

# ANNUAL REPORT

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2020 – 2021



**Mission**

**Division of Family Practice**

A GPSC initiative

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# MISSION STATEMENT

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





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# Chair's Report

This past year has been eventful and productive.

Throughout the past year, the COVID-19 pandemic has brought challenges and opportunities. Our original Mission COVID Testing and Assessment Site was hosted at the Mission's Senior Centre. It was a joint venture between the Mission Division of Family Practice, Fraser Health, and The City of Mission. It has since relocated to a site at the Mission Hospital Campus of Care and operates 7 days per week for COVID testing and immunizations.

We also hosted our first ever drive-thru flu clinic. It was a huge success and provided 1,261 immunizations to the community. The drive-thru flu clinic was the result of collaboration with Physicians, Nurse Practitioners, Registered Nurses, MOAs, Division Staff, Fraser Health, The City of Mission, Care-In Pharmacy, and several business and volunteer organizations.

Childhood vaccinations were under threat as our public health nurses were occupied with contact tracing for positive COVID cases. This presented a challenge and an opportunity for the Mission Division of Family Practice. A special thank you to Dr. Jeff Kornelsen, as well as involved Physician members and Nurses, who made themselves available to support the needs of our community as 1,555 clients were served by the team.

Lastly, our Division was able to forge ahead with our Patient Medical Home and Primary Care Network Initiatives. The Mission Division is a wave 2 community. We hired a 0.4 Nurse Practitioner, a Registered Nurse, and we hired a Social Worker (our own Community Resource Navigator; Katelyn Pesut). A Clinical Pharmacist will be joining in October 2021. Dr. Laurelyn Juadiong joined our community in August 2021. We continue to attach patients through the Primary Care Clinic attachment mechanism. We have attached 1,418 patients to primary care providers in our community.

In the past year, 102 babies were born through the Mission Maternity Clinic and 38 previously unattached moms and babies were attached to a primary care provider after discharge. The Primary Care Clinic continues to care for some of our most vulnerable and complex patients as well as in turn attaching many of these patients to primary care providers in the community.

All of our PCN Working Groups are ongoing. We also focused on PCN professional development, including Indigenous Cultural Safety Training, Trauma Informed Practice (TRIP) Training, and Team-Based Care Training.

All of this work would not be possible without our excellent support staff, our dedicated Advisory Committee, our Board, and our amazing Physician members. I welcome you to become involved in any of our activities, working groups, or initiatives.

I also welcome you to come and visit the Division's office to meet our wonderful staff, our Executive Director, Shona Brown; our MOAs and Administrative Assistants, Jennifer Rhodes, Kimberly Bergen, and Matthew Kornelsen; our Project Manager, Cristina Rouillier; our bookkeeper, Paul Burns; our PCN Social Worker, Katelyn Pesut; and our PCN Manager, Jen Cook along with our Administrative Assistant, Tanya White.

I look forward to the coming year.

Respectfully submitted,

Dr. Carol Pomeroy



# Executive Director's Report

2020 has been an unprecedented year, definitely one we will all remember. The global pandemic that is affecting our communities and our world is perhaps the greatest challenge of this generation. Unfortunately, it coincides with our ten-year anniversary May 20, 2010, as an organization. This should have been our anniversary celebration. But our response to support our members and the pandemic was our priority. From March of this year we demonstrated an unyielding commitment to stand with our members and to provide support where we could. This "new normal" still does not allow us to bring everyone together, but we do have much to celebrate. We have come through a lot over this past year and although we are in yet another wave, I think and hope the worst is now behind us.

2020 showed us we can accomplish great things, together. In looking back 2020 was clouded by COVID 19 and there were so many unknowns. The testing and respiratory assessment site was going strong and was supporting and protecting our clinics, but things were still struggling. Patients were seen in person and virtually and there were many unknowns in our world. PPE was non-existent, or at least a struggle to secure. We all wondered what was waiting in the days, weeks and months to come.

We focused on supporting our family physicians, division work and moving our PCN forward, best we could. To support you our members we started weekly town hall events over the lunch hour. This was the quickest way to get information out to everyone as things changed so rapidly. It was reassuring and extraordinary on so many levels. We set up safety plans which were shared with our clinics. Dr Welsh (COVID testing and assessment site Medical Director) provided regular testing and assessment site updates. We sourced various PPE where we could and shared out what came through our office. We worked closer with our MSA team to provide support to everyone.

