as old models are challenged and new options explored.

Looking ahead

The next meeting will be in May 2012. The project team thanks everyone who forwarded examples of patient journeys that were less than smooth for the purpose of working towards improvements. Please continue to do this. It is also requested that examples of exemplary care or ideal patient management situations involving radiology be shared. While reporting and learning from negative events is vital, it would be helpful to define what success should look like and plan towards that picture.

Members are invited to visit the Division web page for updates and to contact their community representative, EK's coordinator or the physician lead for the Shared Care project with any questions or suggestions.

Financial Statements

This consolidated statement is based on an unaudited financial statement for the 13 months ending March 31, 2012

Actuals
2011-12
YTD 03/31/12

Income

Government Funding	63,347
Total Income	63,347

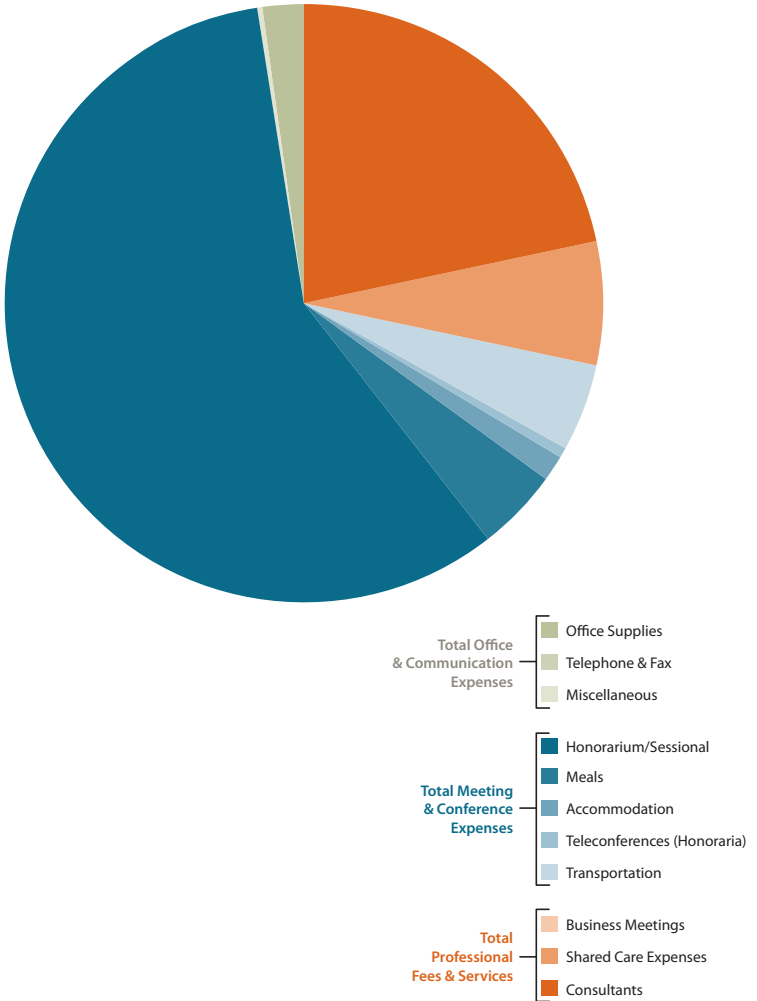
Expenditures

Office Supplies	1,258
Telephone and Fax	111
Miscellaneous	72
Total Office & Communication Expenses	1,441

Honorarium/Sessional	36,880
Meals	2,767
Accommodation	857
Teleconferences (Honoraria)	400
Transportation	2,900
Business Meetings	145
Total Meeting & Conference Expenses	43,949

Shared Care Project	4,234
Consultants	13,724
Total Professional Fees & Services	13,724
Total Expenses	63,347

Expenditures — Pie Chart



Board of Directors

Atma Persad – *Lead*

Walter VanRietschoten – *Chair*

Gregory Andreas – *Vice-chair*

Ron Nash – *Treasurer/Secretary*

Ross Dawson

Wilhelm Pieterse

Division Staff

Patti Philips – *Coordinator*

East Kootenay Division of Family Practice

2978 Simpson Road
Cranbrook, BC V1C 6T2
pphilips@divisionsbc.ca
Ph. 250-426-4890

Photographs of the East Kootenay area courtesy of:

Walter VanRietschoten

Cover: Norbury Lake looking back to Steeples Mountain ridge.

Page 2: River confluence at St. Mary's Lake.

Backyard honeysuckle and hummingbird, Cranbrook.

Page 5: White Boar Lake, Southern Purcell Mountains.
Elk, Kootenay National Park.

Page 8: Mark Creek, Marysville Falls.
Rainbows over Gold Creek, Cranbrook.

The Divisions of Family Practice initiative is sponsored by the
General Practice Services Committee, a joint committee of the
BC Ministry of Health and Services and the BC Medical Association.

www.divisionsbc.ca