



South Okanagan Similkameen
Division of Family Practice
2020 ANNUAL REPORT

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BOARD CHAIR + EXECUTIVE DIRECTOR'S MESSAGE

The South Okanagan Similkameen Division of Family Practice turned ten this year. And this year, more than any other, the strength of our cohesive provider community, combined with Division leadership, partnerships, and coordination, demonstrated how quickly and effectively we can operationalize solutions.

Above: Dr. Greg Selinger, Board Chair + Tracy St. Claire, Executive Director of SOS Division of Family Practice. Photo: Valery Gore

As you will read elsewhere in this report, together our community of family physicians and nurse practitioners worked tirelessly alongside Division leadership and staff to stand up one of the first respiratory assessment centres in the province.

Together we led a regional PPE drive that got safety equipment into the hands of front-line primary care providers at a time when PPE was extremely scarce.

Together we responded around the changing needs for clinic practices, virtual, urgent, inpatient, long-term, maternity and mental health and substance use care.

Together we met for daily, then weekly, then monthly COVID-19 calls to determine next steps to keep South Okanagan Similkameen providers and patients safe. And in the summer, together we coordinated efforts around the threat of the Christie Mountain fire.

These emergency situations served to strengthen partnerships outside our local primary care provider community:

- We partnered closely with Interior Health to co-locate the COVID-19 testing and assessment services. And as an organization, we were invited into decision-making tables within the health authority to participate in emergency response planning, something new for Divisions.
- Division leadership across Interior Health region came together in a more focused way to jointly address issues facing each of our communities.

While the pandemic occupied much of our time and our efforts, business carried on as usual. Healthcare improvement projects continued. The Primary Care Network continued to be implemented and extended to rural service planning. The Division's clinic management function grew to include another Penticton clinic that was at risk of being unsustainable over the long term. And the maternity collective continued to grow in size and patient volume.

Provincially, primary care transformation dominated the landscape. Penticton saw development of the first Urgent and Primary Care Centre (UPCC) in the SOS region, a partnership of Interior Health, the Division, and local First Nations. Martin Street Outreach Services were relocated to the new UPCC location and operate in cooperation with expanded urgent care services for the region.

Next year we anticipate the need to focus on recovery, rebuilding, and reconsidering priorities.

Thanks to all who gave so much when it was needed.

Dr. Greg Selinger, SOS Division of Family Practice Board Chair and Tracy St. Claire, Executive Director

VISION

A community of primary care physicians who are active, collaborative partners in promoting practical and innovative solutions to local community health needs built on a foundation of primary care excellence.

MISSION

To engage and support primary care as collaborative and trusted partners to improve comprehensive primary patient care by promoting and strengthening the physician voice and influence on innovative local healthcare delivery.

AIM

Foster a strong and healthy community of family physicians. Improve the health of our communities. Enhance the quality of patient care and the primary care relationship.

VALUES + PRINCIPLES

- Physician Health and Wellness
- Collaboration and Partnership
- Physician Leadership and Best Practice
- Quality Improvement
- Creativity and Innovation
- Integrity and Transparency
- Patient-Centred Care
- Supporting Rural and Urban Physicians

PHYSICIANS SUPPORTING PHYSICIANS

Attract and retain physicians to meet primary healthcare needs

Provide educational opportunities to strengthen skills, knowledge, and leadership

Foster peer support, mentoring, and networking

Strengthen the interconnectivity between primary, specialists, and other healthcare providers

Support residents and newly practicing physicians

Improve GP satisfaction and work/life balance

PHYSICIANS INFLUENCING THE SYSTEM

Support meaningful physician leadership in primary care planning

Improve access to primary care in rural communities and for vulnerable patients

Identify local needs and advocate for improvements

Maximize strategic partnerships and collaboration to pursue common goals

Work with our partners to build a sustainable primary healthcare system

PHYSICIANS WORKING WITH HEALTH PROVIDERS

Foster partnerships to increase coordination of services and enable team-based care

Optimize resources that support care being provided by the right provider, at the right time, and in the right place

Collaborate in the development of technological solutions to improve patient care and communication

Improve efficiencies and build primary care capacity

Utilize quality improvement principles, best practice, and the use of technology to better support clinical project

STRATEGIC DIRECTION

With the World Health Organization declaring a pandemic on 11th March 2020, it came as no surprise when BC declared a state of emergency just six days later.

While much of the province was shut down in an attempt to slow the spread of COVID-19, Division members and staff implemented strategies to support safe, accessible care for patients both in community and in facility.

OUTDOOR ASSESSMENT CENTRE

MOBILIZATION - MAR 20th **OPERATION - MAR 30th - ONGOING**

Providers recognized early on that most clinics were not equipped for in-person visits. Without a community alternative and the potential for ED overload, a working group sought a location for an outdoor assessment centre. On March 25th, the City of Penticton and Emergency Operation Centre (EOC) partnered to provide infrastructure at McLaren Park Arena. IH later joined to provide COVID-19 testing at this location.

INPATIENT COVID-19 ISOLATION WARD

MOBILIZATION - MAR 16th **OPERATION - ONGOING**

Local family medicine, primarily those working in the Community Inpatient Program, oversaw the creation of a COVID-19 isolation ward at PRH to reduce transmission, to limit community provider exposure, and preserve PPE. The isolation ward was dismantled due to a lack of a stable funding sourced, then re-started again with support in the second wave.

PPE ACQUISITION + DISTRIBUTION

MOBILIZATION - MAR 24th **OPERATION - MAR 24th - JUN 30th**

The SOS Division formed a PPE working group, as primary care was not prioritized to receive PPE. This group led an initiative to assess clinic inventories, gather PPE and redeploy as required. They involved the community through a PPE donation drive, and sought help creating PPE such as the sewing of waterproof gowns by a local quilters guild.