Our Primary Care Network (PCN) got off to a slower start as our partners were also navigating the pandemic. If I can say one positive about being in a locked down situation is that everyone

zoom, teams etc. and our engagement numbers went through the roof.

We were able to meet and plan for our PCN and finally move that forward. With that I want to acknowledge Dr James Dueckman, our attachment hero, new to practice in a global pandemic, he was able to meet with and attach to his new practice over 1100 patients.

Thinking of this past year and reflecting on the heroic efforts of so many there is no better way to acknowledge our anniversary. Our overall report highlights the many successes of 2020.

To our board of directors and advisory committee, thank you for keeping our work focused on our mission, and supporting me in very uncertain times. This has not been an easy year but your calmness, kindness and encouragement, is appreciated. To our division team, Kimberly, Jennifer and Debbie, Cristina, and Jen. And our allied health support, Katelyn, our dedicated social worker. I appreciate all of you. Thank you for switching it up when we needed to, and thank you for supporting me and our members. To our bookkeeper extraordinaire, Paul Burns, thank you.

I also want to acknowledge our partners, the now city of Mission and Fraser Health. Thank you for reaching out when you needed our help and support and for supporting us when we were reaching back. Thank you to our friends at Rotary and to our fire chief Mark Goddard and ESS director Monique Weir. Together-we accomplished so much!

As we look ahead, we will continue to take every opportunity to influence and implement positive change in the system. In order to be successful, we know it is essential that our members and community are healthy and supported. Thank you for being ready to do things differently.

Respectfully submitted,

Shona Brown  
Executive Director





# 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, 2021.

Loewen Kruse Chartered Accountants examined our financial statements in detail in May of 2021 and were satisfied that we are in compliance with the Canadian accounting practices.

The 2020/2021 fiscal year continued to be an extremely busy year for the Division: we responded to the pandemic and worked closely with Fraser Health to set up the COVID-19 Testing and Assessment Centre at short notice; we provided significant support to the flu clinics and childhood immunization clinics. The Primary Care Network initiatives finally started and formed a large piece of the Division's work and we continued our role at the Mission Division's Primary Care Clinic, the Mission Maternity Clinic, the Mission Youth Clinic, the Patient Medical Program, and the Residential Care Program.

The Mission Division continues to have excellent support staff to ensure that the various and increasing programs that have been initiated continue to be run effectively. Our staff include Shona Brown, our Executive Director; Paul Burns, our bookkeeper; Cristina Rouillier, our Project Manager, Jennifer Cook our PCN Manager, Jennifer Rhodes and Kimberly Bergen taking on the roles of the Division's MOAs.

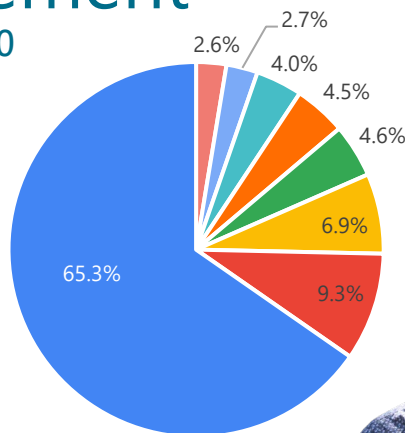


I would like to thank all the staff for all their ongoing hard work and commitment to the financial management of the Division's resources, especially in what has been an incredibly difficult twelve months with the pandemic.

Respectfully submitted, Dr. Harjinder Dau, Treasurer

## Financial Statement Expense Summary 2019-2020

Human Resources	832,130
Night Doctor	81,900
LTC (RCP)	78,125
Membership	12,840
Board & Committees	166,025
Administration	29,927
Facilities	72,888
Supplies & Equipment	36,855



Respectfully submitted, Paul Burns, Bookkeeper

# Mission's COVID-19 Medical Director's Report

Mission, like other communities globally, has been challenged by the invisible threat that is COVID-19 for the best part of two years with no finish line in sight. As I write this we should all be thinking of Winter pressures, a predicted 'bad' influenza season and COVID-19 booster shots all during a surging fourth wave of COVID-19 cases.

We can be proud of how our health care community responded in this ongoing Pandemic. COVID-19 has affected us all personally and professionally and we have been able to share and develop resilience through our Wellness initiatives.

The testing and assessment site was relocated to the new indoor location and has become integrated fully in to the Fraser Health Pandemic response with the site offering immunization as well as testing.

Mission and the Division supported the community COVID -19 immunization clinic. Health Canada's thorough approval process we can be ensured of the effectiveness and safety of the vaccines that are being made available for ourselves and the general public.

