

ANNUAL GENERAL MEETING 2023



Mission

Division of Family Practice

An FPSC initiative

MISSION STATEMENT



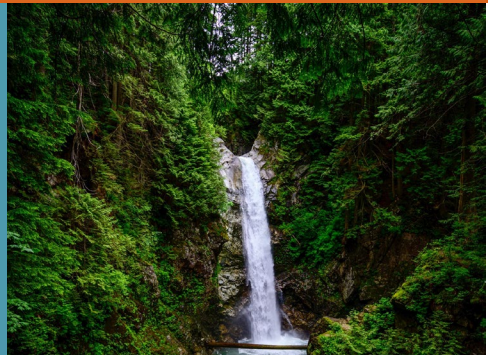
DoFP
MISSION

Promoting sustainable primary health care through programs which address the health care issues of our community and physicians

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The clinicians and staff of the Mission Division of Family Practice acknowledges that we live and work on the unceded, traditional, and ancestral territories of the Stó:lō People, particularly the Sq'ewlets, Leq'á:mel, Semá:th, Máthexwi and Kwantlen Peoples.



Chair's Report

Here we are all together, thankfully in person for our annual AGM. I consider it an honor and a privilege to serve as your Board Chair and Physician Lead over the last year. We are in recovery mode, having weathered the storms of the Covid pandemic and the climate emergencies.

As part of the programs, we provide for our physician members and nurse practitioners, we continue to host the popular Lunch N Learns. The Lunch N Learns as well as the town hall series started primarily to give updates on what was happening around Covid 19, but we continued it due to popular demand and the need and willingness to come together as a community.

The Patient Medical Home (PMH) working group is meeting regularly to discuss issues of concern to our medical offices and clinics. As part of our conversations, recruitment and retention is one of our key areas of focus. Related to this, the PRA (Practice Ready Assessment) program has expanded to Mission, and we will be onboarding our first "match" in March 2024. The PRA starts with a 12 week assessment period followed by a 3 year return of service to assess and help onboard qualified and experience International Medical Graduates (IMGs) prior to their return of service in their matched communities.

We are continuing our PCN programs as we are now in our 4th year of our PCN. As part of those programs, the PCN for 2022 has brought Dr. Tarun Soni in May 2022 and Dr. Kanika Rai in September 2022. In 2022 we attached 2,869 patients to providers in Mission, with 5,530 patients in the last 3 years.

Critical to the success of PCN as well as our other programs is the participation of our members. Without family physicians and nurse practitioners there is no multi-disciplinary primary care network. So, thank you for your willingness to do things differently.

A key part of our function in the Mission Division of Family Division Practice is to co-chair the Collaborative Services Committee. This committee is co-lead by the Division of Family Practice and the Health Authority, with membership from the leaders of various community groups. This committee brings forward healthcare service and system-based issues of concerns, co-determines priorities, designs solutions and influences system re-design where possible. We recently restructured our model and will be able to escalate items of concerns through the ISC (Inter Strategic Council) which is a regional body made up of all Fraser Health Committees.

All of this work would not be possible without our excellent support staff, our dedicated Advisory Committee, our Board and their hard work on behalf of our amazing physician members, I welcome you to come and visit the Division's office to meet our wonderful staff, our Executive Director Shona Brown, PCN Manager Jen Cook, our new project manager Tyler Falk, our Project Coordinator Smita Akale, our MOAs and Division support- Matt Kornelsen, Cassidi Dutton, and Isha Dau who is on special projects. Both Cristina and Kimberly are on maternity leave currently. Of course, we are supported efficiently and effectively by Paul Burns our bookkeeper.

I look forward to the coming year.

Respectfully Submitted
Dr. Carol Pomeroy



Executive Director's Report

2022 was a year of recovery, healing, and a few cautious steps forward. Through the unimaginable last few years, you, our members continued to work tirelessly and ensured patients were cared for. The human ability to adapt and overcome, and to support and lift each other up is truly inspirational. I have always considered it a privilege to work alongside our members, partners, and staff in this field, but this last couple of years has amplified this awareness. Thank you. I think we are now in our "new normal" and I am grateful we have made it to this point, together.

