



KEREMEOS • OLIVER • OSOYOOS • PENTICTON • PRINCETON • SUMMERLAND

The South Okanagan Similkameen  
Division of Family Practice  
2021 ANNUAL REPORT

TABLE OF CONTENTS

The South Okanagan Similkameen Division of Family Practice is a non-profit society representing a diverse community of family physicians who provide primary care in Penticton, Summerland, Oliver, Osoyoos, Okanagan Falls, Keremeos and Princeton. The membership includes retired physicians, medical residents, nurse practitioners, midwives, and specialists.

- 4 BOARD CHAIR + EXECUTIVE DIRECTOR’S MESSAGE
- 5 STRATEGIC DIRECTION
- 6 LEADERSHIP + ADVOCACY
  - Leadership
  - Partnerships
  - Communications
  - Emergency Response
- 8 PRACTICE + CLINIC SUPPORT
  - Primary Care Network
  - LPN Integration
  - Minor Tenant Improvement
  - MOA Support
  - Patient Attachment
  - Clinic Management
  - Group Practice Support
  - Recruitment + Retention
- 13 INNOVATION + IMPROVEMENT
  - Digital Health
  - Shared Care
  - Long-Term Care Initiative
- 16 MEMBERSHIP
  - Board of Directors
  - Retiring and New Primary Care Providers
  - Primary Care Providers in Our Communities
- 20 SOS DIVISION STAFF
- 22 STATEMENT OF FINANCIAL POSITION

Cover photos, from top left by row: Drs. Jaco Belligan, Lorraine Kane, Robert Calder, Jayden McIntyre; South Similkameen Health Centre physicians and staff; Drs. Jennifer Begin, Tara Dawn; NPs Tyrone Maguire, Kim Hayter; Drs. Cassandra Nysten, Madelaine Trudeau, Kelsey Robinson, Emily Kogel, Rebecca McCourt, Laura Howlett, Arlin Munro, Deanna Kerrigan; Bridgeside Medical Clinic physicians and staff; Drs. Cassidy Dahl, Simon Steunenberg; Drs. Tyler Murphy, Andrew Ashley; Martin Street Outreach Centre physicians and staff; Apple Plaza Medical Clinic: Drs. Glen Burgoyne, Heidi Ingram, Izak Van Der Westhuizen





# MESSAGE FROM THE BOARD CHAIR + EXECUTIVE DIRECTOR

The Division’s strength is and always has been its members: the family physicians, nurse practitioners and midwives that deliver primary care services in our region. After over a year of isolation due to the pandemic, the theme for the 2021/22 fiscal year became one of strengthening member engagement.

The Board of Directors worked with a representative member group to develop and implement a Health Leadership Committee (HLC) to create a forum for more consistent dialogue among the membership. Together the group identifies community priorities and formulates collaborative responses to emerging issues.

Members participated in informal primary care networking events in each community in the fall and spring.

Emergency response coordination was accomplished through monthly virtual “COVID Calls” and “MOA Calls” to plan around COVID response and the Thomas Creek and Nk’mip wildfires. Kudos to all of the primary care providers and their teams in our region who went above and beyond for their patients in times of unprecedented need.

The SOS Division continues to be a leader in the province. Over the past year, our Division has been asked to share how we support allied health integration into primary care, functioning as true primary care teams. In addition, the Division’s clinic management supports are increasingly considered best practice as more physicians seek co-managed practice arrangements with the Division. The Division continues to manage Ponderosa and Fairview clinics in Penticton and is supporting the Summerland physicians to develop a similar clinic model in that community. Similar support was provided to Oliver physicians over the past two years, but timing and extenuating circumstances were not conducive to the launch of the model in that community.

The Division supported the fourth year of operation of the South Okanagan Maternity Centre and Community Inpatient Program, which have demonstrated resiliency in the face of primary care changes. While other communities have experienced an exodus of family physicians from maternity and inpatient care, the SOS boasts healthy groups of providers working collaboratively to deliver services in a pooled billing model. Physicians working in these groups are integrated into other aspects of community care and the model still proves attractive for recruitment.

Longitudinal family practice is the most difficult to recruit and retain providers and the SOS is working with local indigenous communities, municipal governments, community foundations, and other Divisions across the province to advocate for sustainable, comprehensive primary care. We will continue to endeavour to lead innovatively to improve healthcare delivery for our members and patients in our region.

A heartfelt thanks goes out to outgoing Division Board members Chris Hawkins and Drs. Glen Burgoyne and Said Jumaa for their insight, advice and strong dedication to the work of the Division. Your wisdom will remain with the organization.

Thank you.

Board Chair Dr. Kevin Hill and Executive Director Tracy St. Claire

# STRATEGIC DIRECTION

Primary Care in the South Okanagan Similkameen

South Okanagan Similkameen Division of Family Practice helps practitioners meet patient and practice needs, leads change in an evolving primary care system, and works with partners to shape a better future for health care in the South Okanagan Similkameen, and BC.

## LEADERSHIP + ADVOCACY INFLUENCING CHANGE

Foster and support practitioner leadership to engage with the membership to advance professional well-being, patient care and health system improvements.

Maintain strong relationships with community organizations and leaders to build the supportive foundation necessary for health care to flourish, long term.

