



KEREMEOS • OLIVER • OSOYOOS • PENTICTON • PRINCETON • SUMMERLAND  
 UPPER SIMILKAMEEN INDIAN BAND • LOWER SIMILKAMEEN INDIAN BAND  
 OSOYOOS INDIAN BAND • PENTICTON INDIAN BAND

# The South Okanagan Similkameen Division of Family Practice 2022 ANNUAL REPORT



**South Okanagan Similkameen**  
**Division of Family Practice**  
 An FPSC Initiative

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

Cover photos, from top left by row: Eliza Terbasket, Dr Alan Gow, NP Viola Brown; Drs Kyle Stevens, Said Jumaa, David van den Berg, and Isabelle Beaudoin RM; Dr Danielle Weisgarber; Dr Andrew Ashley; Drs Kristy King, Tiffany Bursey, Tom Oliver; Dr Murali Venkataraman; Dr Lorraine Kane; NP Jennifer Baskerville, Dr Catherine Botting, NP Tyrone Maguire; NP Lindsay Redl; Dr Kevin Hill, Dr Richard Tatham, Kelly Hawes

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## MESSAGE FROM THE BOARD CHAIR + EXECUTIVE DIRECTOR

Longitudinal care, working together and partnerships were the themes for 2022/23.

### Longitudinal Care

Fifty-five percent of SOS family physicians worked in longitudinal care at the start of 2022. That number was echoed throughout BC and resulted in fewer patients being attached to a family physician or nurse practitioner than ever before.

The burden of 24/7 care, combined with less competitive compensation, a growing disinterest by physicians in managing practices and alternate opportunities needed to be addressed to make longitudinal care more attractive.

Efforts at the provincial level produced the new longitudinal family physician payment (LFP) model, announced in November and operationalized in February, made compensation more attractive and set the stage for the resurgence of longitudinal care.

In the SOS, we tackled other barriers to longitudinal care by joining three other communities to pilot a new afterhours virtual service that is designed to alleviate the 24/7 burden. And the Division supported management of a family practice clinic in Summerland, offloading the day-to-day business considerations from the physicians.

Princeton and Keremeos continue to attract new physicians and together provide full-service care for residents in their surrounding communities, with Princeton now reporting close to 100% patient attachment.

Meanwhile, Oliver and Osoyoos are infamous for having the highest long-term care admission rates in BC, more than four times the provincial average. Physicians working in South Okanagan care homes have to be applauded for stepping up to support those families in a time of great change while we try to influence a system change.

### Working Together

The Community Inpatient Program at Penticton Regional Hospital adapted to more community family physicians leaving hospital, adding more community inpatient service (CIS) physicians to the mix. As of March 2023, CIS was staffing six 8-hour a day, 7-days a week lines with 25 doctors. Each of these also contributing to community primary care. Support to practice in hospital and in community is increasingly becoming a recruitment incentive.

The South Okanagan Maternity Centre started accepting patients from surrounding areas as the new longitudinal payment model exacerbated challenges with obstetrical staffing in other communities. The maternity centre model of sharing care proved to be resilient to changes and attractive for recruitment, supported by nine physicians and three midwives. Many other communities have been interested in replicating this SOS gem.

### Partnerships

The District of Summerland, Community Foundation of the South Okanagan Similkameen, Community Futures and the Medical Foundation all came together to rally with the Summerland physicians and Division to raise two-thirds of the cost of a new team-based care healthcare centre.

The Primary Care Network was rolled out to the rural communities with an increase in team-based care resources across the region now working together for patient care.

We welcomed nurse practitioners as full voting members of the Division at the 2022 AGM.

As we close 2022/23, we thank Dr Alan Gow for six years of service on the Division Board. Dr Gow is a former Board Chair of Doctors of BC and was counted on to always provide wise governance and strategic advice. Alan you will be missed.

The physicians, nurse practitioners, medical office assistants, Board members and Division staff who work together to sustain and improve primary care in the SOS are to be congratulated.

The SOS Division's reputation as a leader and innovator is the product of our collective passion and commitment to patient care.