Looking back over the last year I am hit by the immense challenge of our times. Struggling through not one but two full years of COVID has driven a broken and underfunded primary care system to the brink of collapse. As alternatives to longitudinal Family Practice became more available in recent years, we found ourselves facing a new health emergency. The fundamental foundation of our primary care system is our Family Doctors. As family physicians on the ground, you felt the pressure, the stress, the burden of care and the need for drastic and rapid change and I think we have started seeing some positive change. I hope the new payment model with some future adaptations will help mend at least some of the broken parts of our system.

The enormity of a mental health crisis, worsened by isolation and stress through the recent years, affected both patients and physicians alike. Every day I hear stories of people that need care. And everyday I hear about physicians who need support for their patients. The division is committed to working with our partners and others at every level to acquire more mental health supports for Mission.

Last year we started down a path with HIVE business solutions, optimizing processes in clinics, staff retention, workflows etc. We also have implemented tailored services based on the clinic's needs. This was requested by our members and paid for by our PMH (patient medical home) funding.

In the fall we saw our last baby delivered by our maternity clinic physicians and to say it was bittersweet is an understatement. Seeing the baby come by for the last checkup was very sad but we also know that we served hundreds of Mission families and saw the delivery of 550 new additions to our community. I want to thank Dr Jeff Kornelsen, physician lead who not only had the vision 5 years ago to develop a maternity clinic here in Mission, but he was also hands on and cared for hundreds of families through their pregnancy journey.

We have been receiving a lot of positive feedback from our members on how much of a difference the new allied health professionals (AHP) supporting patient medical homes (PMH) within the Mission Primary Care Network (PCN) are making for them. As the collaborative PCN work moves further ahead, your division will ensure that any solutions continue to be tailored to your local needs.

I want to acknowledge the work being done with our partners, FHA, Mission Healthy Community Council (MHCC), the City of Mission, and a variety of other not for profits. These are the ones that call when they hear that doctors are walking out, they call when they hear of potential office space, they call and just want to help. There is nothing better than knowing our partners have our backs. This is how we protect and lift each other up. These partners are also very involved in our PCN work, you can see the full PCN report along with other projects and program updates within this report.

None of our accomplishments would be possible without our dedicated board and advisory members, our talented staff, and contractors. I want to thank our Board for their leadership and our partners for their collaboration and our staff team for being resilient. Most importantly, I thank you for being our members, and for your energy and commitment. I am grateful to be working with all of you and look forward to us advancing new opportunities together in the year ahead. We will continue to endeavor to lead innovatively to improve healthcare delivery for our members and patients in our community.

Respectfully submitted., Shona Brown Executive Director

Welcome to Mission!

On behalf of all the members and the staff, we would like to extend our warmest welcome and good wishes!

Dr. Sibty Zaidi



Treasurer's Report

On behalf of the board, I am pleased to present the Mission Division of Family Practice's audited financial statements for the fiscal year ending March 31st, 2023. Our accountants, Loewen Kruse Chartered Accountants, examined our financial statements in detail in May of 2023 and were satisfied that we are in compliance with Canadian accounting practices.

The 2022/2023 fiscal year continued to be a very busy year for the Division.

The infrastructure funding and the PCN funding have remained stable and the same as the previous years.

The Primary Care Network initiatives continue to form a significant part of the Division's work, and, at present, we have continued our role in the Mission Division's Primary Care Clinic, Mission Youth Clinic, the Patient Medical Program, and the Residential Care Program. The new funded program we are working on is the Emergency Management Program - designed to ensure that clinics are ready should a disaster strike.

The Mission Division continues to have excellent support staff to ensure that the initiatives continue to be run effectively. Our staff includes Shona Brown, our Executive Director; Paul Burns, our bookkeeper; Tyler Falk, our Project Manager; Jen Cook, our PCN Manager; Smita Akale, our Project Coordinator; Matthew Kornelsen and Cassidi Dutton as our MOAs. I would like to thank all the staff for all their ongoing hard work and commitment to the financial management of the Division's resources.