## CLINIC SUPPORTS SUPPORTING PRACTICES TO THRIVE

Provide supports to clinics that enable practitioners to focus on caring for their patients, improve efficiency, increase job satisfaction, integrate a team-based approach, and in turn, help attract and retain practitioners.

Offer clinic management services designed to prioritize clinical work, applying innovative models of practice that can spread to other clinics.

Provide administrative and facilitative support to coordinate practitioners working in networked practice groups to share the responsibility of caring for the community.

## QUALITY IMPROVEMENT + INNOVATION DRIVING PRACTICAL CHANGE

Partner with other practitioners and healthcare providers to develop practical solutions to complex healthcare issues using a quality improvement approach.

# LEADERSHIP + ADVOCACY

## LEADERSHIP

### SOS Division Board of Directors

With a strong strategic focus, the SOS Division Board consists of nine Directors from a wide range of experience. In 2021/22, Director backgrounds ranged from longitudinal family practice, locum practice, physician specialty practice, indigenous healthcare delivery, financial services, and healthcare organization leadership. The Board is responsible for providing overall direction, governance, and financial oversight for the Division.

### Health Leadership Committee

To better inform Division direction and create a deeper dialogue with a wider representation of the membership, the SOS Board started exploring in spring 2021 a formal structure for ongoing engagement. The complexity of issues facing the Division has grown exponentially since the organization's inception in 2010. The membership has shifted from being almost exclusively comprised of family physicians working in longitudinal practice to follow a provincial trend whereby more than 40% of the membership now work in specialty areas of family medicine. Despite this shift, the SOS still boasts an extremely high degree of collegiality and cooperation.

The SOS Health Leadership Committee (HLC) was formed as a sub-committee of the Division Board in September 2021, modeled from a similar structure in the Thompson region. The purpose of the HLC is to facilitate the integration of shared initiatives involving physicians, nurse practitioners and midwives in the SOS. This includes strategically supporting, endorsing, and influencing physician-led projects and services. The HLC provides a forum to explore community needs and inform community priorities to better influence regional and provincial conversations and shape primary care direction. The forum also provides a place for provincial information to flow to the local community.

Between September 2021 and March 2022, committee members discussed a variety of topics including recruitment and retention issues, patient attachment challenges, 24/7 coverage, administrative burden of medicine, local community strengths, the role of nurse practitioners, new consult referrals to specialists, residency program funding and vaccinations for providers.

## PARTNERSHIPS

### Collaborative Services Committee

A collaborative table between the Division of Family Practice and the health authority, this committee brings forward healthcare service and systems-based issues of concern, co-determines priorities, designs solutions, and influences system re-design whenever possible. In 2021/22, the Division and health authority efforts were largely focused on emergency response issues including respiratory assessment and testing, wildfire response and vaccinations.

### Interdivisional Strategic Network (IDN)

A bi-weekly meeting of Division physician leads and executive directors from the eight interior region Divisions of Family Practice, the group shares information around common issues and together brainstorm strategic responses to emerging issues.

### Interior Physician Recruitment and Retention Committee (IPRR)

A sub-committee of the Interdivisional Network, the Interior Physician Recruitment and Retention Committee is comprised of staff and physician representatives from all eight interior Divisions. The Committee has made great strides in building a relationship with Resident Doctors of BC to build awareness about Divisions and practice opportunities in the Interior and is working with Interior Health and the Ministry of Health to streamline the Return of Service placement of UBC International Medical Graduates.

### Interdivisional Strategic Council (ISC)

A quarterly meeting of Interior Health and representatives from the eight Divisions within the geographical reach of the health authority, the ISC shares information and collaborates on primary care issues affecting the region.

### General Practices Services Committee (GPSC)

With representatives from Doctors of BC, Ministry of Health and health authorities, the GPSC provides supports and direction for primary care provincially.

### Local Sustainability

With longitudinal primary care moving more towards larger groups of providers working together in interdisciplinary teams, the need for larger clinic space grows. Summerland physicians several years ago saw this

trend coming and started to seek space for a community health centre to house all of the Summerland physicians, nurse practitioners and primary care teams. Supported by the Division, a partnership formed between the Summerland physicians, local municipality, community charitable foundations and another Summerland non-profit to develop a plan for a community health centre in the heart of Summerland by 2025. Local physicians contributed to the cost of a consultant hired by the District of Summerland to undertake a clinic feasibility study for the health centre. This feasibility study and business plan for the clinic are scheduled to be completed by late fall 2022.

## COMMUNICATIONS

PathwaysBC continues to be a valued online resource that provides physicians, nurse practitioners, and their office staff/teams quick access to current and accurate referral information, including wait times and areas of expertise of specialists and specialty clinics. Pathways can also provide access to hundreds of patient and physician resources, as well community service and allied health information that is categorized and searchable.

The SOS averages 2,500 page views per month. The platform is funded by GPSC and SOS Division pays a per capita subscription on behalf of the membership annually. A part-time administrator maintains specialist profiles and ensures easy access to the platform.

SOS EXPRESS, a bi-weekly electronic newsletter, launched in late 2021. SOS EXPRESS provides Division members timely and relevant primary care information in our region including local community highlights, learning opportunities, and provincial news.

