

Annual Report 2021–22

FOR THE PERIOD ENDING MARCH 31, 2022

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Board Message to Members

To quote our late queen, last year was an “annus horribilis” for family physicians.

The challenges of COVID and the economic realities of running a family practice have combined with the increased burden of administrative work to create a “perfect storm.” Family physicians feel underappreciated and not recognized for their foundational role in health care delivery. Thousands of folks in the qathet region are unable to access care provided by a family physician, while physician burnout and mental health issues are at unprecedented levels.

Despite these huge challenges FPs, NPs and their staff have still delivered quality care to their patients. Through rapid adoption of new patterns of practice and local collaboration with VCH we have been able to navigate COVID with a relatively low impact on our community compared to many other communities in BC.

There are many lessons to learn from the pandemic and your division has adopted changes based on these lessons and your feedback. Here are a few examples:

- Collaboration with leaders from the municipality, the region and the Tla’amin Nation, along with VCH, will be increasingly important if we are to enact meaningful improvements to the health of our community.
- The Division is changing its staffing model so that it can better meet your needs. As an example, each clinic will have a practice lead that can be a trusted resource and “go-between” for that clinic and the Division.
- We continue to work on the Primary Care Network (PCN) to help improve team-based care in our community. PCN will add about 12 new practitioners and allied health professionals to deliver care out of your clinics.
- It’s clear that we must have deep conversations about the future of inpatient and long-term care

delivery, along with fundamental questions about what primary care is going to look like over the next decade. We will continue to give you the opportunity to be as involved as you want to be in those discussions.

Our diverse board has been a continual strength for the Division and is much admired across the province. Your board has also led our journey of cultural safety and humility. The “In Plain Sight” report underlined the systemic racism that exists in our health care system. Along with VCH, we are now working with the Tla’amin Nation to learn ways that we can address this long-standing issue. The name change to “qathet Division of Family Practice” is part of the start of that journey.

My thanks go out to your division staff, who consistently demonstrate high levels of professional dedication in supporting you in your practices. Their support and hard work are fundamental to anything that we do as a division.

This will be my last annual report as your chair. I have been constantly inspired by your dedication and sacrifice providing health care to our community and I thank you all for giving me the honor of representing you.

Please do not hesitate to contact any of us to discuss this report or get more involved in any of the initiatives mentioned in this year’s report.

Dr. David May, Board Chair

Lyn Adamson, Director

Dr. Kati Bahadori, Director

Russell Brewer, Treasurer

Marlane Christensen, Director

Dr. Brigitte Dohm, Director

Janet Newbury, Secretary

Guy Chartier, Executive Director

Priority 1: Supporting Physicians in their Clinics

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)/CONTINUING MEDICAL EDUCATION (CME) (SERVICE)

AS ALWAYS, I FEEL THE “BEST PART OF THE PROCESS IS COMING TOGETHER AS A TEAM AND WORKING TOGETHER, ACKNOWLEDGING ONE ANOTHER’S SKILLS, AND SUPPORTING EACH OTHER TO ACHIEVE THE BEST POSSIBLE OUTCOME.

CME Participant

- Transitioned into BC’s rural CME Community Program
- Presented 21 medical education and professional development programs:
 - 10 Mainpro+ accredited virtual Community of Practice sessions
 - 3 Mainpro+ accredited ER SIMs monthly in person
 - 5 Mainpro+ and MOC accredited OR SIMs in person
 - 2 project-related sessions in person
 - Pearl Fest, annual educational social event
- Produced “SIGN ME UP for CME” e-newsletters to communicate local and provincial training opportunities and educational information

Pearl Fest Audience March 2022



IT HAS MADE A HUGE DIFFERENCE. THIS PARTICULARLY BECAME EVIDENT WHEN WE HAD OUTSIDE FACILITATORS.

Dr. Willem de Flamingh, OR SIMs physician lead

PATIENT MEDICAL HOME (PMH) OFFICE SUPPORT (SERVICE)

- Continued supporting a community solution to COVID testing and assessment in collaboration with VCH

PATHWAYS (RESOURCE)

- Continued to promote Pathways, an online resource that provides physicians and their teams quick access to current and accurate referral information. Pathways also provides access to patient and physician resources, a searchable community service and medical care directory

UPTODATE (RESOURCE)

- Provided members with complimentary access to the evidence-based clinical decision support tool through the Division website

SHARPS DISPOSAL (SERVICE)

- Provided members with complimentary annual sharps disposal service to their medical clinics
- Collected 494 pounds across 12 clinics
- Extended the service to local Fire Hall, veterinary and dental clinics