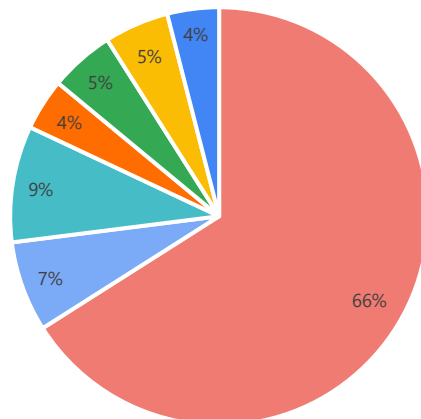
Respectfully submitted,
Dr. Harjinder Dau



Financial Statement

Expense Summary 2022-2023

Human Resources	657,952
Residential Care Physician	73,675
Board & Committees	90,584
Supplies & Equipment	38,374
Facilities	53,488
Administration	48,228
Membership	41,576

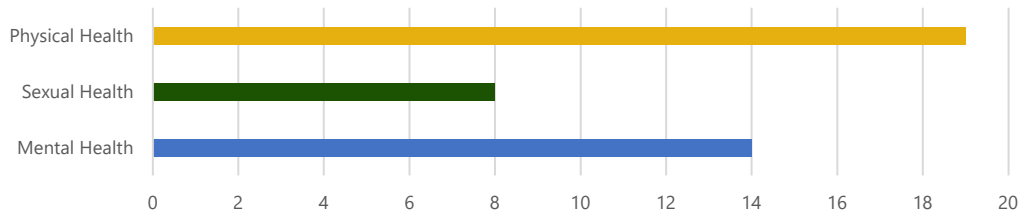


Respectfully submitted, Paul Burns, Bookkeeper

Mission Youth Clinic

The Mission Youth Clinic has resurfaced since closing during the pandemic! This clinic can support youth in Mission who are experiencing mental health and substance use issues, sexual health, and those who have nutrition and healthy living concerns. Since the reopening in Sep 2022 till Mar 2023, 33 youth have received service at the clinic. If you are interested in joining the rota, please connect with info@missiondivision.ca

General Reason for Visits



Open Tuesdays from 2:30pm – 5:00pm Mission Youth Centre | Ages 12 - 24

How to book an appointment?

Text: 604-424-6063

Email: info@missiondivision.ca

Call: 604-820-1021

Online: <https://mission-youth-clinic2.reservio.com/>

Primary Care Clinic

The Primary Care Clinic continued to provide approx. 340 patients comprehensive medical care over the past year. We had the privilege of having Dr. Carol Pomeroy, Dr. James Dueckman and NP. Chenyi Zhu provide weekly shifts to the patients requiring care.

Nurse Practitioner Chenyi Zhu joined us in July 2022 at 2 days a week. and was able to quickly begin attaching patients.

We look forward to continuing to care for our complex patients in the coming year and continuing our attachments.

Number of Patients Attached To Primary Care Providers Through The PCC Attachment Mechanism: **5,530** Current Waitlist For A Primary Care Provider: **2,000** families

Primary Care Network Manager's Report

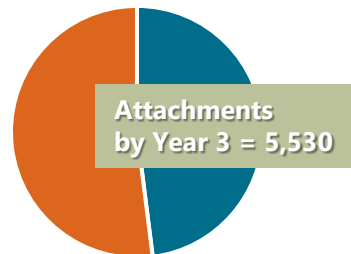
Looking back on the last fiscal year, we continued to face challenges with PCN implementation. The reoccurring theme was delays and pivots. We saw delays in change request approvals, delays in obtaining the RV *Mission In Motion*, delays in Ministry of Health and DoBC communications. And yet, despite the delays, we managed to move forward, one step at a time. As we enter our fourth and final year of PCN implementation we will focus on our remaining 3 strategies: enhanced mental health and substance use services, enhanced Indigenous health services and outreach for seniors and youth. Our biggest strengths lay in the creativity and tenacity of our team and our ability to leverage partnerships to overcome roadblocks.

