

2014 ANNUAL REVIEW

"EK Division 101"

4

years old,

106

members,

5

with hospitals

8

from communities,

18

and clinics,

2

across time zones (part of the year),

4

over hours of travel across 350 km

from furthest 2 communities,

14

with initiatives to:

support and empower an informed and effective network of care which can meet all of the needs of all of the patients.

— our Vision

Our Mission: To work collaboratively with members and others in the community to continuously drive better, more integrated and effective primary care in the region.



East Kootenay

Division of Family Practice

A GPSC initiative

Contents

Our impact for physicians, their practices... and their patients	3
Sharing the learnings	4
Our partners	5
Improving patient health and wellness	5
The BIG picture	6
Increasing capacity and growing our organization	6
Message from the Chair	7
How we get the work done	8
Financial Reports	9

Our impact for physicians, their practices... and their patients

Through the 4 physician member-led **Cranbrook Physician Task Force** and our **A GP for Me Recruitment and Retention initiative**, the EK Division supported the recruitment of **2 new physicians** to Cranbrook, plus 1 commitment for summer 2015. In 9 months, **over 1404 patients** were attached to a family physician in Cranbrook alone. A recent survey of Cranbrook physicians revealed 30% of physicians plan to retire in the next 5 years. Locum requests of 6.5–9.5 weeks per year per GP (or 113–161 weeks of locum coverage) have been identified. Work has begun on a locum registry system.

over

1404

patients attached

The **A GP for Me Team-Based Care** has provided **3 Social Workers** and 1 Life Skills Worker resulting in 170 referrals in 6 months from participating physicians in 14 clinics. Referrals were primarily around advocacy, counselling and coordination of services. This has resulted in an incentive billing average of 7.5 conferences monthly with a member of the team. The **Integrated and Primary Care Projects**, led by 4 physicians, consists of 2 contract **partnerships with Interior Health** valued at \$78,890, spread over **3 communities**. They include 1 Primary Care RN, 1 LPN supporting diabetes care, and

170
referrals in **6**
months

1 Practice Facilitator. The **Primary Care Nurse** supported **350 shared visits** with family physicians and **12 group medical visits** over 691 hours, with a creation of **65 complex care plans**. This has resulted in an 18–400% increase in chronic disease incentive billings, and decreased A1C's by .4–3%. The practice facilitator provided **520 hours of orientation and EMR support** to clinic staff and physicians for creation of registries, improvement to schedules and workflows, and improved stats collection and incentive fee billing. Patients have experienced better care coordination and navigation, home visits, and increased education towards better self-management. Patients have also had the opportunity to provide process input through patient satisfaction surveys.

59 family physicians in 73% of member clinics are taking advantage of the **2 Practice Facilitation team** members with A GP for Me. Working in collaboration with an Interior Health Practice Support Program Coach and the Practice Support Program, this team has logged **7500 km** to provide individualized clinic and physician support in: **EMR optimization**, office processes, group medicals, expanding



The East Kootenay A GP for Me practice facilitation team.

MOA roles, incentive billing, scheduling, registries, clinic set-ups, staff meetings, and recalls and reminders, to name a few.

The 8 physician member maternity working group through **Shared Care-Partners in Care** addressed the stress and frustrations of moms needing to transfer from their more rural home community to regional or other centres through development of a **Patient Transfer Tool**. This handout better prepares patients for unexpected transfers during their pregnancy.

The **Shared Care Max** event provided opportunity for **34 physicians**, both GP's and Specialists, to build stronger relationships across the region's challenging geography, as well as across speciality areas.

520 *hours of*
orientation and
EMR support

The East Kootenay A GP for Me team-based care social work team.



The Primary Care Nurse supported 350 shared visits with family physicians and 12 group medical visits over 691 hours, with a creation of 65 complex care plans.

Sharing the learnings



The Healthy Kimberley Advisory Committee.

3 health promotion events held in Kimberley have introduced the **A GP for Me Health Promotion** initiative amongst health and wellness practitioners and community stakeholders. Ideas to maximize and coordinate existing services, and how to best support the initiative were collaboratively generated.