## EMERGENCY RESPONSE

### COVID-19

Division members and staff continued to share information and best practices in delivering COVID-safe primary care with monthly check-in calls this year. The Community Inpatient Service managed family medicine COVID+ patients at Penticton Regional Hospital (PRH) with an unprecedented caseload of 27 in February 2022. In addition, the Division maintained its role of coordinating providers and MOAs for the Penticton Respiratory Assessment Centre throughout the year.

### Wildfire

A record-breaking number of wildfires broke out in August 2021 across BC and the SOS region was not spared. While the Thomas Creek fire loomed over Okanagan Falls and Oliver, the Nk'Mip fire threatened Osoyoos. Staff kept Division members updated on developments by participating in Incident Command meetings with Interior Health and Health Emergency Management BC.

### Flood

In November, atmospheric rivers brought about catastrophic flooding and damage to infrastructure in many BC communities, including Princeton. With support from the SOS Division's long-term care initiative leadership, residents at Ridgewood Lodge were safely evacuated to Summerland Seniors Village. Princeton and Summerland physicians worked together to ensure continuity of care for more than forty displaced residents. SOS Division physicians and nurse practitioners in Princeton maintained services at Princeton General Hospital and Cascade Medical Clinic in very challenging circumstances.





# PRACTICE + CLINIC SUPPORT

## 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:

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

With PCN carrying this vision into its third year, a strong focus has also been directed at advocating for rural and Indigenous communities.

The PCN Division team saw steady growth, with multiple nurse practitioners, registered nurses, and Allied Health roles being filled.

The SOS Division's clinic support team has supported the integration of new clinic staff and primary care providers while new resources continue to reach local clinics.



Above from left: NPs Tyrone Maguire, Kim Hayter; RN Jennifer Mitchell

## PCN HIGHLIGHTS

- ⇒ More than 11,000 patients were attached to primary care providers as of March 31, 2022. Urban areas (Penticton, Summerland, Okanagan Falls) have attached a total of 9,511 patients while rural towns (Oliver, Osoyoos, Keremeos, Princeton) have attached 1,606 patients.
- ⇒ In strengthening team-based care, the PCN Initiative will hire 42.15 FTE physicians, nurse practitioners, registered nurses, and Allied Health professionals. Before the 2021/2022 fiscal year, 14 FTEs were hired into the SOS, and in 2021/2022, 9.8 FTEs were integrated into our urban and rural communities. The SOS PCN welcomed a 0.5 FTE registered dietician and a 1.15 FTE registered psych nurse to the Oliver and Osoyoos region.
- ⇒ Four Indian bands in Keremeos and Princeton have developed traditional healer initiatives with receipt of funding support through the Community Worker Proponent Contract, while the process in Oliver and Osoyoos makes progress.
- ⇒ The roll-out of action-based Health Basics Group sessions that encourage overall improvements in patient mindset, activity, and nutrition.
- ⇒ The well-received PainCARE pilot project provides patients living with chronic pain and their health care providers accessible tools, support, information on referrals, services, education, self-management support, and more.
- ⇒ Seniors group sessions led by a social worker to help support resiliency and connection.
- ⇒ A new pharmacist services two clinics, with expansion into rural communities coming fall, 2022.

## LPN INTEGRATION

The SOS Division clinic support team successfully aided the recruitment and integration of a licensed practical nurse (LPN) into a small Penticton family practice clinic. Funded by fee-for-service billings generated by the clinic, this additional full-scope nurse position should help increase patient access while improving patient and physician experience.

## MINOR TENANT IMPROVEMENT

Several SOS clinics were assisted by the SOS Division clinic support team with completing applications for GPSC Minor Tenant Improvements grants. These grants funded clinic renovations that accommodate and integrate PCN allied health clinicians into the clinics.

## MOA SUPPORT

SOS medical office assistants (MOAs) were provided guidance from SOS Division's clinic support team on EMR functionality, workflow challenges, billing queries, and connection with up-to-date resources and info.

An SOS physician, social worker, and Division's clinic support team facilitated a de-escalation techniques workshop for MOAs on November 24, 2021. This informative session provided an overview of the social determinants of health and how to deal with challenging patient interactions. MOAs were encouraged to share their difficult family practice experiences magnified by the COVID-19 pandemic.



Above from left: MOA gathering at Sun-Oka Beach; MOAs and Division staff at the Oliver Holiday Mingle

Friday morning MOA and clinic support team check-ins continued providing vital peer support and knowledge exchange during the ever-changing COVID-19 pandemic climate. Check-ins were an opportunity to share new guidelines and tips for in-clinic services and safe patient care, EMR templates, fee code updates, and ask occasional guest speakers questions.

SOS Division's clinic support team also conducted MOA recruitment, training and scheduling, and physician orientation for The Penticton Respiratory Assessment Centre (COVID Assessment Centre).

## PATIENT ATTACHMENT

The SOS Division's Care Connector facilitates the attachment of patients in need of a primary care provider with providers who have the capacity to add additional patients to their practice.

This year, 4,375 patients across the SOS registered on the Division's Patient Attachment List (PAL), mainly due to physicians leaving practice in Summerland and Oliver. During the same period, 785 patients from the waitlist were attached to 18 different providers. Priority attachment is provided, when possible, for patients referred from PRH Emergency Department and the South Okanagan Maternity Centre.