Attachment Goal = 11,580

"I've had a very good experience with the PCN so far" - FP

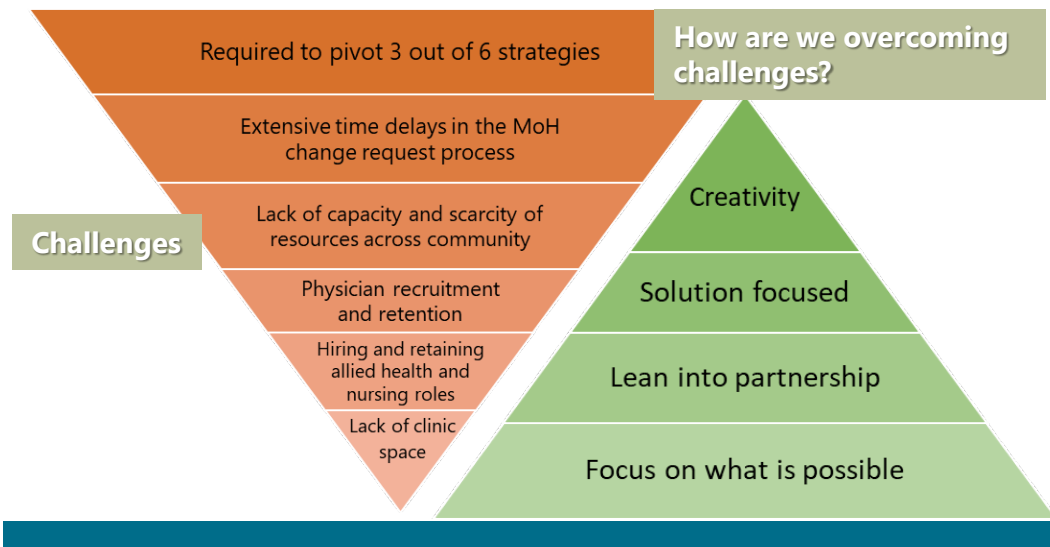
"Our SWs are wonderful. They are able to do magic." - FP

"I have never had a job where I had so many "thank you's" I am used to getting yelled at in the hospital. And everyday here it's thank you from a doctor or patient themselves." - SW

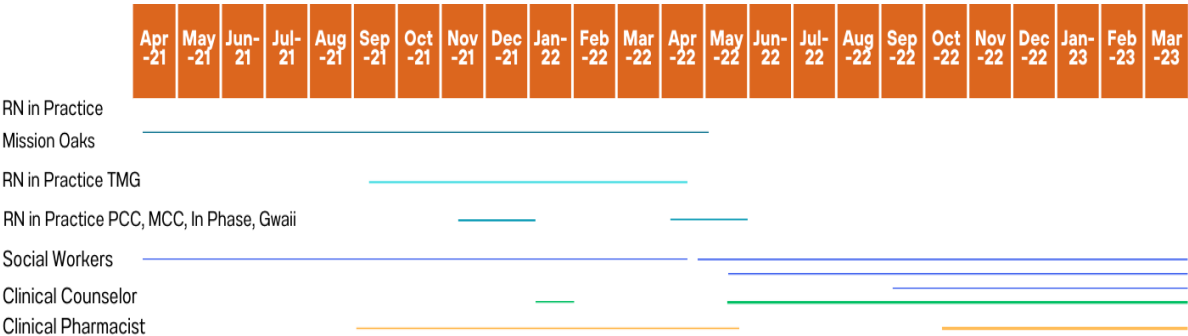


PCN Partnership Successes

- Indigenous engagement event- Coming Together, One Heart, One Mind
- Involvement in Mission Healthy Community Committee and the development of the Community Wellness Strategy
- Mission In Motion- mobile clinic supporting youth, seniors, unhoused, on reserve, mental health and substance use has been launched for outreach services and will begin to offer primary care services starting in September 2023
- Patient Journey Mapping- involving physicians and allied health has helped to support: EMR access for allied health, establishing communication pathways, role clarity among team members, creation of a single referral form, colocation of allied health in clinics, building relationships and establishing regular touch points and began case conference pilot



challenge with retention allied health and nursing positions



“Mission PCN Indigenous Working Group should be used as a model for all Indigenous Working Groups and has the best representation regionally.”
-Brian Muth, Manager Aboriginal Health, Fraser Health