As medical professionals, based on the science and available data we should encourage British Columbian's 12 years and older to register and to receive both doses of their vaccine.

Since the beginning of the pandemic Mission's community of Family Physicians, Nurse Practitioners, Nurses, Office Managers, MOAs, and staff have all proven their capabilities to serve their patients both virtually and at in person visits safely. We need to ensure we follow best practice guidelines as we increase in person visits.

The vaccine does not give anyone a superpower, we need to strongly encourage the continued frequent washing our hands, wearing PPE when appropriate, maintaining social distancing in public places and staying home when sick.

No one should go to work sick.  
As repetitive and boring old news that it is I make no apologies for restating these truths. Our personal behaviors have a major impact on our community and hopefully will keep us all safe.

Respectfully submitted,  
Dr. Lawrence Welsh



# Mission Maternity Clinic



We had another busy year with plenty of expecting mothers and newborns that have kept the Mission Maternity Clinic Physicians with plenty of work in both the clinic and hospital. Thanks to our hard-working Physicians we have been able to cover most on-call days, which means our patients have a very high chance of one of our Physicians doing the delivery.

We have had great success with our new PCN Social Worker Katelyn Pesut, who has provided social assistance to 10 of our patients. This has been very beneficial to the well-being of our moms and babes as she has helped with housing, food, and other resources to our less-resourced patients.

We have also enjoyed the added benefit of having residents from the Mission-Abbotsford Residency program who have indicated an interest in maternity care provide extra support to the doctors working in our clinic.

We also want to congratulate Dr. Chelsea Wiksyk on the arrival of her daughter Anouk. We wish Dr. Wiksyk and her family good health and happiness!

## Current Physicians:

Dr. Jeff Kornelsen	Dr. Esther Warkentin	Dr. Chelsea Wiksyk	Dr. Jaspreet Liddar
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**Babies born through the maternity clinic (2020 fiscal year): 102**  
**Repeat patients: 38**

If you know of any interested Maternity Physicians, please connect with our team

## Primary Care Clinic

The purpose of the Primary Care Clinic continues to provide quality care to patients who do not have a Family Physician. As we recruit new Family Physicians, we will endeavor to attach more of these waiting patients.

We have had the privilege of Dr. Carol Pomeroy supporting the clinic weekly, as well Dr. James Dueckman who is steadily building his practice. An additional congratulations to Dr. Dueckman on the arrival of his daughter Clara!

We would like to extend a warm thank you to all of our FP members who have taken on patients from our Primary Care Clinic. We welcomed Dr. Esther Warkentin to the clinic the beginning of March, as well as our wonderful NP Noorjahan (Nunu) Jaganath. We look forward to sharing our success with patient attachments next year.

Number of Patients Attached To Primary Care Providers Through The PCC Attachment Mechanism: **1,418**  
Current Waitlist For A Primary Care Provider: **518** families

Respectfully submitted, Jennifer Rhodes



# T.R.I.M.'s Lead Residential Care Program's Report

Thankfully, TRIM has been quieter throughout the last few months. With a high level of vaccination amongst residents and visitors many restrictions have been lifted although checks are still required and every visitor is screened.

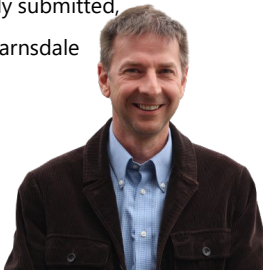
There are new requirements for staff vaccination by October 12th which will hopefully further reduce risks.

We remain the same 5 taking part in the Long Term Care Physician rota. Care Conferences continue to be by Zoom which has proven to work very well for this type of meeting.

Anyone interested in taking on a few patients and joining the rota please let me know we'd be happy to welcome colleagues.

Respectfully submitted,

Dr. Peter Barnsdale



## Welcome to Mission!

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


Dr. Laurelyn Juadiong  
Dr. Tarun Soni  
NP Noorjahan Jaganath

# Primary Care Network Manager's Report

Mission PCN has many accomplishments to celebrate over this past year. I am proud to be part of a team that has met challenges with continued passion and dedication; focused on creative solutions. As a collaborative initiative, the key to successful planning and implementation is ongoing meaningful engagement with our members, stakeholders and community partners. Some of the key partnership highlights over the last year include:

- [Indigenous engagement](#)- Our priority is meaningful, respectful and purposeful engagement with Indigenous communities and Indigenous serving organizations including: Leq'á:mel, Sq'ewlets, Fraser Valley Métis Association, Fraser Health Aboriginal Health, First Nations Health Authority and Mission Friendship Centre.
- [Partnership with Shared Care](#) – We are working together to support the Mission Maternity Clinic to provide lactation support through our RN in Practice position.
- [Patient partner engagement](#)-The team welcomed Lynda Vanson, our first patient partner to join our PCN Steering Committee. We still have 1 additional opportunity for any interested patient partners.
- [Pathways Referral Tracker](#)- Implemented as a more efficient means to refer to our Allied Health Providers within Mission PCN. We believe this will assist providers in saving time, increasing communication and decreasing patient “no shows.”
- [PSP Practice Support Specialist](#), Ruthann Robinson and our [Team Based Care Enhanced Coach](#), Michelle Munkacsy have been key in supporting Team Based Care (TBC) and AHP integration.
- [City of Mission](#) – Early on we realized that the work underway by Mission PCN and the Social Service Sector within the City of Mission was heavily interconnected. As a result, we developed a partnership with Kirsten Hargreaves (Social Development Manager, City of Mission). This partnership includes the following initiatives:
  1. Trauma & Resiliency Informed Practice Training (TRIP) across both the health and social realm to establish Mission as a trauma informed community.
  2. Mobile Health Van- Through the contribution of many groups a mobile services program was developed. This prioritizes rural & marginalized communities in Mission. Participants include : the City, PCN, Mission Community Services, Physicians, Indigenous communities and various others.
  3. HelpSeeker- Includes a website and App that supports community navigation, offers resources and generates community specific data including heat mapping. (<https://helpseeker.org>)
  4. Youth Services- Early engagement to discuss the establishment of a youth hub at the new youth

## Year 1 PCN Team Hires

As sta	Jen Cook, PCN Manager	Theresa Sabiston, NP	we are at in our implementation:  26.4% of the PCN team has been hired to date 
	Tanya White, PCN Admin Assistant	Katrina Stone, RN in Practice	
	Katelyn Pesut, PCN Social Worker	Dr. Laurelyn Juadiong, FP	
	Noorjahan Jaganath, NP		

Looking ahead, our Year 2 hires include:

## Year 2 PCN Team Hires

2 Additional RN In Practice	2 MHSU Clinical Counsellors
1 Clinical Pharmacist	1 Additional Social Worker

As a direct result of their engagement with Mission PCN, The Fraser Valley Métis Association recognized that their members were underserved in Mission and have since opened a satellite office in Mission.

Mission's Primary Care Network has several sub-committee's that meet regularly. Below are the names of these ongoing groups which have been running throughout the past fiscal year and continue to gain membership:

Patient Medical Homes	<ul style="list-style-type: none"> <li>• Population based funding &amp; advocacy for priority implementation</li> <li>• EMR transition &amp; oversight &amp; support transitioning to a shared database</li> <li>• Physician &amp; NP recruitment and retention</li> </ul>
Mental Health & Substance Use	<ul style="list-style-type: none"> <li>• Development of the role &amp; scope of the MHSU Clinical Counsellors</li> <li>• Ability to access services quickly to help bridge referrals (i.e. designated time for Zoom intakes directly from Primary Care Providers)</li> <li>• Mobile Primary Care Services</li> <li>• Trauma Informed Training</li> <li>• Access to immediate care for people in crisis</li> <li>• Education on existing MHSU services</li> </ul>
Monitoring, Evaluation & Communication	<ul style="list-style-type: none"> <li>• Development of the draft Evaluation Plan (with support from Reichert and Associates)</li> <li>• Patient feedback</li> <li>• Allied Health Integration &amp; the establishment of baseline data collection</li> <li>• PCN Evaluation Community of Practice engagement</li> </ul>
Indigenous	<ul style="list-style-type: none"> <li>• Partnership building and strengthening existing partnerships.</li> <li>• Identifying what enhanced Indigenous Health services means for the local communities through the development of a patient survey.</li> <li>• Determining the role/scope and title regarding the approved "Elder in Residence" position. The group is recommending that we move towards the role of an Indigenous Cultural Advisor or Sacred Knowledge Keeper as this language is more respectful, inclusive, and reflective of the needs that the role would meet.</li> </ul>
Operations, HR, Legal & Privacy	<ul style="list-style-type: none"> <li>• Team Charting</li> <li>• Care Collaboration Models</li> </ul>