In March 2022, the SOS Division worked with Health Link BC to transition the remaining waitlist of over 8,500 names to the government's Health Connect Registry. While the provider attachment function remains with the Division, the Health Connect Registry is intended to improve the patient registration process.





## CLINIC MANAGEMENT

### Ponderosa

In addition to the daily tasks of running a very active team-based practice, the clinic management team at Ponderosa Primary Care Centre also:

- o Supported the training of UBC Family Practice residents, medical office assistant students, nurse practitioners, and an occupational therapy student.
- o Seamlessly transitioned the retirement of Drs. Chris Toneff and Lloyd Westby and the recruitment and integration of two new physicians, Drs. Vicci Fourie and Leroy Pienaar.
- o Ensured continuity of care for over 100 vulnerable patients receiving treatment during Dr. Driaan Van der Vyver's transition into the Opioid Agonist Therapy practice of retiring physician Lloyd Westby.
- o Held MOA professional development sessions addressing marginalized populations and administration of Naloxone.
- o Streamlined patient referrals to the Penticton Respiratory Assessment Centre (Covid Assessment Clinic).



### Fairview

In preparation for the retirement of Fairview Clinic's founder, Dr. Elizabeth Watters, the SOS Division took over the management of the clinic in March 2022 and supported the recruitment and orientation of a new physician, Dr. Mari La Cock.



Above, top right: Team Watters wins! Above from left: Ponderosa Primary Care Centre; Fairview Medical Centre

## GROUP PRACTICE SUPPORT

### Inpatient Programs

In Penticton, the SOS Division works with the Department of Family Medicine to support the Community Inpatient Program at Penticton Regional Hospital (PRH). The Program consists of family physicians managing the care of their own inpatients, the Doctor of the Day 24-hour on-call service, and the Community Inpatient Service (CIS) which provides care for unattached inpatients.

The Program is sustained by GPSC inpatient network incentives, bridge funding, and pooled CIS Medical Services Plan billings.

The CIS team led the inpatient program response to COVID-19 at Penticton Regional Hospital by managing

all family medicine inpatient cases. The increased volume generated by this and by the continued attrition of community providers from inpatient care necessitated two additional lines for the service by January 2022. The SOS Division recruited new providers to fill these lines, adding to the capacity of the local primary care community.

The Division also plays a role in supporting rural inpatient care. The SOS Division successfully applied to GPSC for bridge funding to support inpatient programs at both Princeton and South Okanagan general hospitals. The one-time funds for PGH and SOGH will support physicians providing inpatient services to those hospitals during the 22/23 fiscal year.

### South Okanagan Maternity Centre

The SOS Division continues to support the South Okanagan Maternity Centre (SOMC) physicians and midwives by providing billing support, facilitating regular team meetings, supporting quality improvement initiatives, and managing payroll/compensation.

### Major achievements in 2021:

- o Welcomed registered midwives Isabelle Beaudoin and Tara Danis to the SOMC team as regular locums with the closure of Willow Midwives.
- o Adopted a new model of care, in which two providers work each day rather than one.
- o Shifted from providing one post-partum home visit per family to two, allowing for more convenient care for new families.
- o As part of a pilot project funded through the General Practice Services Committee (GPSC), the SOMC, in partnership with the Primary Care Network (PCN) and the Practice Support Program (PSP), launched a virtual group prenatal education series called "Nesting Pregnancy". Each series offered four interactive Zoom sessions on a specific subject related to pregnancy and postpartum and were co-facilitated by an SOMC physician and an expert in the topic at hand.



Above, South Okanagan Maternity Centre team, from top left by row: Registered Midwife Tara Danis, Dr. Catherine Botting, Dr. Jennifer Begin, Dr. Tara Dawn, Dr. Michelle Linekin, Dr. Rebecca Psutka, Dr. Lisa Friesen, Registered Midwife Susie Lobb, Dr. Jessica Pow, Dr. Marius Snyman, Registered Midwife Isabelle Beaudoin, Kerry Rollison



CME + Practitioner Networking

Public health guidelines again restricted in-person events for much of the year. Nevertheless, the SOS Division found creative ways to facilitate community building. A virtual Long-Term Care Summit in June was followed by a series of cautious social gatherings in Oliver, Summerland and Penticton during December 2021 and a series of dinner

meetings in Osoyoos, Penticton, and Summerland in March 2022. Finally, with the end of the pandemic in sight, Division members enjoyed professional resiliency workshops with Fernie-based psychologist Dr. Tyla Charbonneau in early 2022.



Drs. Cassandra Nysten, Madelaine Trudeau, Kelsey Robinson, Emily Kogel and community physicians stop by the Division office during The Amazing Race

Residency Program Support

The SOS Division Board allocates a portion of its funding to support the UBC Okanagan South Family Medicine Residency Program each year. During 2021/22, this allocation contributed to the June 2021 graduation celebrations, a professional resiliency workshop, and much-coveted vests for new residents and faculty.

RECRUITMENT + RETENTION

The Division supports members in longitudinal practice by crafting advertisements for recruitment websites, notably Health Match BC, and working with referred candidates to determine the right fit. Referrals were scant in 2021, with few enquiries from Canada or elsewhere. Factors that impacted enquiries included pandemic travel restrictions and weather-related events which generated volumes of adverse press for the region.