67%
of the PCN allied health
team has been hired to
date



6 New Primary Care
Providers
Have joined Mission since
2020



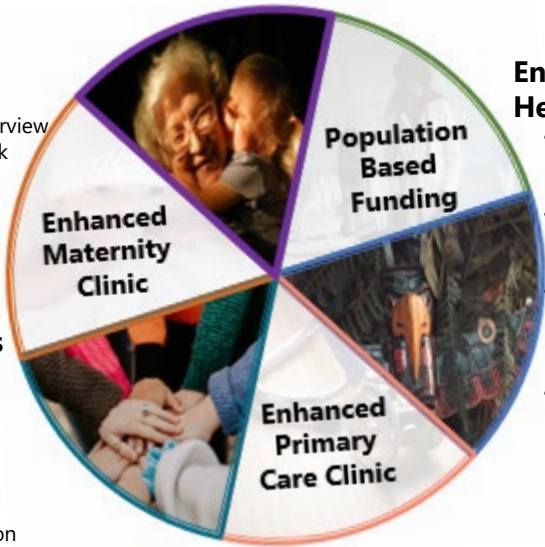
Remaining PCN Strategies

Outreach Services for Seniors and Youth

- Youth Clinic re-established at Fraserview
- Social Worker supporting at Boswyk Senior's Centre & Youth Clinic
- Main partner in mobile clinic *Mission In Motion*

Enhanced Mental Health & Substance Use Services

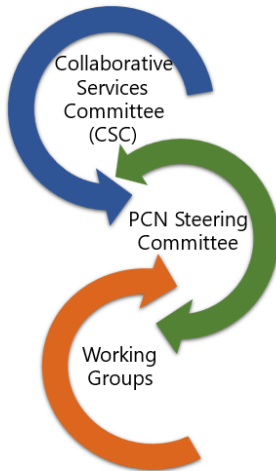
- Working to strengthen partnership with FH MHSU re: community Psychiatry services
- Involvement & alignment with Mission Community Wellness Strategy
- Working to enhance communication and collaboration across MHSU services within Mission



Enhanced Indigenous Health Services

- Partnership building: *Coming Together One Heart, One Mind*
- Develop role of Indigenous Cultural Advisor
- Leq'á:mel & Sq'éwlets First Nation are partners in *Mission In Motion*
- Mission's Indigenous Working Group is viewed as role model for other communities in establishing meaningful, purposeful, respectful and ongoing engagement with Indigenous partners.

PCN Collaborative Leadership Model



MHSU Working Group

Involvement & alignment with Mission's Community Wellness Strategy by focusing on the following recommended actions:

1. Support launch of *Mission In Motion*
2. Create a collaborative communications campaign to promote substance use prevention
3. Interagency coordination & collaboration
4. Expand communications to community about wellness resources

Indigenous Working Group

Planned and hosted - *Coming Together: One Heart, One Mind*

Developed job description of the Indigenous Cultural Advisor.

Partnership with Children's Hospital

Involvement with Community Wellness Strategy

Partner in *Partner in Mission In Motion*

Working Groups

PMH Working Group

Primary Care Provider knowledge exchange

Discuss space challenges and impact on Physician/NP recruitment and allied health integration

Physician retention & recruitment

Team building opportunities

EMR/phone system transitions

Monitoring & Evaluation Working Group

Completed mid point evaluation

Implemented patient survey at Primary Care Clinic- focus on team-based care

Looking ahead: completing needs assessment regarding PCN allocated resources

PCN is a collaborative partnership. I would like to take this opportunity to thank the Division members, allied health team, the administrative teams at the clinics, and community partners who make this work possible. I would also like to recognize the following PCN leadership:

PCN Steering Committee

Mission Division of Family Practice Board & Advisory	Fraser Health Clinical Operations
Mission Division of Family Practice Staff	Fraser Health Public Health
BC Ministry of Children & Family Development	Fraser Health MHSU
City of Mission	Patient Partners

Collaborative Services Committee

Mission Division of Family Practice Board & Advisory	Fraser Health Executive Director, ARH/ MMH & Abbotsford/ Mission Community Health Services ED
Mission Division of Family Practice Staff	
Mission Senior Activity Centre	Fraser Health Public Health
Mission Community Services Society	Fraser Health Clinical Operations
Doctors of BC	Fraser Health Community Health Services
Fraser Salish First Nations Health Authority	Fraser Health MHSU
City of Mission	Mission All Together for Healthcare (M.A.T.H.)
Mission Association for Community Living	

If you are interested in learning how you can become more involved in PCN please contact jcook@missiondivision.ca,