*The Mission Indigenous Working Group has consistent and meaningful participation by representatives from Leq'a:mel & Sq'ewlets First Nations, Mission Friendship Centre, Fraser Valley Metis Association, MCFD Aboriginal Community Outreach, First Nation Health Authority, and other community partners. This demonstrates true Indigenous community engagement in the important Primary Care Network work in Mission and surrounding area and these monthly meetings have been a highlight for me."*

-Brian Muth, Manager Aboriginal Health, Fraser Health

Local artist Peter Gong's  
"Healing Hands of Mission"  
dedication to Mission  
Family Physicians



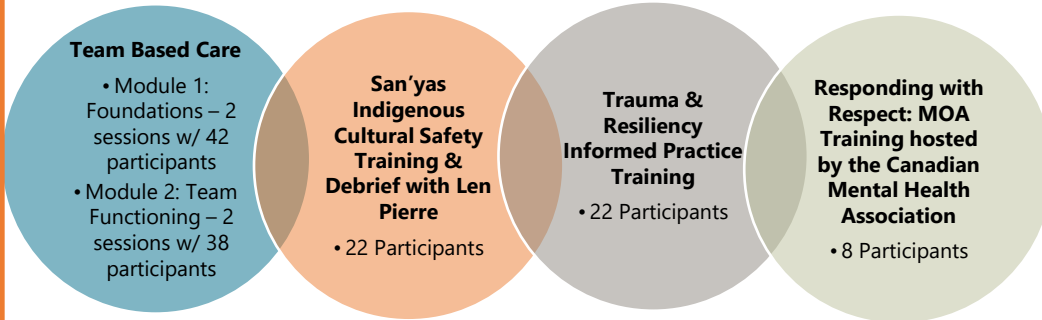
Overall, the strategies that are implemented in the Primary Care Network include:



There are many organizations involved in the development of the Primary Care Network. I would like to acknowledge the following individuals:

PCN Steering Committee	
Dr. Carol Pomeroy	Ajay Kaushal, Manager MHSU
Dr. Peter Barnsdale	Rableen Nagra, Leader CHC, PCN, Primary Health Care & CDM Fraser Health
Shona Brown, ED MDoFP	Colleen Regehr, Interim Director Community Health Services
Jen Cook, PCN Manager	Jennifer Guitard, Team Leader Child & Youth MH, MCFD
Annika Janssens, Director	Kirsten Hargreaves, Manager Social Development City of Mission
Janice Germaine, Manager Public Health	Lynda Vanson, Patient Partner
Those involved in our CSC, Collaborative Services Committee, meet bi-monthly with Fraser Health and Divisions	
Collaborative Services Committee	
Dr. Carol Pomeroy	Chris Buchner, Director Population & Public Health
Dr. Peter Barnsdale	Michelle Degroot, Regional ED Fraser Salish FNHA
Shona Brown, ED MDoFP	Bob Ingram, Director Mission Senior Activity Centre
Jen Cook, PCN Manager	Michelle Puffer, ED Mission Community Services Society
Annika Janssens, Director, Clinical Operations FH	Mike Kenyon, Director MHSU
Brendan Abbott, ED ARH, MMH & Abbotsford/Mission Community Health Services	Newton Hoang, Engagement Partner DoBC

Primary Care Providers	Administrative Resources	Allied Health Providers	
<ul style="list-style-type: none"> <li>✓ 6.6 FTE Family Physicians</li> <li>✓ 1.0 FTE Family Physicians group contract</li> <li>✓ 1.5 FTE Nurse Practitioners</li> </ul>	<ul style="list-style-type: none"> <li>✓ PCN Manager</li> <li>✓ Administrative Assistant</li> </ul>	<ul style="list-style-type: none"> <li>✓ 3.0 FTE RN in Practice</li> <li>✓ 2.0 FTE Social Worker</li> <li>✓ 2.0 FTE MHSU Clinical Counsellor</li> </ul>	<ul style="list-style-type: none"> <li>✓ 0.5 FTE Physiotherapist</li> <li>✓ 1.0 FTE Elder in Residence</li> <li>✓ 1.0 Clinical Pharmacist</li> </ul>



### Did you know...

As part of our community wide initiative for Mission to be a trauma informed community, PCN in partnership with the City of Mission and FH organized a training for Mission Physicians, NPs and AHP. As the first group to complete the Trauma & Resiliency Informed Practice (TRIP) training the leadership, passion and dedication of our team has been praised as role models for others to follow.