SHIFT TO VIRTUAL CARE

MOBILIZATION - MAR 13th **OPERATION - MAR 16th - ONGOING**

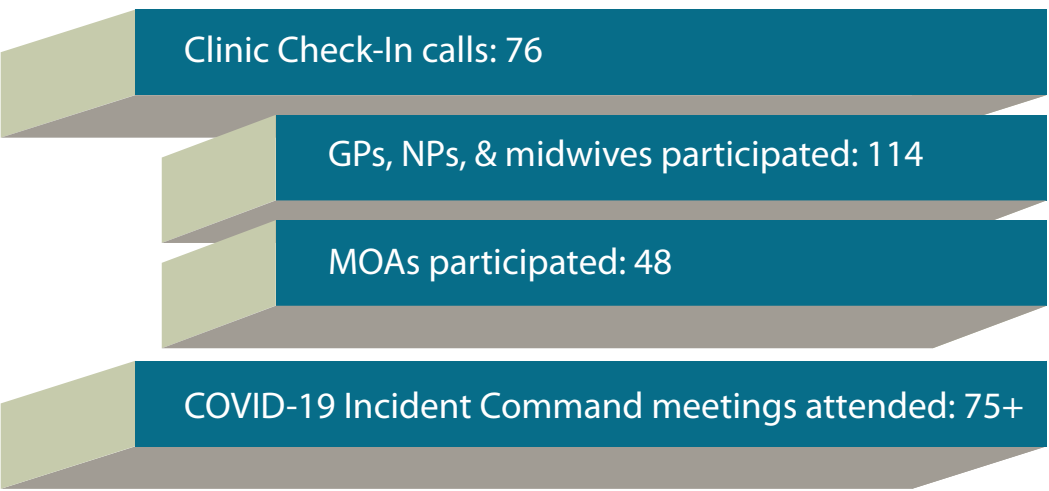
An imminent shift to virtual care was required due to increasing pressure to limit in-person care to reduce exposure, and to preserve PPE supplies. In just four days, Division staff contacted all clinics and enabled the shift to virtual care with tools and hands-on support.

DISTRIBUTION OF PROVIDERS

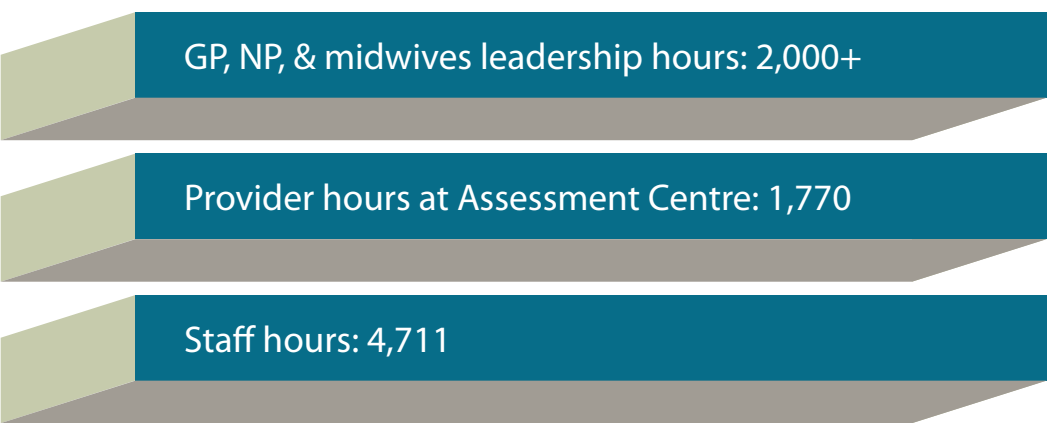
MOBILIZATION - MAR 17th **OPERATION - ONGOING**

SOS providers implemented their own approach to “one-site” care as much as possible with the limited number of providers. Measures were enacted to ensure that providers seeing vulnerable populations (including inpatient, long-term care, maternity and mental health and substance use) were limiting contact with suspect COVID-19 patients. This was made possible with daily Primary Care COVID-19 calls.

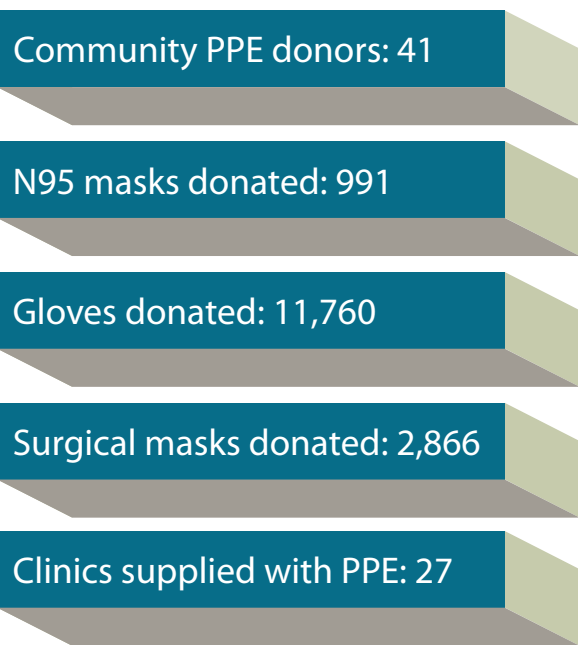
COMMUNICATION RESPONSE



HUMAN RESOURCE INVESTMENT



PPE DISTRIBUTION



EMERGENCY RESPONSE



Beginning in March 2020, the Division team visited clinics in person to demonstrate and support early adoption of telehealth platforms. Later, as restrictions evolved, Division staff assisted with the development of mandatory WorkSafe BC Safety Plans. Concurrently, Division leadership planned and operationalized the Penticton Respiratory Assessment Centre - initially at McLaren Arena,

and later at the Jobling House and Skaha Lake Road locations.