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



### VISION

We are a community of primary care providers who are collaborative partners in promoting innovative solutions to local community health needs, built on a foundation of primary care excellence.

### LEADERSHIP + ADVOCACY

#### Leadership

Strategic Planning  
Division Board  
Health Leadership Committee  
Leadership Programs (eg. SFU)  
Member Engagement

#### Local Partnerships

Collaborative Services Committee  
Primary Care Network Steering Committee  
Shared Care Steering Committee  
Long-Term Care Steering Committee  
First Nation + Community Partnerships  
Primary Care Sustainability (eg. Clinic Dev.)  
SOS Healthcare Society

#### Regional + Provincial Partnerships

Interdivisional Network (8 Interior Divisions)  
Interdivisional Physician Recruitment  
Interdivisional Strategic Council (w/IH)  
Family Physician Services Committee

#### Communications

Communications Plan  
Publications  
Websites  
Member Communications Support

#### Emergency Response

### MISSION

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

### PRACTICE + CLINIC SUPPORT

#### Clinic Support

PCN Team-Based Care Integration  
Fee-for-Service Team-Based Care Integration  
Clinic Workflow, Billing, Technology Support  
Care Connector  
MOA Networking + Supports  
MOA Locum Support  
Clinic Managers' Network  
Member Operations Support

#### Clinic Management

Ponderosa Primary Care Centre  
Fairview Medical Clinic  
Kelly Avenue Clinic

#### Group Practice Support

PRH Community Inpatient Program  
SOGH/PGH Inpatient Programs  
South Okanagan Maternity Centre  
Long-Term Care Support

#### Recruitment, Retention + Retirement

Recruitment, Retention + Retirement Support  
Residency Program Support  
Emerging: Locum Support

### AIM

We foster a strong and healthy community of providers, improve the health of our communities, and enhance the quality of patient care and the primary care relationship.

### INNOVATION + IMPROVEMENT

#### Projects

MHSU (Phase One) – Safer Supply  
MHSU (Phase Two) – Opioid Prescribing  
Innovation Hub  
Transitions in Care (Community Outpatient)  
811 Afterhours Coverage  
Primary Care Network Maternity (Oliver)

#### Emerging Projects

Oncology  
Geriatrician Integration  
Attachment Priority

#### Group Practice Facilitation

Long Term Care Quality Improvement  
Maternity Quality Improvement  
PRH Inpatient Quality Improvement  
Care Connector Quality Improvement



# LEADERSHIP + ADVOCACY

## LEADERSHIP

### SOS Division Board of Directors

With a strong strategic focus, the SOS Division Board consists of nine directors drawn from diverse backgrounds, including longitudinal family practice, specialty practice, Indigenous health services, financial planning, and healthcare leadership. The Board is responsible for providing overall strategic direction, governance, and financial oversight for the Division.

### Leadership Development



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13 SOS Physicians have completed the FPSC Leadership & Management Development Program at Simon Fraser University.

*Left: Dr. Kyle Stevens enrolled in the SFU leadership program starting November 2022.*

## MEMBER ENGAGEMENT

With the end of the pandemic in sight, the utility of continued monthly membership calls (SOS calls) was evaluated. Members overwhelmingly asked for the calls to continue, stressing the value of ready access to information and connection to colleagues.

Members from across the SOS turned out in force for the Division's Annual General Meeting in September 2022, approving a special resolution to make nurse practitioners General Members of the Division. Following the meeting, members enjoyed a presentation on billing.



*SOS Division participates in the residents' Amazing Race each year – fun!*



*Drs. Jennifer Begin and Michelle Scheepers host Penticton Regional Hospital Medical Staff Association Awards*



The SOS Division and the Penticton Regional Hospital Medical Staff Association cohosted a December 1<sup>st</sup> holiday social at Slackwater Brewing, where specialists and family physicians alike were recognized for excellence by their peers. Award winners included Drs. Alison Turnquist - Outstanding Teaching in Medicine, and John Surkan - Outstanding Service in Medicine (left).