Despite our many successes, year 1 has not been without its challenges. Some of the key implementation Challenges include:

- The delay in transitioning to population based funding
- Recruitment and Retention
- Hiring delays
- COVID-19
- Lack of clear direction from the Ministry of Health on reporting and funding guidelines

I would like to take this opportunity to thank our Physicians, Nurse Practitioners, Allied Health Providers, partners, key stakeholders and team members. It has been a pleasure working together over the last year and I look forward to working together as we move Mission PCN forward.

We could not do this without you! If you would like to find out more about how you can be part of the planning and implementation of Mission PCN, I would love to connect with you ([jencook@divisionsbc.ca](mailto:jencook@divisionsbc.ca)).

Respectfully submitted,  
Jen Cook, PCN Manager



# Primary Care Social Worker's Report (Mission PCN)

I am a Registered Social Worker with the British Columbia College of Social Workers. I have been working in this capacity for several years, although this year we saw a few changes. I transitioned as an employee to the Fraser Health Authority as the Mission Primary Care Network position was approved.

This year, the Mission FPs and NPs sent 205 referrals to the Primary Care Social Worker. This is a 100% increase from 2018-2019 year (105 total referrals). I am so grateful for the privilege of working alongside FPs, NPs, and their patients.

My role is to get to know the patient, their families and supports to assess their psychosocial needs. I then can direct them to appropriate resources. This often means that I am advocating for patients, brokering with another service provider/system for a "warm hand over" and following up to ensure that the needs were met by that service(s). The primary reasons for referrals to social work have been mental health supports, seniors' resources (isolation), housing (needing housing or at risk of homelessness), bereavement, caregiver support, income/financial benefits, domestic violence, safety concerns and substance use issues. Secondary challenges that clients have been experiencing are food insecurity, need for medical supplies and medication costs, legal issues, tenancy issues, dental care needs, transportation, and optical care.

This year, appointments were primarily held during regular office hours although, evening appointments are requested and accommodated. Most interactions with clients and colleagues have occurred by zoom, phone calls, text, and email. There were times where virtual care was not possible, which led to in-person appointments.

Throughout the year, I attend several community meetings monthly including the Mission Outreach Support Team (MOST), Vulnerable Persons Action Table (VPAT) (bi-weekly), Mission Overdose Community Action Table (MOCAT), and the Child and Youth Committee. It has been a collective effort, to support clients and each other in unprecedented times.

I want to highlight an incredible community resource and update. High rents and unsuitable living environments have been negatively impacting our patients for years. We saw some relief with the new build of the 55+ Seniors Housing: Boswyck Centre by Mission Association of Senior Housing. We worked together to help some of the most vulnerable seniors move into beautiful apartments, with affordable rents. 5 seniors who were referred to me through their FP or NP were successful applicants and have moved into "deep subsidy" apartments. Even more seniors have applied and been waitlisted for these apartments.

Program, team, and personal development has been on going; a few highlights are that collectively we complete 2 modules of the Team Based Care Trainings; many of us complete the San'yas Indigenous Cultural Safety Training. We welcomed Noorjahan Jaganath NP, Katrina Stone RN to the Mission PCN. It is incredibly humbling to work alongside such passionate, compassionate, physicians and all. It has not been without its challenges of course; although it is easier facing the uncertainty of a global pandemic with a team that cares so deeply for each other and with strength, compassion, and resiliency during the COVID-19 crisis. It is with immense gratitude that I thank the health care community in Mission for leading with strength, compassion, and resiliency during the COVID-19 crisis. It is with immense gratitude that I thank the health care community in Mission for leading with strength, compassion, and resiliency during the COVID-19 crisis. It is with immense gratitude that I thank the health care community in Mission for leading with strength, compassion, and resiliency during the COVID-19 crisis.

Respectfully submitted, She/her/hers  
Katelyn Pesut BSW, MSW, RSW Primary Care Social Worker





# 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. We are hoping to collaborate with the Primary Care Network, as our goals overlap. Another project that is in development focuses on Chronic Pain. If you are interested in participating in a Shared Care project, please do not hesitate to reach out ([crouillier@divisionsbc.ca](mailto:crouillier@divisionsbc.ca)).

**Division Support:** I am gratified to work with my reliable team. I look forward to collaborating our efforts and working on projects again going forward. Some examples of cooperative projects includes the recruitment of Primary Care Providers, supporting Physician wellness, and EMR integration.

**Primary Care Network:** Due to staffing changes, I became more involved to support the Primary Care Network (PCN) and the Collaborative Services Committee. One of the PCN attributes was a focus on Indigenous Cultural Safety Training. I am thankful to participate in the San'yas Cultural Safety on-line training and can enhance my self-awareness of the partnerships we make with Indigenous people.