During this period, the Division also hosted virtual MOA meetings to provide a platform for sharing information about clinic protocols, billing, and other issues facing all clinics. Clinic protocols were also developed in the event of evacuation during the Christie Mountain fire in August 2020.

Clinic
Support
Emergency
Response

Floor planning of the Skaha Lake Road Assessment Centre. Photo: Valery Gore

PPE

On March 21st, 2020, as radio carried news of the Provincial Health Officer’s first shut down order, the need to consolidate scarce PPE to equip an outdoor assessment centre and meet the needs of primary care clinics including the South Okanagan Maternity Centre, Willow Midwives, and PGH suddenly became imperative. What PPE would be needed to keep providers and patients safe? More importantly, where would it come from?

Masks, gloves, and eye protection were scoured from clinics, community donors, and hardware stores. But gowns? With clinics and their suppliers depleted, a true community effort was needed.

Racing to Penticton’s Fabricland with just minutes to go before they would shut their doors for weeks, Division ED Tracy St. Claire scanned their shelves for fabric suitable for droplet precaution gowns. With Dr. Tim Phillips and his wife Danah offering advice on fabric weight, finish, and porosity by phone, Tracy scooped whatever might serve the purpose. The suitable fabric happened to all be camouflage themed.

The following day Marnel de Kock created a sewing pattern based on a purloined disposable gown. Diane Jensen at Naramata’s Shades of Linen boutique cut out a small mountain of gown pieces from the newly acquired fabric using Marnel’s pattern. Finally, Division staff relayed the pieces to Debra McCracken who called upon her fabulous network of quilters to assemble the precious gowns.

On March 30th, 2020, the Penticton Respiratory Assessment Centre opened at McLaren Arena, with providers and support staff appropriately equipped, thanks to our wonderful community.



Above top: Dr. Rebecca Psutka and Dr. JoyAnne Krupa take a coffee break.
Above bottom: Dr. Laura Tamblin in camo gown.



Other page, from top left, clockwise: fabric purchased to sew homemade PPE gowns, NP Kim Hayter, Dr. Greg Selinger and Kelly Hawes at first assessment centre, Mandeep Dhillon, NP Kim Hayter, and an IH Nurse grab a coffee, Kelly Hawes in camo gown.

2020-21 was a particularly difficult year for those living and working in long-term care. Families, residents, staff, and providers had to adjust to long standing restrictions, strict protocols, and constant threat of COVID-19 outbreak. Primary care providers and care homes pivoted to offer virtual visits to patients and did a remarkable job upholding standards of care that we can all be proud of.

In an effort to coordinate the SOS provider response to the pandemic, the long-term care and vulnerable adults working group was formed that met weekly for several months. The working group included physician champions from each care home, Interior Health representatives, and care home managers to ensure alignment responsiveness to changing circumstances and protocols.

When outbreaks hit, our combined efforts resulted in well-coordinated staff and effective deployment of resources to the sites that needed them most. The long-term care initiative leads held medical management meetings as needed, developed tools for primary care providers, and kept the providers informed at site and community levels.

In the end, the SOS experiences 5 COVID-19 outbreaks at 4 different sites in the region and lost 26 residents to COVID-19. For a region with 976 long term care beds, we ultimately fared far better than many parts of the country. But for the communities that were hit the hardest, the experience will not soon be forgotten.

The 3rd Annual SOS Long-Term Care Summit also welcomed Dr. Samir Sinha, internationally renowned geriatrician on June 3rd, 2020, who presented on "COVID-19 and Older Adults: What LTC and Community Clinicians Need to Know" to a virtual audience from his office at the Sinai Health System in Toronto. It was a timely opportunity for local providers to understand how this new virus was impacting our most vulnerable populations nationwide so that we could learn from provinces who were coping with it earlier.

Trinity Care Centre, Penticton. Photo: Valery Gore



Long-Term
Care
Emergency
Response



Recruitment Retention Retirement

The SOS Division continues to advertise practice opportunities on leading recruitment websites, including Health Match BC and BC Family Doctors locum jobs board.

The pandemic measurably affected the volume of enquiries and referrals received in 2020/21, as physicians focused their attentions on the needs of their own communities. Nevertheless, we were fortunate to welcome several new providers this year.

The Division is also involved on a leadership level in Interdivisional Regional Recruitment and Retention work, illuminating the systemic issues challenging recruitment, especially into rural communities.

Clinic Support + Management

Management

Ponderosa Primary Care Centre
Fairview Medical Clinic

Support

MOA check-in meetings	Clinic workflow
MOA continuing professional development	EMR optimization
Human resources guidance	Team based care processes
QI process leadership	Practitioner scheduling
Practitioner onboarding	Billing optimization
Clinic renovations	Patient-centred care processes
Practitioner recruitment	PCN Clinic Group Medical Visits

New SOS Primary Care Providers in 2020/2021



Dr. Kirk Dixon



Dr. Harman Bajwa



Dr. Kristin Burles



Dr. Wessel Joubert



NP Binh Nguyen



NP Harmony Crockett

Physician Leadership

Each year the SOS Division sponsors one or two physicians to complete the Leadership and Management Development Program at Simon Fraser University. This program, coordinated by the General Practice Services Committee (GPSC), is delivered over five extended weekends at SFU's Segal Graduate School of Business in Vancouver. Social distancing forced this year's cohort to meet virtually,

of course, but participants were still able to complete modules certified by College of Family Physicians of Canada (CFPC) for up to 65 Mainpro+ credits.