The Division has strong representation at the GPSC-supported Interior Physician Recruitment and Retention table, where systemic recruitment challenges are discussed and escalated.

Across the SOS region, eleven providers left longitudinal family practice this year. About half of these transitions were anticipated, with replacement providers found

for their practice. Nevertheless, of the 16 new providers practicing in the SOS, only five chose longitudinal care.

The SOS Division supports physicians in longitudinal practice by advertising their locum needs on major recruitment websites, including the BC Family Doctors locum board. In addition, Division staff work with new graduates to identify their practice interests, preparing customized schedules, if desired.

Division staff applied to Locums for Rural BC to expand program eligibility to Oliver and Osoyoos to mitigate the stress of the COVID-19 pandemic. The application was well received and the program was made available through to September 30th, 2021. One Oliver physician noted that access to the program enabled him to take a vacation with locum coverage for the first time in six years.

INNOVATION + IMPROVEMENT

Over the past year, Physician Leads and Division staff worked with health and community care partners on several quality improvement projects. Funding from Doctors of BC and the Ministry of Health allowed the Division the opportunity to bring forth the voice of physicians to influence positive change solutions for primary care.

DIGITAL HEALTH

Physicians and Divisions staff spent 2021 exploring the current digital health landscape in British Columbia, acquainting with provincial initiatives (below) intended to improve provider experience and patient care. As these and other digital tools evolve, the Division will continue to explore their applicability to primary care and utility to members.

Health Data Coalition (HDC)

HDC is a physician-led data analytics platform intent on supporting data-driven quality improvement in primary care. Currently HDC is the largest primary care dataset in BC, with 1,500 enrolled physicians and about 2 million patient records captured. The HDC application provides secure access to aggregated clinical data within a convenient, user-friendly interface while maintaining patient and provider confidentiality.

Care Connect

Through this solution, primary care providers and their staff gain optional access to Care Connect and free Pharmanet access from their clinic via a direct link from their EMR or a web browser. Care Connect is a provincial-wide portal for health authority facility information to improve access to information across the patient's journey for informed care.

SHARED CARE

The Shared Care Steering Committee continues to ensure the prioritization and implementation of Shared Care project ideas based on the current and emerging needs of primary care in the SOS. This year, the committee approved two new projects: Adult Mental Health and Substance Use and Transitions in Care.

"This new program gave me a lot of tools to work with! I hope that I can implement some of them into my daily life. I am trying to redo my way of thinking; stop overdoing stuff in my daily life; learn my limits, then go a little bit more. This program has a ton of info and great people who take the time to 'hear' me even after the program. Thank you to everyone involved!"  
- Pain CARE patient

Chronic Pain

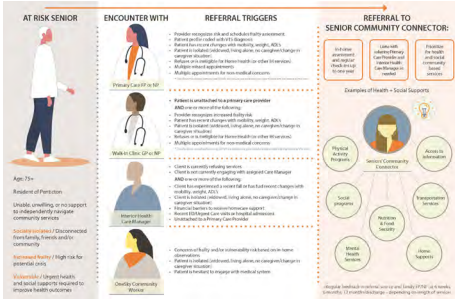
The Chronic Pain project's goal was to integrate the diverse support of health professionals within a team-based care setting. Implemented at Ponderosa Primary Care Centre and well-received by participating patients and providers, the pilot provided consistent and evidence-based messages about self-management techniques for chronic pain.

Frail Elderly

SOS Division's Frail Elderly project was established in 2017 to focus on the operation and sustainability of the Quick Response Team (QRT) at Penticton's Emergency Department. With primary care providers from White Clinic Associates and Fairview Medical Clinic involved as a referral pathway, the QRT was fully operational throughout 2020. The project concluded in 2021 with a final report of collected data and evaluation.

Seniors Coordinated Care

SOS Division's Shared Care project team and OneSky Community Resources Society collaborated to define the scope and referral pathway of the "Seniors Community Connector" role. Offering individualized support to selected vulnerable and isolated seniors who access health and social services, the Seniors Community Connector can receive referrals directly from clinic providers. Implemented at White Clinic Associates as a pilot project, OneSky and the Division's continued evaluation over the next three years aims to expand the referral pathway to all primary care clinics.





Innovation Hub

The Innovation Hub Project, a partnership between the Division, the Ministry of Health, Interior Health, and TELUS, saw the successful implementation of the following EMR solutions between 2018 and 2021:

- 1. CDX/Med Dialog: The foundation was established to electronically send clinical documents between Meditech and Med Access. Building on the success of this solution, EMR interoperability efforts continue to advance as a provincial initiative.
- 2. SOK Med Access Forms Database: Frequently used referral forms specific to the South Okanagan were added to the Med Access forms database to support clinics in accessing relevant forms without the administrative burden of mapping them into the EMR.
- 3. Care Connect Onboarding: Physicians, Nurse Practitioners, and MOAs participated in a user-enrolment session to access Care Connect view-only electronic health records directly from their clinic.

Adult Mental Health + Substance Use (AMHSU)

SOS physicians, nurse practitioners, Division staff, and Interior Health formed a partnership as the AMHSU working group. Continuously sharing gap analysis and improvement ideas to inform the focus on adults with mental health and substance use challenges, providers practising in primary, acute, and specialized care identified an urgent need to pilot a safer supply program in the SOS in response to the increasingly toxic illegal drug supply and overdose crisis.