*Drs Lloyd Westby and Chris Toneff's video highlights the potential benefits of a shared practice.*



*Drs Simon Steunenberg and Cassidy Dahl*



*Dr Kirk Dixon*



*Drs Greg Selinger, Fereidoon Kavosian and Nolan Rau*

A January 17<sup>th</sup> event for newer physicians was well received and generated considerable interest in longitudinal care, with shared practices garnering the most interest as a result of the new LFP model announced in November 2022. Drs Lloyd Westby and Chris Toneff starred with clinic support manager Kelly Hawes in a light-hearted video prepared for the occasion.

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Grads since the program began

The UBC Okanagan South Family Medicine residency program celebrated its 5<sup>th</sup> graduating cohort in June 2022, with the SOS Division co-sponsoring their well-earned celebration at Linden Gardens.



*Site Director Dr Michelle Linekin*



*Graduates from Left: Drs Rebecca McCourt, Laura Howlett, Arlin Munro, Deanna Kerrigan*

# LEADERSHIP + ADVOCACY

## LOCAL 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 2022/23, the Division and health authority efforts were largely focused on governance disconnects, noting that many initiatives happen outside CSC. With a shared desire to bring them into a collaborative partnership at the CSC, supported with the right governance structures and membership to optimize results, the parties agreed to work to streamline and strengthen governance.

Successive transitions in Interior Health leadership created challenges for all parties across multiple portfolios. IH Executive Director Carl Meadows will be missed as an innovative, collaborative partner.

### Primary Care Network Steering Committee

PCN Steering Committee oversees the PCN allied health and nurse practitioner positions that the Ministry funds to increase patients' access to primary care. The Steering Committee consists of four IH representatives, four physician/nurse practitioner representatives, two Indigenous and two community representatives.

### Shared Care Steering Committee

The Shared Care Steering Committee submitted funding proposals to support:

- o Shared Care Steering Committee.
- o Geriatric Care project to determine how best to use the services of the new general internist specializing in geriatrics that is coming to town.
- o Exploring a process and/or supports needed for cancer screening for unattached patients.

The Shared Care Steering Committee has identified two emerging projects:

- o Penticton Orthopaedic Group: develop a centralized/streamlined process for specialist referrals with family medicine providers to ensure it works for all parties.
- o Priority Attachments: develop a process and/or rosters for prioritized patient attachments.

### Community Partnerships

SOS Division and members representatives met with the area MLAs, Mayors, RDOS hospital board chair and vice chair, and CAOs on 17<sup>th</sup> March 2022 for a primary care Q+A session.

In February 2023, Division Board Chair Dr Kevin Hill and Executive Director Tracy St. Claire presented on primary care to the Regional Hospital District. Attachment estimates and projected shortages in physician and nurse practitioner workforce in the SOS were shared.

### Primary Care Sustainability

SOS Division continued to work with physicians and local government in Summerland to explore opportunities to create a new team-based clinic space. Engagement with Community Futures, the Medical Foundation, and the Community Foundation saw the Summerland project gain momentum. Funding for \$6M of a \$9M Summerland health centre has been secured, with proposals submitted to secure the \$3M gap to commit to a new build.

## REGIONAL + PROVINCIAL PARTNERSHIPS

### Interdivisional Strategic Network (IDN)

The IDN is a partnership of the eight Divisions located within the Interior region. Each Division appoints a physician lead and the executive director to meet every two weeks to partner around issues common to all of the Divisions.

IDN focused on a number of topical areas this year:

1. Collating data on current primary care provider staffing, attachment and visit numbers to illustrate provider needs into the future.
2. Escalating violence in clinics.
3. The absence of cancer screening for unattached patients.

A sub-committee of the IDN, the Interior Physician Recruitment + Retention Committee (IPRR), worked on three strategic priorities: enhanced engagement of family medicine residents; improving practice coverage strategies, including the placement of UBC International Medical Graduates; and improving access to recruitment and retention resources.

### Interdivisional Strategic Council (ISC)

The ISC is a quarterly gathering of IH leaders and leadership from all eight IDN Divisions. The group historically met quarterly but was halted in 2020. Only short online forums have occurred since.