In 2020/21, Summerland's Dr. Danielle Weisgarber completed the program, joining fellow graduates Drs. Mark Baillie, Jennifer Begin, Colleen Black, Ron Gans, Claire Kuzmochka, Tim Phillips, Cathy Rooke, Greg Selinger, and Murali Venkataraman.



Dr. Danielle Weisgarber, graduate of the Leadership and Management Development Program at Simon Fraser University.

Primary Care Network

South Okanagan Similkameen’s Primary Care Network (PCN) strengthens and augments the pre-existing network of healthcare providers. Family physicians, nurse practitioners, and many other members of the healthcare team work together to provide comprehensive, patient-centered, team-based, and culturally safe primary care in our region. The SOS PCN plan, which started to be implemented in 2019, was designed to deliver the following vision within 3 years:

- All patients who want a primary care provider are attached to a family physician or a nurse practitioner.
- The strong physician network is maintained and supported.
- Patients receive primary care from a team of professionals.
- Interior Health and relevant community resources are integrated with primary care practices.
- Implement “One Chart” for each patient - all providers have access to patient chart.

This year, many strides were made towards delivering on this vision.

6,015 patients were attached to primary care providers as of March 31, 2021. The registered nurses at Ponderosa Primary Care Centre have been instrumental in facilitating attachment and care coordination of higher risk patients.

PCN allied health professionals, nurses, and nurse practitioners have been key players in supporting the emergency COVID-19 response alongside family physicians. PCN nurses

alone engaged with 1,976 patients who needed the services of the Respiratory Assessment Center.

Throughout the last year the PCN team saw steady growth. Four nurse practitioners joined PCN clinics. Ponderosa Primary Care Centre successfully recruited two new physicians to replace retiring physicians, giving patients a seamless transition. One half-time nurse practitioner was added to another primary care clinic in Penticton. A full-time nurse practitioner has joined the Penticton Indian Band Snxastwilxtn Health Center,

replacing four one-day-a-week positions. This nurse practitioner has completed the cultural safety training and has previous experience working in Indigenous communities.

Registered nurses and allied health providers have started to deliver innovative care through group medical visits.

- The Ponderosa PCN dietician became certified to deliver Health Basics, a Group Medical Visit focused on healthy mindset, activity, and nutrition. The PCN occupational therapist and dietician together delivered



PCN STEERING COMMITTEE MEMBERS

- PROVIDERS**
- Dr. Greg Selinger (Division rep + Co-Chair)
 - Dr. Jennifer Begin (Penticton + Summerland rep)
 - Dr. David Van de Vosse (Keremeos+ Princeton rep)
 - Dr. Kevin Hill (Oliver + Osoyoos rep)
- INTERIOR HEALTH**
- Susan Brown (Co-Chair)
 - Carl Meadows
 - Jana Abetkoff
 - Jon Clare
- COMMUNITY**
- Eliza Terbasket – LSIB
 - Lindsay Anderson-Kovacs – OIB

PCN RESOURCES

- PONDEROSA PRIMARY CARE CENTRE**
(NPs Sept/19, AH/RN Nov/19)
6.0 FFS GPs
2.0 FTE NP
3.0 FTE AH (1.0 FTE SW, 0.5 FTE OT, 0.5 FTE RD, 1.0 FTE PT)
2 RNs
1652 attached
- WHITE CLINIC ASSOCIATES**
5 FFS GPs
0.6 FTE SW
307 attached
- FAIRVIEW MEDICAL CLINIC**
6 FFS GPs
2.0 FTE NP
0.4 FTE SW
782 attached
- PENTICTON INDIAN BAND SNXASTWILXTN HEALTH CENTRE**
1.0 FTE NP
Attachment data unavailable due to transition
- KELLY AVENUE MEDICAL CLINIC** (AH Feb /20)
4 FFS GPs
0.4 FTE SW
218 attached
- ROSEDALE MEDICAL ASSOCIATES** (AH Feb/ 20)
7 FFS GPs
0.6 FTE SW
334 attached
- MARTIN STREET OUTREACH CENTRE** (MSOC Apr/2019)
1.0 FTE NP
1.0 FTE SW
433 attached
- DR. KOOY INC**
1.0 FFS GP
1.0 FTE NP
111 attached

this 8-week program to patients at Ponderosa Primary Care Centre.

- Other team members are currently in the planning stages to support group medical visits in maternity care and chronic pain management.

Other processes that have been implemented this year include a referral process between community and PCN physiotherapists, and team conference workflows.

In October of 2020, the SOS PCN Steering Committee submitted a PCN Rural Service Plan to the Ministry of Health, expanding PCN resources to rural communities within the SOS.

Finally, a PCN Manager was hired in April 2021 to support PCN integration and change management full-time.



Dr. Rob Calder visits Carol, a resident of Mariposa Gardens, Osoyoos. Photo: Valery Gore

Long-Term Care

Successes

100% of individuals moving into long term care locally have a primary care provider

92% of SOS primary care providers are participating in the long-term care initiative

59% fewer primary care providers are working at each care home (since 2016/17) through clustering, making it easier to build relationships with staff and work as a team

75% of interdisciplinary care conferences this year had a primary care provider in attendance (up from 61% in 2016/17)



Office window at Mariposa Gardens Retirement and Care Community
Photo: Valery Gore

Inpatient Programs

The SOS Division helps administer inpatient doctor of the day programs at South Okanagan General Hospital, Princeton General Hospital, and Penticton Regional Hospital (PRH). In addition, the Division administers the Community Inpatient Services (CIS) at PRH, that provides inpatient care for unassigned patients, working alongside community primary care providers.