2019 sharps disposal collection



Priority 2: Sustaining a Robust Community of Physicians

RECRUITMENT (SERVICE/RESOURCE)

- Supported recruitment/settlement of:
 - An international medical graduate for Family Tree Health in the Return of Service program
 - A general surgeon
 - Two Emergency Room physicians

LOCUM COORDINATION (SERVICE)

- Supported members at four community clinics to post locum opportunities online
- Redesigned clinic recruitment flyers and webpages on Division website
- Shared CME newsletter with all visiting physicians, including residents, to build on local connection

WELCOME GIFTS (SERVICE)

- Distributed 33 welcome gift to guests, presenters, visiting medical students, locums, residents and physicians

COMMUNITY OF PRACTICE (SERVICE)

- Increased knowledge and enhanced communication among members with virtual presentations by guest speakers from around BC, members and local allied healthcare providers.
- Provided platform for members to discuss emerging matters such as new maternity care requirements for all GPs during the obstetrics care crisis
- Held monthly sessions on:
 - Eye pathology
 - Adverse prescription effects
 - Osteoporosis medications
 - Rheumatic diseases
 - Opioid agonist treatment
 - Skin cancer
 - Hepatitis C
 - Nutrition
 - Behavioural therapy
 - Suboxone



EXCELLENT SPEAKER, AND A GOOD AMOUNT OF TIME FOR QUESTIONS.

Physician attendee

Priority 3: Improving Patient Access to Timely, Appropriate and Coordinated Care


UNASSIGNED INPATIENT CARE (PROJECT)

- Supported a local solution for providing admission and discharge to unattached patients at qathet General Hospital
- Provided \$80,300 in incentive payments to family physicians for being on call

TIME TO LISTEN (CHILD YOUTH MENTAL HEALTH SUBSTANCE USE) (PROJECT)

PHYSICIAN LEADS: DR. ROB HEAD; DR. LETA BURECHAILO

- A collaborative and steering committee consisting of SD47, CYMH, Tla'Amin Health, VCH, and qDoFP developed a comprehensive program to support local youth in crisis



THE NUMBER OF LOCAL YOUTH SEEKING HELP FOR SUBSTANCE USE AND/OR MENTAL HEALTH CRISES IS RAPIDLY INCREASING. PHYSICIANS AND CARE PROVIDERS HAVE IDENTIFIED SYSTEMIC BARRIERS FOR YOUTH TO RECEIVE ADEQUATE SUPPORT OVERALL FROM LOCAL- TO PROVINCIALLY-PROVIDED SERVICES.

WRAP-AROUND CARE FOR RURAL SENIORS (PROJECT)

PHYSICIAN LEADS: DR. MARTIN ANDREAE; DR. KATI BAHADORI

"Doctors of BC recognizes that frailty is not an inevitable part of aging and with appropriate interventions can be prevented or reversed." - from the Healthy Aging and Preventing Frailty Policy Statement

- With this in mind, the committee focused on providing physician education and community awareness around frailty and prevention
 - Sept 2021 the committee hosted 10 members and three partners (VCH, BC Paramedicine) in a CME event presented by Dr. Grace Park. 100% of care providers who attended the event and provided feedback indicated that they had acquired new knowledge
 - The committee developed and disseminated the Frailty and Caregiver Burnout Cards intended for individuals to screen themselves, or those that are close to them, for signs of frailty or caregiver burnout. The back of the card connected individuals to low barrier resources
 - ~16,000 copies of the Frailty and Caregiver Burnout Cards were distributed through qathet Living, the Peak and the committees' networks

MATERNITY CARE (PROJECT)

PHYSICIAN LEAD: DR. FELIX NWAEZE

- A large body of work has been supported by the Division in the areas of coaching/education, recruitment, teambuilding, quality improvements, service sustainability, advocating for contracts, etc.
- Currently the community has a midwifery-led service provided by qathet Midwifery Care. Starting in September 2022, a perinatal clinic will be operating out of qathet General Hospital on the third floor (on a trial basis)
- Funding for the maternity team has been made possible through the Rural Coordination Centre of BC's Rural Obstetrical and Maternity Sustainability Program and the Rural Surgical and Obstetrical Networks, the General Practices Service Committee's Maternity Care Initiative, and by Facility Engagement (FY21/22)

LONG TERM CARE INITIATIVE – PREVIOUSLY RESIDENTIAL CARE (PROJECT)

PHYSICIAN LEADS: DR. CLAIRE BONSOR; DR. MARTIN ANDREAE; DR. KATI BAHADORI

- The initiative continued to provide financial incentives (\$70,400) to support the five best practices:
 - 24/7 availability and on-site attendance, when required
 - Proactive visits to clients
 - Meaningful medication reviews
 - Completed documentation
 - Attendance at case conferences