Supporting primary care physicians and nurse practitioners with focused addiction practices to prescribe safer alternatives has emerged. In alignment with the need to develop a comprehensive and urgent response, the Safer Supply pilot will start in April 2022. The AMHSU working group will focus on additional project phases and improvement initiatives into 2022/2023.

LONG-TERM CARE INITIATIVE

The SOS Long-Term Care Initiative has seen a significant recovery in best practices and system-level goals since the first year of COVID-19.

Community providers practising long-term care in the South Okanagan Similkameen achieved the following:

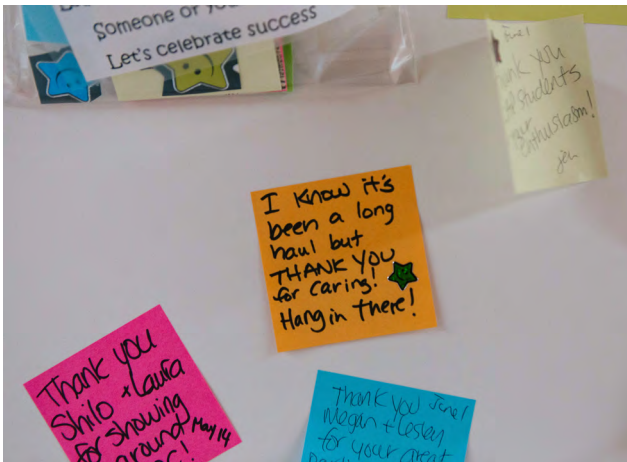
- o **100% long-term care patient attachment** thanks to the teamwork and sharing of caseload at each care home.
- o An increased average of **five proactive visits per patient** per year in 2021-22 compared to one non-urgent visit per patient per year in 2020-21.
- o **74% attendance rate** of Most Responsible Practitioners (MRPs) at care conferences, ranking among the highest provincially.
- o **Orders averaging six medications per patient** with a steady decline in patients ordered nine or more, from 31% in 2014/15 to 21% in 2021/22.
- o **Approximately 16%\* fewer emergency transfers** than pre-COVID-19, but around 20% more transfers than the first year of the pandemic (\*entire fiscal year data for 2021-22 is not yet available).

SOS providers can be proud of their efforts to re-instate care patterns affected by COVID-19 during a challenging second year of the pandemic. Long-term care homes encountered 13 outbreaks but much fewer COVID-19 related deaths in 2021-22 due to high vaccination rates.

SOS Virtual Long-Term Care Summit 2021

Resilience, Loss, and Opportunity:  
Mental Health in Long-term Care During COVID-19  
Dr Carol Ward, IH Geriatric Psychiatrist

The Four Ws Surrounding End of Life Conversations  
Dr Sarah Broder, IH Senior Medical Director of Palliative and End of Life Care



“The hard work contributed to improving services and quality of life for the residents is very appreciated.”  
— SOS Care Home Manager





# MEMBERSHIP

## 2021 - 2022 BOARD OF DIRECTORS

### RETIRING OR TRANSFERRING PROVIDERS

Dr. Chris Toneff, Penticton  
 Dr. Lloyd Westby, Penticton  
 Dr. David Paisley, Penticton  
 Dr. Greg Selinger, Penticton  
 Dr. Fathima Abdul-Hameed, Penticton  
 Nurse Practitioner, Binh Nguyen, Penticton  
 Dr. Negar Hafizi, Oliver  
 Dr. Peter Entwistle, Oliver  
 Dr. Josh Webb, Keremeos  
 Dr. Mahrous Mousa, Princeton

### PRIMARY CARE PROVIDERS NEW TO OUR REGION

Dr. Frikkie Badenhorst, Penticton  
 Dr. Magrietha Badenhorst, Penticton  
 Dr. Hans Kuschke, Penticton  
 Dr. Raman Sidhu, Osoyoos  
 Dr. Vicci Fourie, Penticton  
 Dr. Mari La Cock, Penticton  
 Dr. Alan Daniel, Penticton  
 Dr. Mariette Van Wyk, Penticton  
 Dr. Nick McGraw, Penticton  
 Dr. Kristy King, Penticton  
 Dr. Jessica Luksts, Penticton  
 Dr. Marayam Garabedian, Penticton  
 Dr. Laura Tamblyn, Penticton  
 NP Joselyn Law, Summerland  
 NP Harmony Crockett, Penticton  
 NP Kimberly Kitchen, Penticton



Dr. Kevin Hill  
Chair



Dr. Jennifer Begin  
Vice-Chair



Dr. Kyle Stevens



Dr. Alan Gow  
Secretary + Treasurer



Chris Hawkins



Eliza Terbasket



Dr. Said Jumaa



NP Viola Brown



Dr. Glen Burgoyne



# MEMBERS BY COMMUNITY

## KEREMEOS

Dr. Mark Baillie  
Dr. Marina Louw  
Dr. Ifeju Omojuwa  
Dr. David Van de Vosse  
Dr. Josh Webb  
Dr. Gerald Partridge  
Dr. Michael Biggs