Respectfully submitted,
Jen Cook, PCN Manager



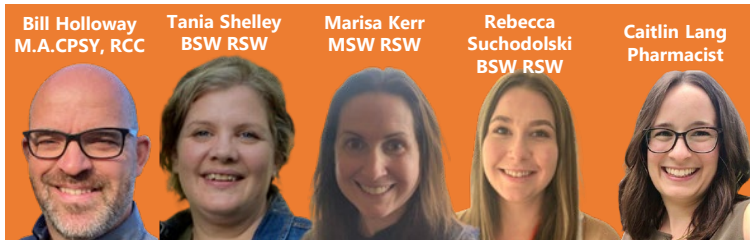
Allied Health Reports

During the previous fiscal year, the Clinical Pharmacist demonstrated remarkable dedication, skillfully managing an impressive total of 68 referrals. Their active involvement significantly contributed to the enhancement of patient care and medication management within the PCN. Through extensive medication reviews, collaborative prescribing, and initiatives focused on medication optimization, we successfully boosted medication adherence and minimized potential drug interactions, leading to improved health outcomes for our patients.

Over the course of the last fiscal year, Mission Primary Care Network (PCN) has successfully integrated Social Work (SW) services into four clinics, resulting in 30 primary care providers referring an impressive total of 367 referrals and serving 497 patients. Each social worker expertly manages approximately 50 patients on their caseload, providing dedicated care and support. There has been a significant increase in outreach efforts, with SW professionals stationed at Boswyk and youth clinics to reach those in need. The commitment to reducing barriers to access is evident through home visits to patients, ensuring services are conveniently delivered. However, the growing demand for PCN SW services highlights the urgent need to address co-existing mental health needs for patients who struggle to connect with mental health case management services. Additionally, affordable and safe housing remains an ongoing challenge for vulnerable populations. Nevertheless, one of the key successes of team-based care is the direct collaboration between SW professionals and physicians, ensuring patients receive comprehensive services for their well-being.

Since joining the Mission PCN in May 2022, Bill Holloway, the PCN Clinical Counsellor, has received 200 referrals from 17 separate medical practitioners. These referrals encompass various reasons, including depression and anxiety, stress, relationships, trauma, grief and loss, and chronic pain. Bill Holloway's expertise and dedication have been instrumental in providing much-needed counseling services to patients, addressing their mental health concerns and contributing to their overall well-being.

The Mission PCN currently accepts referrals via Pathways Referral Tracker.



Practice Support Program

Highlights

Completed 6 Regular PCN Team based care led activities using the concept of a patient journey. This included:

- Collaborative Leadership
- Successful Case Conferencing between physicians and the allied health team
- Sharing with patients about the team who is available to support their care needs
- Enhancing strong communication pathways.

A key success recognized and to celebrate - problem solving together as a PCN team to support patients in Mission. Continued support of new to practice physicians and community physicians as requested.

Areas of interest are EMR transitions and the new LFP model.

Looking Ahead

- The opportunity to build further collaborative partnership with integrated care plans and team-based care; EMR transitions; supports for the LFP model.
- Specialized PSP Coaches are available to support physicians in the areas of team-based care, practice improvement, health technology, and panel management. The coaches provide support to:
 - optimize your practice
 - enhance your use of health technology
 - manage your patient panel more effectively
 - Compensation and certification

More information can be found at <https://fpscbc.ca/what-we-do/practice-supports/psp> or please email us at psp@doctorsofbc.ca

Respectfully submitted, Ruthann Robinson & Karen Steegstra PSP Regional Support Team, DoBC



Project Manager's Report

I would like to start by saying that I am very thankful to work alongside such incredible individuals who helped make a difference here in our community.

Shared Care: The mandate of this collaborative committee is to support Family and Specialist Physicians to improve the coordination of care from primary to specialist services. At this time, we have received funding for the Maternity Spread Network initiative. With the announcement of the closure of the Maternity Clinic, we had shifted our efforts to support youth patients in Mission. Another project that is in development focuses on Chronic Pain. We are engaging with our counterparts in the Fraser East Valley in planning out a project in preparation for an emergency, such as an earthquake or flooding.