The Division is one of seven Divisions in the province to receive additional GPSC funding for inpatient services in 2020/21. The additional \$500,000 ensured that the PRH Community Inpatient Program could be sustained.

The PRH Community Inpatient Program was invaluable in December when the first

COVID positive patients were admitted to PRH. CIS physicians managed the care of these patients by day, before handing over to the Doctor of the Day for the evening.

By 31 March 2021, the CIS team had grown to ten physicians covering three lines a day. In addition to managing the care of unattached inpatients at Penticton Regional Hospital, all members of the team support primary care services in other venues, including family practice clinics, Martin Street Outreach Centre, Foundry Penticton, Penticton Respiratory Assessment Centre, oncology, and emergency departments. Furthermore, all team members participate in the PRH Doctor of the Day program.

Operated by One Sky Community Resources Society in partnership with other agencies, Foundry Penticton offers a range of health and psycho-social services for youth aged 12-24.

The Division has supported the Foundry by helping recruit physicians to work in the primary care clinic, which is open 12 hours weekly. Additionally, the Division managed their MSP billings for

the first 18 months of operation, before training Foundry MOAs to take over this service.

COVID-19 obviously restricted in-person visits to the primary care clinic, but physicians continued to provide much needed services to youth during this period. In addition, they extended services to patients of the Opt Sexual Health Clinic which relocated to the Foundry Penticton site.

Foundry Youth Centre



Okanagan Lake. Photo: Valery Gore

South Okanagan Maternity Centre

The South Okanagan Maternity Centre (SOMC) physicians and midwives continue to strengthen and grow their multidisciplinary shared care team, welcoming Dr. Rebecca Psutka to the group as well as locum physicians Dr. Jessica Pow and Dr. Michelle Linekin. This year, Penticton was met with an abrupt closure of the local midwifery clinic, prompting the SOMC team to quickly work together to adapt to accommodate the increase of patients transferred to the clinic. As the clinic continues to care for an extensive patient population, the providers look forward to integrating additional physicians and midwives into the collaborative model as needed.

Innovation Hub

This project, a partnership of the SOS Division, Ministry of Health, Interior Health, and Telus, implemented two digital health solutions in 2020: an SOS regional EMR forms library, and CDX Med Dialog. CDX/Med Dialog allows bidirectional information sharing between acute and primary care systems. A second phase of CDX/Med Dialog is underway which will further enhance the information exchange. Also in development: an Innovation Hub Roadmap towards the goal of "one patient, one chart," and a Data Warehouse.

The proposed roadmap will give Division members access to their patients' health information stored outside their primary care clinic EMR. Accessible information may include prescriptions and diagnostics ordered by providers at other sites, plus the patient's history of admissions to acute care, ED, etc. The Data Warehouse will help identify patterns in care and primary care outcomes by allowing access to participating providers' EMR data. Using this data, providers, the Division, and Primary Care Network leadership will be able

to make informed decisions about care, processes, and resources.

Enabling collaborative teams, such as family practice and maternity, to access a broader base of a patient's information will create efficiencies benefitting patient care. This initiative is planned to permit access to acute care patient information via Med Access Care Connect.

Patient Attachment List

Established in 2019, the SOS-wide, centralized patient waitlist is intended to ensure equitable patient attachment, reduce the burden of managing patient waitlists at individual family medicine clinics and gives patients a simple way to register for a primary care provider.

In 2020-21 fiscal year, 1257 patients were referred from the list to twenty physicians and nurse practitioners in our area.

Seniors Coordinated Care

Seniors in the community who have increased frailty and isolation require connections to specialized services to avoid a health crisis. Often this includes support in their homes or greater connections to their community to mitigate risks to their health, safety and well-being. As a result of a shared care project partnership between Interior Health and Division, a Seniors Community Connector role will be piloted by One Sky Community Resources as a demonstration project to facilitate connections between medical, community health, and non-medical resources for patients at risk without adequate supports in place.

Chronic Pain

The Chronic Pain project started in 2020 with funding from Shared Care Committee. The project brings together specialists, physicians, local health authority representatives, PCN allied health professionals, pain experts, and community partners. Together the project team is determining how best to support providers in caring for patients with chronic pain and to integrate team-based care. A chronic pain pathway has been developed and will be implemented as a pilot in Q2-Q3 of 2021-22. The pathway incorporates biopsychosocial assessments, screening for medical and orthopedic red flags, sensitization and/or specific pain issues, as well as counselling related to psychological, psychosocial, and mental health concerns contributing to the patient's pain experience. Patients are referred to specialists or Interior Health services as required for their own individualized medical needs and all patients are referred to participate in pain self-management education. Supported by local pain experts, the vision of this project is to increase the capacity and specialized pain expertise of primary care teams by developing knowledge and skills regarding the biopsychosocial model of pain and self-management into primary care.

Frail Elderly

Patients who visited the Penticton Regional Hospital for non-acute reasons, including failure to thrive or cope, frailty, weakness, and falls are followed up by the Quick Response Team (QRT) within 24-48 hours of their visit. Made up by a team of nurses and other allied healthcare professionals, the QRT also assists patients referred by their physician or other healthcare provider at participating primary care clinics. Providers can make a direct referral to the QRT for patients who are in or approaching crisis, but who are medically stable.

In support of the QRT, development of a final report and recommendations are underway in conjunction with Interior Health QRT team and leadership. The development of the report will focus on learnings and successes of the QRT program and recommendations to promote spread and scale of the service, building on the research conducted by University of British Columbia Okanagan in partnership with Interior Health.

Shared Care Projects



ELIZABETH WATTERS

Dr. Elizabeth Watters, a family practice physician in Penticton, brings her expertise in palliative care and family practice to the **Seniors Coordinated Care Shared Care** working group, in addition to providing care across the network of care in inpatients, and as a long-term care physician champion.