## OLIVER

Dr. Ansunette de Vries  
Dr. Elzaan deWitt  
Dr. Kirk Dixon  
Dr. Steven Evans  
Dr. Tarinder Grewal  
Dr. Mark Hamilton  
Dr. Kevin Hill  
Dr. Margaret Myslek  
Dr. Madia Smallwood  
Dr. Alan Ruddiman  
Dr. Diana Silva  
Dr. David Shaw  
Dr. Robert Swan  
Dr. Stuart Johnston

## OSOYOOS

Dr. Jaco Bellingan  
Dr. Robert Calder  
Dr. Matthys de Vries  
Dr. Pardeep Dhillon  
Dr. Lorraine Kane  
Dr. Jayden McIntyre  
Dr. Garnett Tarr  
Dr. Raman Sidhu  
Dr. Alan Gow

## PENTICTON

Dr. Timothy Bowen-Roberts  
Dr. Donella Anderson  
Dr. Jim Atkins  
Dr. Zoe Ayling  
Dr. Frikkie Badenhorst  
Dr. Magrietha Badenhorst  
Dr. Harman Bajwa  
Jessica Baskerville, NP  
Isabelle Beaudoin, Midwife  
Dr. Jennifer Begin  
Dr. Catherine Botting  
Dr. Jackie Bourdeaux  
Dr. Glen Burgoyne  
Dr. Kristin Burles  
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  
Harmony Crockett, NP  
Dr. Alan Daniel  
Dr. Tara Danis, Midwife  
Dr. Andrew Dargie  
Dr. Tara Dawn  
Dr. Johan de Kock  
Dr. David Dutchman  
Dr. Heather Filek  
Dr. Vicci Fourie  
Dr. Tom Francis  
Dr. Alicja Frasinski  
Dr. Lisa Friesen  
Dr. Clark Fruhstorfer

Dr. Ron Gans  
Dr. Lucy Gans  
Dr. Maryam Garabedian  
Dr. Dale Gatenby  
Dr. Andie Guebert  
Dr. Suzanne Gwilliam  
Dr. Steve Hardwicke  
Dr. Leona Harries  
Dr. Brent Harrold  
Kim Hayter, NP  
Dr. Kim Higgins  
Dr. Laura Hodgson  
Dr. Allen Hooper  
Dr. Laura Howlett  
Dr. Heidi Ingram  
Dr. James Johnston  
Dr. Wessel Joubert  
Dr. Said Jumaa  
Dr. Fereidoon Kavosian  
Dr. John Kennedy  
Dr. Deanna Kerrigan  
Dr. Daniel Kilian  
Dr. Karin Kilpatrick  
Dr. Emily Kogel  
Dr. Jack Kooy  
Dr. Hans Kuschke  
Dr. Claire Kuzmochka  
Dr. Mari La Cock  
Dr. Leslie Lappalainen  
Dr. Mark Lawrie  
Dr. Doug Leitner  
Dr. Michelle Linekin  
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. Blair Main  
Dr. Barb Main  
Dr. Sheena Manning  
Dr. Robin Masson  
Dr. Rebecca McCourt  
Dr. Nick McGraw  
Dr. Rob McIntosh  
Dr. Morag McMillan  
Dr. Arlin Munro  
Dr. Tyler Murphy  
Binh Nguyen, NP  
Dr. Alan Nixon  
Dr. Cassandra Nysten  
Dr. Ross O'Neil  
Dr. Tom Oliver  
Dr. David Paisley  
Dr. Sandra Pansegrouw  
Dr. Tim Phillips  
Dr. Leroy Pienaar  
Dr. Rebecca Psutka  
Dr. Alex Pugachev  
Damian Rawnsley, NP  
Lindsay Redl, NP  
Dr. Andrew Robertson  
Dr. James Robertson  
Dr. Kelsey Robinson  
Dr. Cathy Rooke  
Dr. Wendy Ross  
Dr. Stephan Samoyloff  
Dr. Tim Seipp  
Dr. Greg Selinger  
Dr. Cathy Sheehan  
Dr. Lizl Smith  
Dr. Marius Snyman

Dr. Simon Steunenberg  
Dr. David Stoll  
Dr. John Surkan  
Dr. David Surkan  
Dr. Michael Surkan  
Dr. Kelsi Taguchi  
Dr. Laura Tamblyn  
Dr. Richard Tatham  
Dr. Travis Thompson  
Dr. Chris Toneff  
Dr. Madelaine Trudeau  
Dr. David van den Berg  
Dr. Izak Van Der Westhuizen  
Dr. Samantha Van Horn  
Dr. Mariette Van Wyk  
Dr. Tertius Walters  
Dr. Elizabeth Watters  
Dr. Lloyd Westby  
Dr. Marianne Willis  
Dr. Colwyn Wren

## PRINCETON

Dr. Andrew Ashley  
Dr. Colleen Black  
Viola Brown, NP  
Tanya ter Keurs, NP  
Dr. Ella Monro  
Dr. Marlin Samuels  
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  
Joselyn Law, NP  
Dr. Martine Lebel  
Dr. Jessica Pow  
Dr. Wendy Richardson  
Dr. Susan Severide  
Dr. Kyle Stevens  
Dr. Driaan van der Vyver  
Dr. Murali Venkataraman  
Dr. Danielle Weisgarber



# SOS DIVISION STAFF

## EXECUTIVE

Tracy St. Claire - Executive Director  
Sophie LePoidevin - Executive Assistant/Board Liaison  
Courtney Olexa - Administrative Assistant