International Medical Graduates: We are excited to welcome our newest International Medical Graduate (IMG). Dr. Sibtay Zaidi has relocated from Ontario in Fall 2023 and will start his 3-year return of service (ROS) through the Practice Ready Assessment (PRA) program at Mission Oaks as of March 2024. Mission is excited to be listed as a community for the PRA-BC ROS. This program provides qualified family physicians with an alternative pathway to licensure in BC. The Clinics, the Mission Division of Family Practice, and the community members are all very excited for these exceptional Physicians to attach patients and to join the TRIM rota.

Emergency Response: With yet another COVID-19 year, the Mission Division continues to support any pandemic initiative to protect its residents and healthcare providers.

Pathways Referral Tracker: Mission, alongside other nearby communities, is continually introducing Pathways Referral Tracker to both office staff and care providers, including our PCN Allied Health Providers. Staff that have been trained to use Pathways Referral Tracker:

	Sending Referrals	Receiving Referrals
Primary Care Clinic	✓	
Youth Clinic	✓	✓
Mission Oaks	✓	
The Medical Group	✓	
Gwaii Medical Centre	✓	
In-Phase Care Clinic	✓	✓
PCN Social Workers		✓
PCN Clinical Counsellor		✓
PCN Clinical Pharmacist		✓

Lunch N' Learns Fall & Spring 2023: Both the Fall & Spring 2023 Lunch N' Learns have been successful. The attendees and Division staff are all very fortunate to have welcomed a diverse range of presenters. We are continuing to engage with our Primary Care Providers and hope for feedback on which education opportunities they would like to be held in the future.

Topic	Presenter(s)	# Attendees
Introduction to WorkSafeBC & Developing an Occupational Medicine Approach to Disability Management & a Focus on Abilities	Dr. Olivia Sampson	13
MHCC, Summary of Community Initiatives	Kirsten Hargreaves	13
Q&A with Dr. Ramneek Dosanjh	Dr. Ramneek Dosanjh	11
Program overview and referral process for the START Team and Psychiatry Clinic	Mary-Anna Ennis	7
Managing your patients on Opioids: What now?	Brenda Poulton	17
CBT Skills Group Program	Dr. Lisa Miller and Christine Tomori	11
Health & Homelessness	Tabitha McLaughlin	13
Emergency Preparedness	Monique Weir	11
Mission Maternity Clinic Closure; What Now?	Dr. Jeff Kornelsen	12
PCN Allied Health	Tania Shelley, Bill Holloway, Marisa Kerr, Rebecca Suchodolski, & Caitlin Lang	14
Advanced Care Planning	Nicole Percival & Sherry Faubert	13
Palliative Approach to Care	Dr. Julia Ridley	15
Orthopaedic Surgery	Dr. Chris Day	12
FH MHSU	Ajay Kaushal	10

Writing this report has allowed me to reflect on another amazing year at the Mission Division of Family Practice. I look forward to my return and re-joining my amazing team upon concluding my maternity leave.

Respectfully submitted,
Cristina Rouillier
Project Manager



Local Aboriginal artist and carver Peter Gong, created this symbol to represent the healing hands of Family Physicians around Mission.



Contact

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Photos by Dr. Tarun Soni

The Divisions of Family Practice Initiative is supported by the Family Practice Services Committee, a joint committee of the BC Ministry of Health and Doctors of BC.



Family Practice Services Committee

doctors
of bc

British Columbia Medical Association



Mission

Division of Family Practice

An FPSC initiative

Board of Directors

Dr. Carol Pomeroy, Chair
Dr. Harjinder Dau, Treasurer
Dr. Peter Chang
Dr. Shavinder Gill

Bob Ingram
Dr. Andrew Edelson
Councillor Carol Hamilton, Liaison

Advisory Committee

Dr. Carol Pomeroy
Dr. Harjinder Dau
Dr. Gwen Siemens
Dr. Peter Barnsdale
Dr. Laurelyn Juadiong
Dr. Tarun Soni
Dr. Andrew Edelson (retired)

Mission Division Staff

Shona Brown, Executive Director
Kimberly Bergen, MOA/ Admin (Mat. Leave)
Paul Burns, Bookkeeper
Cristina Rouillier, Project Manager (Mat. Leave)
Jen Cook, Primary Care Network Manager

Matt Kornelsen, MOA/ Admin
Cassidi Dutton, MOA/ Admin
Smita Akale, Project Coordinator
Tyler Falk, Interim Project Manager