12 physicians attended an event on childhood obesity

The maternity patient transfer tool, developed collaboratively with physicians, specialists and midwives, will be available shortly and will be distributed to all members to share with their rural maternity patients.

12 physicians attended a CME event on childhood obesity presented by a pediatric endocrinologist from BC Children's hospital. More learnings will be shared at a community kick-off set for May 2015.

The 22 member **EK CYMHSU** team had an opportunity to showcase their learnings at the Provincial Child and Youth Mental Health Collaborative event. The Kimberley/Cranbrook team's **Eating Disorder** workshop brought **6 professionals** from BC Children's Hospital to speak to a group of **92 attendees**, including **19 physicians**. A video tape of the workshop will serve as a foundation to further the learnings through the development of on-line modules and resources. The Elk Valley, Golden and Invermere members are anticipating the support of the Collaborative in the coming months.

2 Shared Care-Partners in Care tools are in the works. The maternity patient transfer tool, developed collaboratively with physicians, specialists and midwives, will be available shortly and will be distributed to all members to share with their rural maternity patients. The ER working group has collaboratively developed, and is currently trialing, a streamlined patient information transfer form.

27 physicians attended CME provided by 2 specialist colleagues through Shared Care-Partners in Care at the 3rd EK Division AGM.

The Kimberley/Cranbrook team's Eating Disorder workshop brought 6 professionals from BC Children's Hospital to speak to a group of

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Our partners

The **Divisions Recruitment Coordinator** is working with other stakeholders and partners, such as IH and HealthMatch BC, to recruit an additional 3 physicians. A **Red Carpet committee** welcoming potential new physicians and their families includes RDEK, City of Cranbrook, Chamber of Commerce, and other community stakeholders, and **hosted 4 visiting physicians** in 2014. The **RDEK partnership** has resulted in a \$40,000 contribution over 2 years to support Physician Recruitment and retention efforts.

With an additional \$30,000 in funding support over 18 months from the Columbia Basin Trust and SCOPE BC, to the Kimberley Health

Promotion work, a total of \$70,000 of partnership funding has been provided to the A GP for Me work.

The health promotion team, led by a family physician in Kimberley, has partnered with Kimberley Health Center staff and community groups to support residents in making healthy life style choices. The work serves to connect health-care providers and community-based services for increased awareness of each

other, and a more coordinated approach to health promotion, with a goal of reaching and supporting vulnerable populations.

Our **Shared Care-Partners in Care** saw **53 physicians and 17 other stakeholders** brought together across 3 projects. The **Shared Care Max** event, with an introduction to opportunities, brought together **23 family physicians with 11 specialists** to discuss how to work more effectively together on identified priorities. The **ER working group**, comprised of 15 doctors, and 2 representatives from IH are increasing quality of transfer experience for patients in long term care who need transfer to acute.

2 family physicians partnered with RCMP, MCFD, Interior Health, First Nations, community addictions services and several school districts to lead the work in the **EK Child and Youth Mental Health Substance Use Collaborative**. 2014 saw the EK Division expand the Collaborative work into 2 additional communities for a total of 3 participating communities. A Service Inventory for family physicians and clinical service providers has been launched, with an eye to an online resource in the coming months.

over

\$70,000

in A GP for Me partnership funding

A Red Carpet committee welcoming potential new physicians and their families includes RDEK, City of Cranbrook, Chamber of Commerce, and other community stakeholders, and hosted 4 visiting physicians in 2014.

Improving patient health and wellness

The **A GP for Me Health Promotion** work being piloted in Kimberley has hosted 3 events with over **80 community stakeholders** and **12 physicians** attending. The results are reducing barriers to healthy life styles, more education programs and incentives to encourage healthy lifestyle choices. 100 baseline Family Health Surveys and 20 Healthy Habits surveys have been completed in partnership with the Kimberley Medical Clinic to start conversations with families.



Networking at the Shared Care Max event.