NEIL PEARSON

Neil Pearson, a BC physiotherapist, pain educator and leader in physio and yoga for pain care, is a consultant to the **Chronic Pain Shared Care** project. This project developed a care pathway for biopsychosocial pain assessment, appropriate referrals, and self-management education for chronic pain. A pilot implementation will be used to evaluate the pathway in the next fiscal year.



ROBIN MASSON

Dr. Robin Masson, a family practice physician in Penticton, champions quality improvement projects in the SOS, including as a working group member on the **Seniors Coordinated Care Shared Care** project and the **Innovation Hub** project, and a member of the **Shared Care Steering Committee**.

PARTNERSHIPS

The SOS Division works collaboratively and in partnership with many organizations in order to facilitate healthcare improvements.

Collaborative Services Committee

This committee brings forward healthcare service and systems-based issues of concern, co-determines priorities, co-designs solutions, and influences system re-design whenever possible. Membership includes primary care providers, SOS Division staff, Interior Health, First Nations, and GPSC representation.

Shared Care Steering Committee

This committee guides Shared Care activities, which involve family medicine and specialist physicians working together with the health authority and other community partners to improve patient outcomes and provider satisfaction. Membership includes SOS Division staff, primary care providers, and Interior Health.

Primary Care Network Steering Committee

This committee is a local governing body overseeing the Primary Care Network resources in the region, comprised of Primary Care Providers, Interior Health, and local Indigenous and community leadership.

Other Key Partnerships

Inter-Divisional Network (IDN) is a monthly meeting of Executive Directors and Physician Leads from all Divisions within Interior Health to share information around common issues.

Interdivisional Strategic Council (ISC) brings together the SOS Division and seven other Divisions with Interior Health for quarterly meetings.

General Practice Services Committee (GPSC) brings together all Divisions in the province for an annual summit and other learning opportunities. (On hold for pandemic)

Rural Coordination Centre of BC (RCCbc) provides Primary Care Network equity funding for rural communities.

Practice Support Program (PSP) provides education and practice supports for physicians.

UBC Okanagan South Family Medicine Residency

Thank you to program directors, faculty, and preceptors who've contributed to the residency program this year. Particular thanks are owed to Dr. Margie Krabbe who has now stepped down as Site Director. Dr. Krabbe was instrumental in bringing the program to the South Okanagan and has led the program since inception. Launching a new program at a new site with new faculty and preceptors has been a monumental task, but not without reward: ten of the program's eleven graduates are now working in the region!!

Dr. Krabbe – your contribution to primary care in our region is immeasurable. Thank you.



Dr. Krabbe in the UBC Okanagan South Family Medicine Residency Facility at PRH.

Congratulations to June 2020 graduates, Drs. Kirk Dixon; Tyler Murphy; and, Kim Higgins. And a warm welcome to first year residents (R1s): Rebecca McCourt; Laura Howlett; Clark Fruhstorfer; and, Arlin Munro who join second year residents (R2s): Laura Tamblyn; Andie Guebert; Jessica Luksts; Maryam Garabedian; and, Deanna Kerrigan.

Martin Street Outreach Centre (MSOC) + Urgent Primary Care Centre (UPCC)

In 2015, a small group of physicians worked with the Division to create a primary care centre in Penticton for vulnerable patients living with mental health and substance use challenges. Anticipating a cohort of around 200 patients, it

was hard to imagine that just six years later they would need to relocate to a larger premises.

The Martin Street Outreach Centre team moved into the new Penticton Urgent and Primary Care Centre in May 2021, providing care to a panel of over 1,100 patients weekdays until 5pm.

The same space offers urgent care services in the evening and on weekends to the general population, reducing pressure on the emergency department at Penticton Regional Hospital.



Martin Street Outreach Centre staff. From top left: Dr. Kyle Stevens, Lisa Birch - Social Worker, Marianne Lockie - Registered Nurse, Lana Thorslund - Support Worker, Dr. Sam Van Horn, Sara Goddard - Registered Nurse.



Dr. Samir Sinha, Long-Term Care Summit with SOS Division Long-Term Care Lead Lisa Needoba and Dr. Khati Hendry

Continuing Medical Education

Despite the pandemic, Division members gathered online June 3rd, 2020, for the annual Long-Term Care Summit during which gerontologist Dr. Samir Sinha shared observations on the impact of the coronavirus.

Later that month, members assembled for a meeting to review EMR data illustrating the

impact of the pandemic on fee-for-service providers. Dr. Renee Fernandez, President of BC Family Doctors, addressed service contracts available during the pandemic.

And in November/December, twenty-four MOAs completed CPR training in four classes coordinated by Division staff.



BOARD OF DIRECTORS 2020-21



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Vice Chair



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Dr. Jayden McIntyre
Dr. Robert Swan
Dr. Garnett Tarr

Penticton

Dr. Donella Anderson
Dr. Fathima Abdul Hameed
Dr. Jim Atkins

Dr. Zoe Ayling
Jessica Baskerville, NP
Dr. Jennifer Begin
Dr. Catherine Botting
Dr. Jackie Bourdeaux
Dr. Timothy Bowen-Roberts
Dr. Glen Burgoyne
Dr. Tiffany Bursey
Dr. Jaco Calitz
Dr. Bill Caskey
Dr. Mandi Clark
Dr. Randy Cleveland
Dr. Paul Cobbin
Dr. Steve Collyer
Dr. Sandy Congram
Dr. Trevor Connolly
Dr. Andrew Dargie
Dr. Tara Dawn
Dr. Johan de Kock
Dr. Kirk Dixon
Dr. David Dutchman
Dr. Heather Filek
Dr. Tom Francis