FETCH COMMUNITY HEALTH ONLINE DATABASE (RESOURCE)

- Provided an accurate online database of over 365 community health resources
- Connected with over 1,000 unique users per month visiting the FETCH website (2,250 page views/month), with 45% of visitors living in Powell River

PRIMARY CARE NETWORK (PCN) (PROJECT)

PHYSICIAN LEADS: DR. CHARLES VAN ZYL; DR. SALLY WATSON

- Successfully secured early draw PCN staff of 1.0 RN and 1.0 Social Worker and supported three clinics to integrated these new clinical roles into their practices
- Finalized a local PCN Service Plan requesting five Registered Nurses working in clinics, two Social Workers, one Primary Care Counsellor, one Youth-Focused Social Worker and Counsellor, one Occupational Therapist, one Physical Therapist, two GP contracts, and one NP contract.


COVID RESPONSE



I APPRECIATE YOU REACHING OUT. THE STORIES FROM THE DIVISION OF FAMILY PRACTICE ARE IMPORTANT AND KEEP OUR READERS UP TO DATE ON THE CHANGING LANDSCAPE OF COVID-19.

Paul Galinski, Peak reporter

- Established a COVID testing and assessment clinic at the Recreation Complex
- Coordinated physicians and partners steering committee to support local decision-making
- Implemented a public communication strategy, including social media, website, newsletters and local publications articles



YES, IT'S EMPOWERING. HELPS US ALL MAKE INFORMED DECISIONS. ENCOURAGES VIGILANCE AND IS AN EXCELLENT REMINDER THAT WE ALL HAVE A ROLE TO PLAY IN KEEPING OUR COMMUNITY SAFE. THANK YOU FOR PROVIDING THIS INFORMATION IN AN ACCESSIBLE WAY!

Facebook comment on a December 11, 2021 post about monthly and weekly case numbers

Giving Thanks

The qathet Division of Family Practice would like to thank all its contributors, members, and partners for supporting our mission to improve patient care in our community!



BOARD MEMBERS

Dr. David May, Board Chair
Lyn Adamson, Director
Dr. Kati Bahadori, Director
Russell Brewer, Treasurer
Marlane Christensen, Director
Dr. Brigitte Dohm, Director
Janet Newbury, Secretary

STAFF

Guy Chartier, Executive Director
Robyn Jacob/Brooke Taylor, Administrative Manager
Michelle Hignell, Education and Recruitment Coordinator
Christien Kaaij, Senior Project Manager
Brendan Behan, Project Manager
Carly Martin, Project Manager
Crystal Artindale, Administrative Support

CONTRACTORS

Austen Gunn, Pathways Administrator
Maia DuToit, Communications Officer

ACKNOWLEDGEMENTS

The qathet Division of Family Practice gratefully acknowledges the funding of the General Practices Service Committee, Rural Coordination Centre of BC, and Shared Care Committee, as well as the support of the Division of Family Practice provincial office and Shared Care central office. We extend our thanks for the contributions of our many community partners and community representatives.

We respectfully acknowledge that we live and work on the traditional and treaty lands of the Tla'amin people.

Financial Statements

STATEMENT OF OPERATIONS AND CHANGE IN NET ASSETS FOR THE YEAR ENDING MARCH 31, 2022

REVENUE	2022	2021
Government Funding	838,046	866,732
Facility Engagement Initiative	12,000	12,000
Hospital Garden	2,936	15,170
Complex Clinic	145,254	173,040
	998,236	1,006,942
EXPENDITURES	2022	2021
Advertising and Promotion	10,125	20,271
Amortization	2,200	2,030
Insurance	3,219	3,121
Interest and Bank Charges	1,501	1,858
Meetings and Events	20,730	9,904
Office	21,117	41,970
Physician Sessional Fees	247,631	343,735
Professional Fees	22,799	22,163
Rental	16,855	13,932
Repairs and Maintenance	284	220
Salaries and Wages	494,418	398,639
Subcontracts	143,846	183,986
Telephone and Internet	4,245	4,209
Travel	1,152	545
Utilities	1,033	1,359
	991,155	1,047,942
Excess of Revenues over Expenditures	7,081	19,000
Net Assets - Beginning of year as previously stated	57,788	57,788
Net Assets - End of year	83,869	76,788

Note: Audited Financial Statements available to members upon request



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Instagram: [@qdivisionoffamilypractice](https://www.instagram.com/qdivisionoffamilypractice)



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.