A community launch of the CYMH Service Inventory is being planned for parents, youth and other service providers to better connect families with the resources they need in a timely manner.

29 EK Division members attended board meetings hosted in 5 communities to learn more about the EK Division's work, how they can be involved and what the value is to their practice, patients and community.

100

baseline Family Health Surveys and

20

Healthy Habits surveys

have been completed



A GPSC Initiative

The BIG picture

Locally our **Collaborative Services Committee** has met monthly, with an average of **4 family physicians** at the table with Interior Health Community Integrated Health Services, Provincial Divisions and GPSC/Ministry of Health. Challenges being addressed and issues being discussed in partnership at this table include the frail elderly, residential and palliative care; rural nursing capacity, unattached in-patient service, in-hospital hassle factors, **Integrated**

Primary Care funds and supports, the **Practice Support Program**, collective communication, redundancy and overlap, and more. Several items landing at this table have found their way to the regional quarterly meetings of the Interdivisional Strategic Council. The Council looks at common issues shared health-region wide, and/or beyond. The EK Division has had the opportunity to meet with, and provide input, to IH and the MoH at 3 separate occasions this year. The increasing development of stronger relationships at this higher level of engagement speaks to recognition and increasing inclusiveness of Divisions as a partner in decision-making in regional and provincial healthcare going forward.

The EK Division has had the opportunity to meet with, and provide input, to IH and the MoH at 3 separate occasions this year.

4

family physicians

at the table on average at monthly Collaborative Services Committee meetings

Increasing capacity and growing our organization



29

EK Division members attended

board meetings

hosted in

5

communities

The East Kootenay CYMH Collaborative Team at Vancouver Learning Session 5.

As the EK Division celebrates a 4th AGM, we continue to grow and develop capacity with 7 board members from **6 different communities**; 5 employees and 13 contractors.

2 of our board of directors attended the **SFU Leadership** training program; 7 attended the Board Member Orientation and the Board Development and Succession Planning workshop; 2 members attended

2 half-day Board Training sessions. Employees and the Board Chair have attended board meeting development, succession planning, and strengthening financial stewardship workshops. Senior staff has participated in Human Resource development workshops. Over the past year, 10 physicians attended provincial **A GP for Me** implementation workshops, **Shared Care** workshops, evaluation workshops and **Divisions Roundtables**.

29 EK Division members attended board meetings hosted in **5 communities** to learn more about the EK Division's work, how they can be involved and what the value is to their practice, patients and community. **6 physicians** attended an outreach information meeting.

Message from the Chair



Dr. Erin Ewing, Board Chair

The 2014/2015 year has been an eventful one for the East Kootenay Division. We have been fortunate to welcome many new members and several new Board Members. Many of these represent our growth into several new communities. Our division now represents Golden, Invermere, Sparwood and Elkford. As part of strategy to hear and engage all of our members, we have held many of our meetings in our far flung communities.

Hearing from our various member communities has helped us to focus some of our efforts on local problems and potential solutions. We strive to continue having local input and local solutions.

We feel very fortunate to have had nearly 100% of potential members sign up as members. This is a benefit to our finances but is also a responsibility as we continue to attempt to identify ways that we can truly hear and serve our members. One real blessing has been that our board has continued to be made up of members from many of our communities.

Several large initiatives have gone on this year. Our staff has grown proportionally and as a result we've faced the challenges and rewards that come with growth. We were pleased to be one of the first divisions in the Province to prepare, present and have accepted our implementation

proposal for the provincial A GP for Me initiative. We've heard from many people that this is already bearing fruit. Our budget has grown from a modest, but amply sufficient amount of money to a large, but tightly monitored budget.