**COVID-19:** With yet another COVID-19 year, the Mission Division continues to support any pandemic initiative to protect its residents and healthcare providers. Weekly check-ins to address COVID-19 vaccinations were scheduled with community leaders. While the Mission Division did not participate in the COVID-19 Vaccine Clinic, we provided support to foster an immunized community.

**Pathways Referral Tracker:** Mission, alongside other nearby communities, is working on introducing Pathways Referral Tracker to both office staff and care providers. Pathways Referral Tracker is a collaborative dashboard where both FPs and specialists can track patient referral status. To learn more about the benefits of Pathways Referral Tracker, please connect with me as I can support training opportunities.



1,261  
Flu Doses

**Community Influenza Clinic:** At the time of COVID-19 entering it's second wave, the Mission Division partnered with Fraser Health, as well as members of the community, to deliver a multi-day mass influenza clinic to the residents of Mission. Together, we ran our first ever drive-thru flu clinic. This successful venture led to a total of 1,261 doses delivered to residents in Mission and surrounding communities.

**Childhood Immunization Clinic:** As Public Health infant immunizers were reassigned to support contact tracing for COVID-19, the Mission Division of Family Practice was approached to collaborate with Public Health to support infant immunizations in the community. Childhood immunization waiting lists were considered the highest priority. In short time, we were able to set up a system to accommodate and serve vaccinations to 1,555 clients, with an average of 3.4 sessions per week. This hard work led to a 0-person waitlist with the next appointment availability being within the next 5 days.

Writing this report has allowed me to reflect on another amazing year at the Mission Division of Family Practice.

Working in this role has permitted me to express my personal passion about helping others. I am looking forward to the coming year and working together to care for the community.

Respectfully submitted,

Cristina Rouillier  
Project Manager



# Practice Support Program's Report

The Practice Support Program (PSP) helps doctors and teams build capacity in their practices, enabling them to practice more efficiently, focus more on clinical care and patient relationships, and adopt attributes of the patient medical home in BC.

Our supports help doctors identify, implement, and maintain practice improvements in four measurable areas:

## Practice Team Support

Using data and metrics to reflect on quality of care and inform improvements where needed. implement practice changes.

## EMR Optimization

Supporting improved usage of EMRs to inform practice management decisions, facilitate proactive care, and minimize frustrations

## Process Management

Improving office workflows, processes and standards.

## Measurement

Using data and metrics to reflect on quality of care and inform improvements where needed.

### Looking Back:

PSP's focus this past year was on helping Mission physicians establish safe protocols and workflows to support patient care during COVID. Mission physicians were very involved:

20 Family Physicians involved with PSP

**Congratulations! 60 QI projects completed!**



### Looking Ahead:

You may have noticed some team changes at PSP over the past year. Simi Parihar and Henry Su – thank you both for providing ongoing PSP supports. Now it's Ruthann's turn.

Through PSP, doctors have the opportunity to practice more efficiently and focus on providing proactive care. As physicians consider panel maintenance and review, our PSP team will also be available to support physicians with other practice improvements such as EMR optimization/transitions & integration and Team Based Care projects. Bring your idea to Ruthann for discussion.

It is a pleasure to serve the Mission physician community and I look forward to the year to come.

Respectfully submitted,

Ruthann Robinson  
Lead, Practice Support Program- Mission  
PSP Regional Support Team, Fraser Health Authority



# Community Health & Social Innovation Hub (CHASI)

The purpose of this report is to share highlights of what CHASI has accomplished in its first 15 months and provide a glimpse of what we are engaged with as the world begins to open to a “new normal”. More specifically, this report documents our attention to the grant agreement between UFV and the Divisions of Family Practice in Abbotsford, Chilliwack, and Mission.

As we have discussed, opening a new research centre, predicated on community collaboration and key health system partner engagement, at the exact time that COVID-19 began to shut the world down, was not ideal. Having said that, the CHASI team has been privileged to work on a range of projects directly and indirectly related to the pandemic and has built a strong foundation through its engagement with students, faculty, and a wide range of community partners.

As we report on our first 15 months and make plans for the coming year, there are many projects that are being undertaken by our Faculty Associates, our core CHASI team, and our community partners. The list below represents a sampling of the activities for the coming year to illustrate the growing breadth in projects and our strong commitment to community partnerships.