Dr. Alicja Frasinski
Dr. Lisa Friesen
Dr. Lucy Gans
Dr. Ron Gans
Dr. Maryam Garabedian
Dr. Dale Gatenby
Dr. Andie Guebert
Dr. Steve Hardwicke
Dr. Jeff Harries
Dr. Leona Harries
Dr. Brent Harrold
Chris Hawkins
Kim Hayter, NP
Dr. Kimberley Higgins
Dr. Laura Hodgson
Dr. Allen Hooper
Dr. Heidi Ingram
Dr. James Johnston
Dr. Said Jumaa
Dr. John Kennedy
Dr. Deanna Kerrigan
Dr. Daniel Kilian
Dr. Karin Kilpatrick

Dr. Jack Kooy
Dr. JoyAnne Krupa
Dr. Leslie Lappalainen
Dr. Mark Lawrie
Dr. Doug Leitner
Susie Lobb, Midwife
Dr. Jarrett Lobley
Dr. Claire Lobsinger
Dr. Perold Louw
Dr. Jessica Luksts
Angel Macdonald, NP
Dr. Dan MacIntosh
Dr. Bob Mack
Tyrone Maguire, NP
Dr. Vivian Maier
Dr. Barb Main
Dr. Blair Main
Dr. Sheena Manning
Dr. Robin Masson
Dr. Rob McIntosh
Dr. Morag McMillan
Dr. Tyler Murphy
Dr. Alan Nixon

Dr. Ross O'Neil
Dr. Tom Oliver
Dr. David Paisley
Dr. Sandra Pansegrouw
Dr. Tim Phillips
Dr. Rebecca Psutka
Dr. Alex Pugachev
Dr. Nolan Rau
Damian Rawnsley, NP
Lindsay Redl, NP
Dr. Andrew Robertson
Dr. James Robertson
Dr. Cathy Rooke
Dr. Wendy Ross
Dr. Stephan Samoyloff
Dr. Tim Seipp
Dr. Greg Selinger
Dr. Cathy Sheehan
Dr. Marius Snyman
Dr. Simon Steunenber
Dr. David Stoll
Dr. David Surkan
Dr. John Surkan

Dr. Michael Surkan
Dr. Laura Tamblyn
Dr. Richard Tatham
Dr. Travis Thompson
Dr. Chris Toneff
Dr. David Van Den Berg
Dr. Izak Van Der Westhuizen
Dr. Samantha Van Horn
Dr. Tertius Walters
Dr. Elizabeth Watters
Dr. Lloyd Westby
Dr. Marianne Willis
Dr. Colwyn Wren

Princeton

Dr. Colleen Black
Dr. Andrew Ashley
Viola Brown, NP
Dr. Ella Monro
Dr. Mahrous Mousa
Dr. Marlin Samuels
Tanya ter Keurs, NP
Dr. Tim Van der Heide

Summerland

Dr. Larry Achtem
Dr. Elizabeth Allen
Dr. Alistair Bannerman
Dr. Peter Bennett
Dr. Cassidy Dahl
Dr. Neil Guenther
Dr. Cathy Harrold
Dr. Khati Hendry
Dr. Jeffrey Hoekstra
Dr. Tom Irvine
Dr. Warren Julien
Dr. Sheila Kindberg
Dr. Margie Krabbe
Dr. Martine Lebel
Dr. Wendy Richardson
Dr. Susan Severide
Dr. Kyle Stevens
Dr. Driaan van der Vyver
Dr. Murali Venkataraman
Dr. Danielle Weisgarber

EXECUTIVE TEAM



Tracy St. Claire
Executive Director



Linda Andersson
Executive Assistant



Valery Gore
Communications Coordinator

SOS DIVISION STAFF

SOS DIVISION STAFF

MEMBER SERVICES
TEAM



Julie Young
Member Services Manager



Riley Gettens
Recruitment Specialist



Kristen Hart
Member Services Coordinator



Keva Luscombe
Member Services Assistant

CLINIC SUPPORT +
MANAGEMENT TEAM



Kelly Hawes
Clinic Support Manager



Kristine Robbins
Clinic Support Coordinator



Candace Gerck
Clinic Support Coordinator

MOAs

MOAs hired
since last AGM:

Tawnya Arnold
Vicky Cobb
Amanda Harrett
Erin Lowe
Sheri Milton
Candace Peterson

Pattie Brown
Leslie Evans
Trenna Fisher
Taylor Grewal
Raelyn Ivy
Nancy Keenan
Erin Millar
Hana Sturdy
Vanessa Ysa Smith

PROJECTS
TEAM



Megan Courtney
Projects Manager



Lisa Needoba
Long-Term Care Initiative Lead



Michaela Corr
Shared Care Project Lead



Tawnya Cossentine
Projects Coordinator

PRIMARY CARE NETWORK
TEAM



Tanya ter Keurs
PCN Manager (after Feb/21)



Suzanne Newton
PCN Coordinator



Sophie LePoidevin
Administrative Assistant



Mandeep Dhillon
Project Lead

OPERATIONS
TEAM



Michelle Bush
Operations Manager



Vicki Morgan
Operations Lead



Penny McLeod
Operations Coordinator



Sonia Mercer
Finance Assistant



SOS DIVISION STAFF

Ponderosa Primary Care Centre MOA event, August 2021. From left to right: Taylor Grewal and baby Diem Rose, Pattie Brown, Nancy Keenan, Stacy Armstrong, Vanessa Ysa Smith and baby Blake, Miranda Schulte, Leslie Evans, Vicky Cobb, Raelyn Ivy, Tracy St. Claire, Lindsey St. Claire, Hana Sturdy, Erin Millar, Keva Luscombe. Front: Kelly Hawes, Trenna Fisher. Photo courtesy of Erin Millar

The SOS Division has a mix of full-time, part-time and contracted staff.