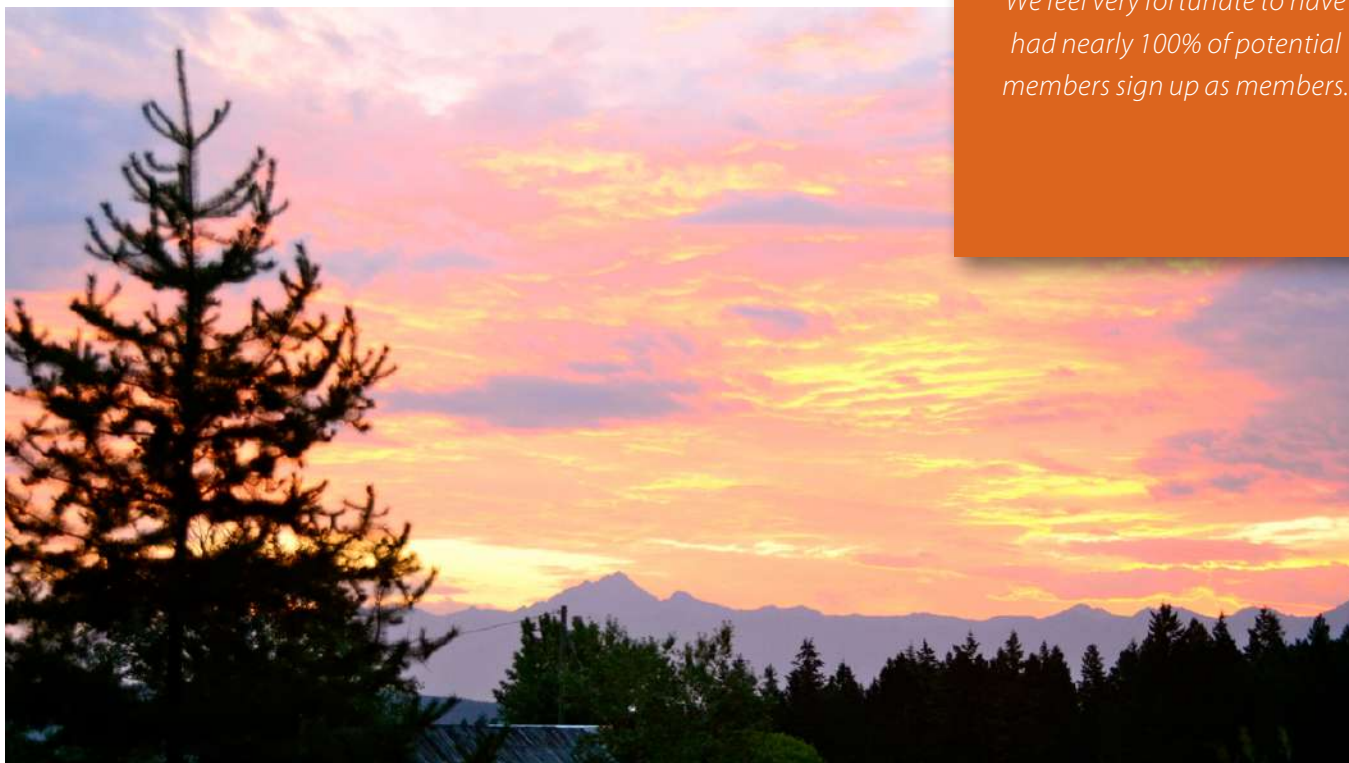
We have had as our focus the transition from a working board to a governance board and have worked hard and utilized training to make this effective.

Divisions across the province are growing and maturing. As a result, many new ideas have seen the light of day. One of the exciting things that comes of this is that we are beginning to see benefits and ideas due to the work of others. As divisions continue to share ideas we will see even more improvements and will have an even greater voice in this province.

I have enjoyed working on behalf of this Division of Family Practice and anticipate many future successes. I anticipate even more improvement in the year ahead.

Yours Sincerely,
Erin Ewing

We feel very fortunate to have had nearly 100% of potential members sign up as members.