- **Developing COVID-10 Risk Communication and Community Engagement Readiness Strategy Guidance for Travelers**
- **Effects of Epidemic/Pandemic Outbreaks on Temporary Foreign Agricultural Workers in BC**
- **In-risk of going missing: An examination of the spatial dimensions of elderly missing person cases and risk factors for repeatedly going missing.**
- **Channeling Youth Voices**
- **Responding to the Pandemic: A Community Scan and Needs Assessment for the City of White Rock**
- **Pandemic-Related Changes in Post-Secondary: An Overview of Students’ Surveys and Institutional Responses for BCCAT**
- **Monashee Excavation: A Documentary**
- **CHASICast, a podcast discussing issues, projects, events related to the Hub’s work**

The Divisions of Family Practice in Abbotsford, Chilliwack and Mission brought a vision for the Hub fueled by a commitment to partnership-building, innovative responses to health and wellness challenges, and data-driven decision-making models. We look forward to developing our relationships with the Divisions, FNHA and FHA in the ways that all of us had envisioned before COVID-19 was on the horizon. The CHASI team is proud, particularly given the challenges presented by the pandemic, to have been part of the co-creation of CHASI and believe that the initiation funds have nurtured the development of an innovative and community-driven research centre at the University of the Fraser Valley.

We are very pleased with what we have accomplished with our founding partners and a wide range of community stakeholders and are very excited about what the next year holds. Once again, thank you for your ongoing support and I am looking forward to having you all in the Hub very soon.

Respectfully submitted,

Martha Dow, PhD (she/her)  
Director, Community Health and Social Innovation (CHASI) Hub

**To learn more and to read the entire report, you can visit >>>**

<https://divisionsbc.ca/sites/default/files/crouillier/CHASI%20Grant%20Report%20to%20Divisions.pdf>

# Pathways

Used widely across the province, Pathways has continued to assist Physicians in making referrals with comprehensive specialist and clinic information. While Pathways has always been used as a tool to inform decisions about patient referrals, the addition of the Referral Tracker to Pathways will now allow Physicians and their staff to send and track referrals as well! Features include:

- A collaborative dashboard (accessible through your existing Pathways account) where both FPs and specialists can track patient referral status (i.e.. sent, received, patient wait listed or booked).
- The ability to use your existing office workflow to send a referral letter and accompanying documentation to the specialist clinic
- Secure messaging between FP and specialist offices through the dashboard
- Automated electronic patient notifications sent by email or text, including patient instructions

Another Pathways initiative, called PathwaysMedicalCare.ca, is a new one stop online directory created for British Columbians to easily find the latest clinic updates, booking information, and appointment options for doctor's offices across BC. To date, there are 2,455 total FP/ NP listings equaling a total of 631 clinics.

Training opportunities related to the Referral Tracker please contact Cristina Rouillier ([crouillier@divisionsbc.ca](mailto:crouillier@divisionsbc.ca)).

## Referral Tracker Benefits

Key Value Added	FP	SP	Patient
Know where they are in the referral process.			✓
Receive electronic notifications with a link to confirm the appointment.			✓
Notifications when waitlisted and when appointment is booked. Reminders of the appointment are sent 1 week and 48 hours before their appointment.			✓
Faster receipt/ acknowledgement of referrals.	✓	✓	
Easier and more efficient communication between FP and SP offices using the inter-office (replaces phone tags).	✓	✓	
Reduced number of phone calls to patients.	✓	✓	
Easy access to referral status.	✓	✓	
Reduced No-Shows.		✓	
No cost patient electronic notification system.	✓	✓	
Simple way to enable pooled referral intake.		✓	



# Board of Directors

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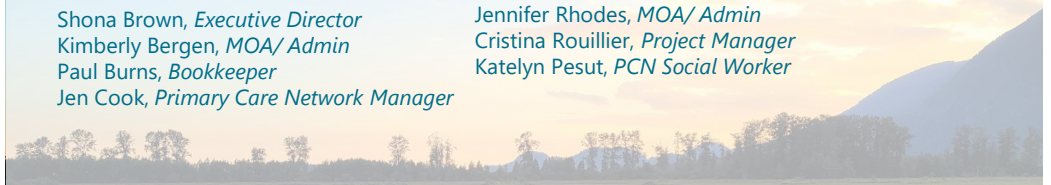
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# Contact

*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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Photos by Cristina Rouillier



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

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'ewel'ts, Matsqui, Kwantlen and Leq'á:mel Peoples.



**Mission**  
**Division of Family Practice**  
A GPSC initiative