## OPERATIONS

Michelle Bush - Operations Manager  
Vicki Morgan - Operations Lead  
Penny McLeod - Operations Coordinator  
Sonia Mercer - Finance Assistant

## MEMBER SERVICES

Julie Young - Member Services Manager  
Riley Gettens - Recruitment Lead  
Kristen Hart - Member Services Coordinator  
Keva Luscombe - Member Services Assistant  
Valery Gore - Communications Coordinator

## IMPROVEMENT PROJECTS

Lisa Needoba - Project Manager  
Michaela Corr - Projects Lead  
Taunya Cossentine - Project Lead  
Brian Evoy - Interim PCN Manager  
Kristine Robbins - PCN Project Coordinator

## CLINIC SUPPORT

Kelly Hawes - Clinic Support Manager  
Sheri Milton - Fairview Clinic Lead  
Candace Gerk - Clinic Support Coordinator  
Erin Millar - Clinic Support Coordinator

## THIS YEAR WE SAID GOODBYE TO

Linda Andersson - Executive Assistant  
Megan Courtney - Projects Manager  
Suzanne Newton - PCN Coordinator  
Tanya ter Keurs - PCN Manager





STATEMENT OF FINANCIAL POSITION

March 31, 2022

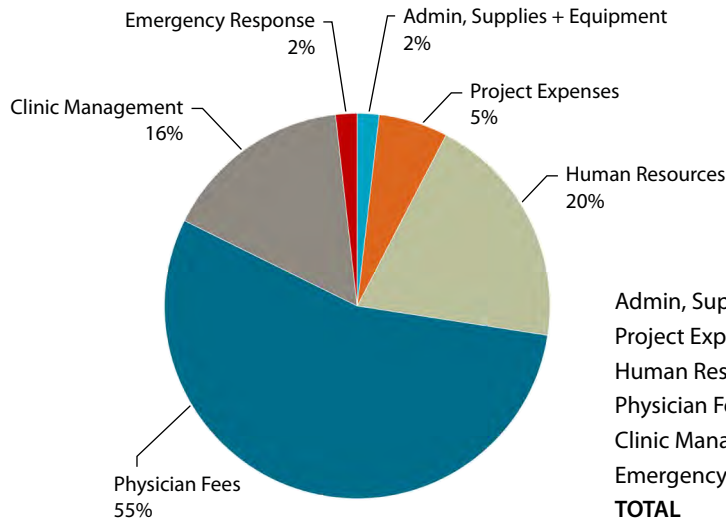
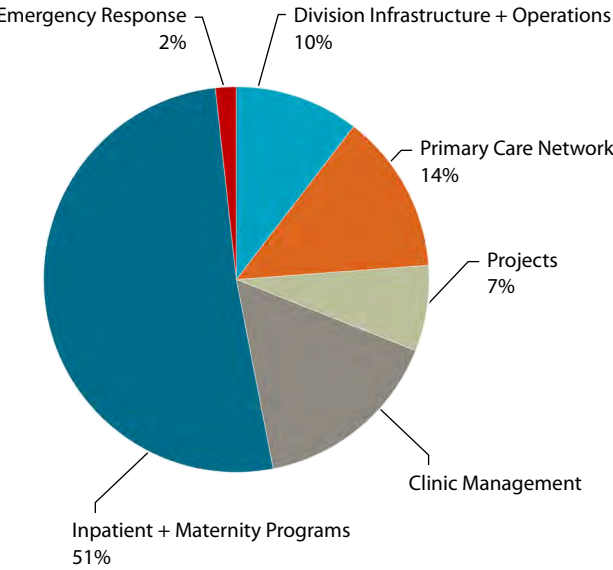
	2022	2021
ASSETS		
Current:		
Cash and short-term deposits	\$ 1,414,835	\$ 1,319,435
Accounts receivable	570,885	376,237
Prepaid expenses	15,475	17,637
	2,001,195	1,713,309
Tangible capital assets	146,822	201,614
	\$ 2,148,017	\$ 1,914,923

LIABILITIES AND NET ASSETS

Current:		
Accounts Receivable	\$ 685,738	\$ 598,212
Deferred revenue	1,255,818	1,044,422
	1,941,556	1,642,634
Deferred capital contributions	132,731	181,190
	\$ 2,074,287	\$ 1,823,824
Net assets:		
Invested in tangible capital assets	\$ 14,091	\$ 20,424
Unrestricted	59,639	70,675
	73,730	91,099
	\$ 2,148,017	\$ 1,914,923

2021  
2022  
REVENUES

Division Infrastructure + Operations	789,360.00
Primary Care Network	1,017,163.00
Projects	545,417.00
Clinic Management	1,207,951.00
Inpatient + Maternity Programs	3,891,249.00
Emergency Response	132,608.00
TOTAL	\$7,583,748.00



Admin, Supplies + Equipment	139,074
Project Expenses	440,871
Human Resources	1,505,248
Physician Fees	4,171,052
Clinic Management	1,207,951
Emergency Response	136,922
TOTAL	\$7,601,117

2021  
2022  
EXPENSES



**South Okanagan Similkameen**  
**Division of Family Practice**  
A GPSC initiative

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Penticton, BC V2A 8N8  
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