How we get the work done



Dr. Erin Ewing,
Chair



Dr. Todd Loewen,
Vice-chair



Dr. Gregory Andreas,
Physician Lead



Dr. Ron Nash,
Treasurer/Secretary



Dr. Jessica Chiles,
Member At Large



Dr. John Kilfoil,
Member At Large



Dr. Mike Walsh,
Member At Large

Board members

Dr. Erin Ewing	Chair
Dr. Todd Loewen	Vice Chair
Dr. Greg Andreas	Physician Lead
Dr. Ron Nash	Treasurer / Secretary
Dr. Jessica Chiles	Member at Large
Dr. John Kilfoil	Member at Large
Dr. Mike Walsh	Member at Large

Staff

Patti Phillips	EK Division Coordinator
Laura Vanlerberg	Executive Assistant
Jo Ann Lamb	Primary Care Coordinator and A GP for Me Project Lead
Jill Bain	Shared Care Projects Lead
Nancy Rainey	Administrative Support

Contractors

Karen Morash	A GP for Me Project Manager
Tina Hochart	A GP for Me Administrative Support and Life Skills Worker
Debbie Mandryk	Recruitment Coordinator
Erna Jensen	Health Promotion Coordinator
Shirley Parent	Practice Facilitation Lead
Sean Jang	Practice Facilitator
Steven Baker	Social Worker
Lois Elia	Social Worker
Shannon Romano	Social Worker
Megan Purcell	Evaluator, Researcher
Charmaine Lingard	IPCC Nurse
Rachelle Robichard	In-Clinic Diabetes Support
Irene Kenneth	Book keeper

Physician Project and Committee Leads

Dr. Greg Andreas	Collaborative Services Committee (CSC) and Inter-Divisional Strategic Council
Dr. K. McCarroll	IH-ISC Frail Elderly input
Dr. Wilhelm Pieterse	Residential Care Transitions
Dr. Wilhelm Pieterse, Dr. Todd Loewen, Dr. Shaun van Zyl, Dr. Jessica Chiles, Dr. Mike Walsh	IPCC working group (Former IHN)
Dr. Eugene Ries, Dr. Caroline Shilhan, Dr. Greg Andreas	Palliative Care
Dr. Erin Ewing	IMIT
Dr. J. Chiles/Dr. T. Loewen	Rural Nursing
Dr. Mike Walsh, Dr. J. Kilfoil, Dr. M. Oosthuizen	Member Engagement
Dr. Erin Ewing	Amion Scheduling
Dr. Erin Ewing	In-patient Unassigned Networks
Dr. Liesl Davis, Dr. Suzanne Hopkins, Dr. Deena Case, Dr. Ilona Hale	A GP for Me: Implementation Steering Committee
Dr. Ross Dawson, Dr. J. Kilfoil, Dr. E. Ries, Dr. G. Andreas	Cranbrook Physician Task-Force and Recruitment
Dr. Randy Grahn – Creston Dr. Ron Nash – Kimberley	Child and Youth Mental Health Collaborative
Dr. Cecile Andreas	Co-Chair, Shared Care Steering Committee
Dr. R. Nash, Dr. W. VanRietschoten	Finance Review Committee

Unaudited Financials for Year ending March 31 2015

EK Divisions Infrastructure Funding

Infrastructure Income	\$ 333,000
Expenses	
Physician sessional	105,547
Employees and Contractors	159,704
Travel	21,106
Facilities and Operations	34,375
Meeting Costs	9,972
Total Infrastructure Costs	330,704
BALANCE FORWARD	\$ 2,296



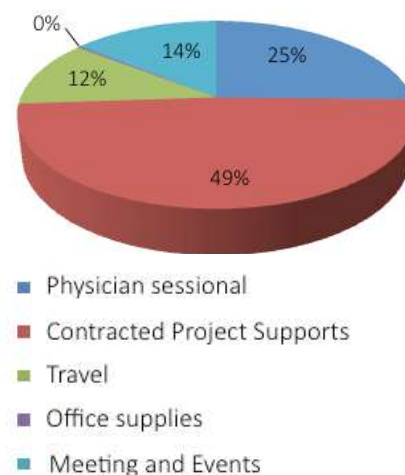
Shared Care Partners in Care

Shared Care Total	\$ 159,863
Expenses	
Physician and Specialist	38,382
Project Management/Admin	69,965
Travel	8,322
Office supplies	1,500
Meeting/Event Costs	9,853
Total Shared Care Costs	128,022
BALANCE FORWARD	\$ 31,841