We welcomed Candace Gerck, Keva Luscombe, Megan Courtney, Michaela Corr, Sonia Mercer, Suzanne Newton, Tanya ter Keurs, Valery Gore, Vicki Morgan, Tawnya Arnold, Vicky Cobb, Amanda Harrett, Erin Lowe, Sheri Milton, and Candace Peterson.

We wished Aarin Frigon, Ali Duncan, Heather Allen, and Terrie Crawford well on their new adventures.



Aarin Frigon
Clinic Support Manager



Ali Duncan
Project Lead



Heather Allen
Communications Lead



Terrie Crawford
PCN Manager (until Feb '21)

STATEMENT OF FINANCIAL POSITION

March 31, 2021

Assets

Current:

Cash and short-term deposits	\$	1,319,435	\$	558,500
Guaranteed investment certificate		-		850,000
Accounts receivable		376,237		178,967
Prepaid expenses		17,637		18,258

1,713,309 **1,605,725**

Tangible capital assets

201,614 218,984

\$ 1,914,923 \$ 1,824,709

Liabilities and Net Assets

Current:

Accounts payable	\$	598,212	\$	686,583
Deferred revenue		1,044,422		869,750

1,642,634 **1,556,333**

Deferred capital contributions

181,190 203,763

\$ 1,823,824 \$ 1,760,096

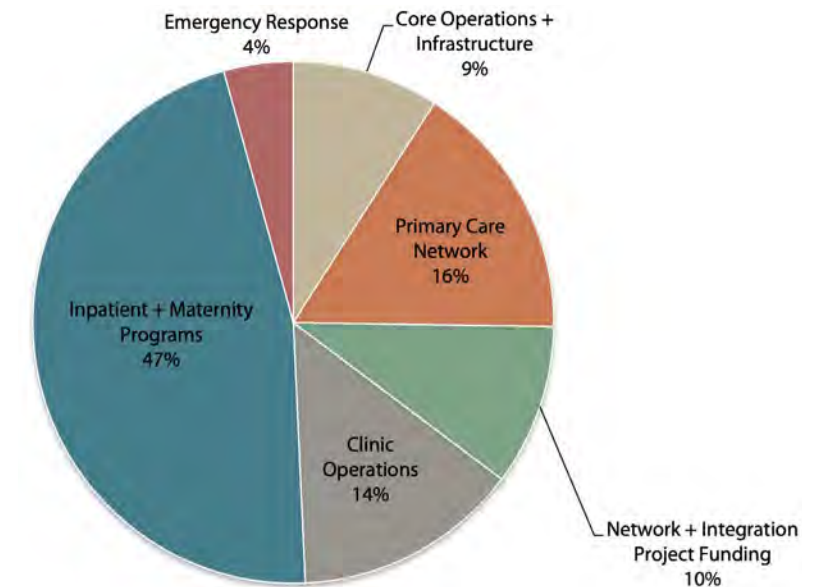
Net assets:

Invested in tangible capital assets	\$	20,424	\$	15,221
Unrestricted		70,675		49,392

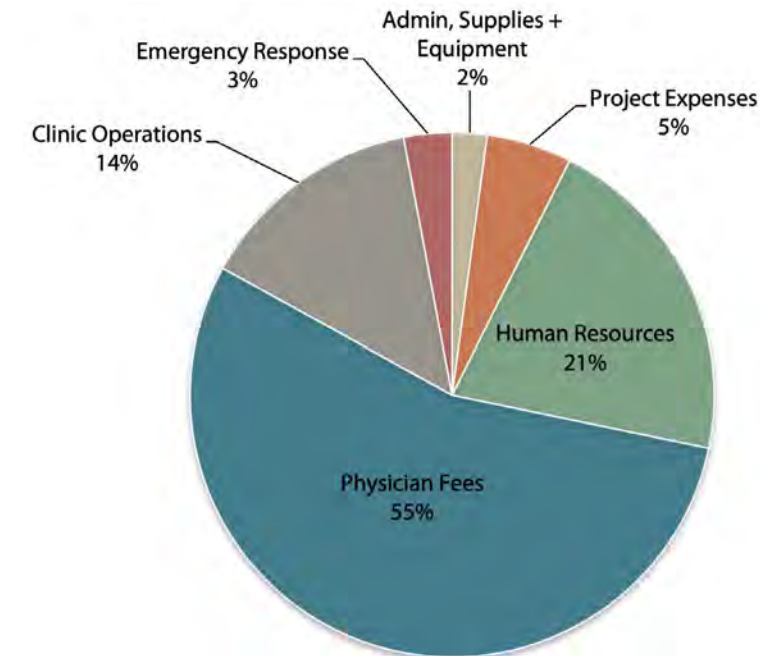
91,099 **64,613**

\$ 1,914,923 \$ 1,824,709

2020²¹ REVENUE



Core Operations + Infrastructure	599,833.00
Primary Care Network	1,058,993.00
Network + Integration Project Funding	657,464.00
Clinic Operations	921,128.00
Inpatient + Maternity Programs	3,050,143.00
Emergency Response	283,478.00
TOTAL	6,571,039.00



Admin, Supplies + Equipment	140,283
Project Expenses	344,705
Human Resources	1,363,754
Physician Fees	3,583,664
Clinic Operations	917,517
Emergency Response	194,631
TOTAL	6,544,553

2020²¹ EXPENSES

South Okanagan Similkameen
Division of Family Practice
info@sosdivision.ca
778 476 5696