Child and Youth Mental Health Substance Use Collaborative

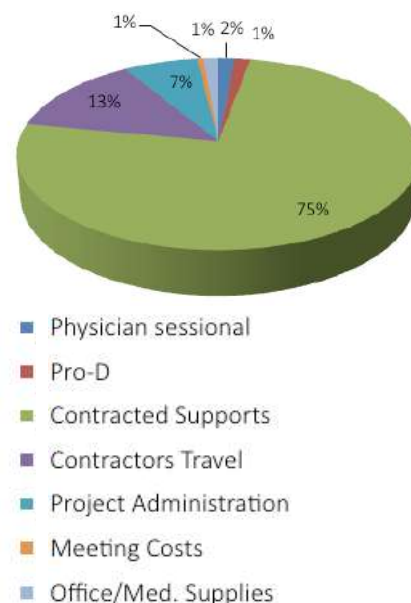
Child Youth Mental Health Collaborative	\$ 291,382
Eating Disorder Clinic	59,155
Total Income	350,537
Expenses	
Physician sessional	26,632
Contracted Project Supports	51,072
Travel	12,169
Office supplies	379
Meeting and Events	14,869
Total Costs	105,121
BALANCE FORWARD	\$ 245,416



Unaudited Financials for Year ending March 31 2015

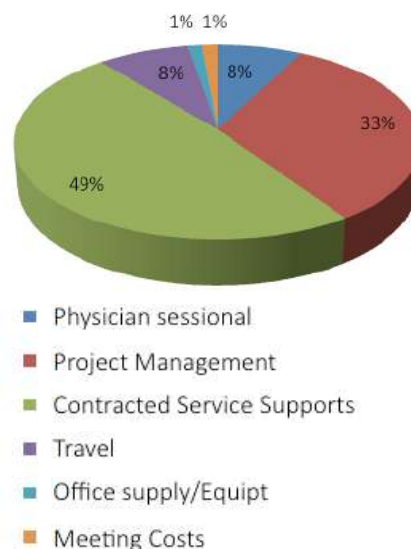
IH Contracts Fernie/Creston and Golden Diabetes Support

Total Income	\$ 78,890
Expenses	
Physician sessional	1,236
Pro-D	1,167
Contracted Supports	62,159
Contractors Travel	10,990
Project Admin.	5,609
Meeting Costs	497
Office/Med. Supplies	1,105
Total Costs	82,763
BALANCE FORWARD	\$ - 3,873



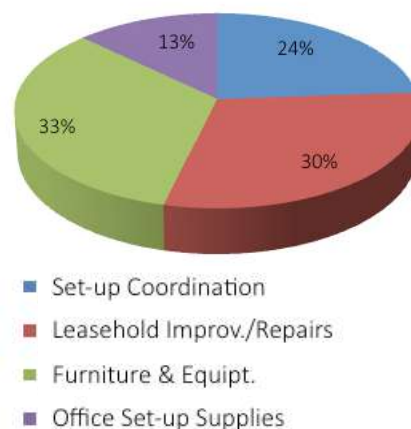
A GP for Me

A GP for Me Total Income	\$ 447,509
Expenses	
Physician sessional	23,920
Project Management	102,700
Service Contracts	152,104
Travel	25,992
Office supply/Equipment	3,790
Meeting Costs	4,459
Total Costs	312,965
BALANCE FORWARD	\$ 134,544



EK Division Office Set-up

Office Set-up Total	\$ 33,194
Expenses	
Set-up Coordination	7,933
Leasehold Imp./Repairs	9,924
Furniture & Equipt.	11,059
Office Set-up Supplies	4,278
Total Set-up Costs	33,194
BALANCE FORWARD	\$ 0



East Kootenay Division of Family Practice

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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.

www.divisionsbc.ca/east-kootenay