## Family Practice Services Committee (FPSC) + Doctors of BC + Ministry

SOS Division Board Chair Dr Kevin Hill became an Interior representative to the FPSC this year, sat as a member of the provincial PCN Transition Working Group and part of the PCN governance and evaluation + reporting subcommittees. FPSC hosted a feedback session with Divisions on September 15<sup>th</sup> to explore different models for governing PCN resources. They shared that Divisions from across the province had voiced concern about the decision-making imbalance with their health authorities during Doctors of BC feedback sessions.

In September 2022, Doctors of BC and the Ministry of Health announced \$118M in funding to help stabilize family practices in BC for four months, at which time a new payment model for family physicians was expected to be developed and implemented. The new Longitudinal Family Physician (LFP) compensation model launched in February 2023.

In November 2022, GPSC announced a name change to FPSC and hosted a two-day provincial gathering of physician leads and executive directors in Vancouver. Drs Kevin Hill and Jennifer Begin, Tracy St. Claire, and Kelly Hawes attended and presented on SOS clinic management services. The presentation generated significant interest and strong support from Divisions across the province.

In March 2023, Doctors of BC convened a meeting of a small number of Divisions, including the SOS, to brainstorm what is needed for primary care business supports. The recommendation was that Doctors of BC support Divisions to take on more service delivery, as is happening in the SOS, with access to centralized legal and accounting expertise.

## COMMUNICATIONS

The Division's electronic newsletter, the SOS Express, provides members with timely information about local initiatives, learning opportunities, and provincial health care news. 75% of subscribers read every edition. Our August 15<sup>th</sup>, 2022 article celebrating the 30<sup>th</sup> Anniversary of Apple Plaza Walk-In Clinic was the most viewed article of the year.

More than 80 Division members attended at least one SOS Call in fiscal 2022/23. Held on the third Thursday of each month, the half hour Zoom meetings are an opportunity

for members to stay connected and share information relevant to primary care across our region.

With an average of 2,500 page views per month, Pathways BC 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 platform is funded by FPSC, and SOS Division pays a per capita subscription on behalf of the membership annually.

Wanting to capture the experience of SOS providers in their own words, the Division explored story telling through video in 2022: a video shared at the September 2022 AGM showcased the primary care crisis in the SOS, its impact on communities, and the characteristics of practice that are going to attract providers. Another video, presented at an FPSC gathering of Divisions captured the value of clinic management from the lens of a recently retired physician, a physician leader, and a newer-to-practice physician.



# LEADERSHIP + ADVOCACY

January 2023 brought invitations to submit abstracts to both the Centre for Health Services and Policy Research (CHSPR) Conference and Quality Forum. SOS Division submissions were:

- Change Management Improves Outcomes in Team-Based Primary Care (Kelly Hawes, Dr Jennifer Begin)
- The South Okanagan Maternity Centre Collaborative Care Model (Dr Rebecca Psutka, Midwife Susie Lobb, Taunya Cossentine)
- Co-designing Prescribed Safer Supply: Part of a Comprehensive Response to the Overdose Crisis (Dr Kyle Stevens, Taunya Cossentine, IH Director Jill Pascoe)
- Integrated Providers Improve System Capacity, PRH Inpatient Program (Dr Jennifer Begin, Tracy St. Claire)
- The South Okanagan Team-Based Care Primary Care Model (Dr Jennifer Begin, Kelly Hawes, Kristine Robbins)
- Division and Physician Clinic Co-Management Model (Dr Jennifer Begin, Tracy St. Claire, Kelly Hawes)
- Creating a Resilient and Efficient Regional System for Long-term Care Patient Attachment (Dr Khati Hendry, Lisa Needoba)

# PRACTICE + CLINIC SUPPORT

## CLINIC SUPPORT

### PCN Team-Based Care Integration

Recruitment of nurse practitioners, registered nurses, and allied health providers to fulfil the Primary Care Network growth plan continued, albeit at a slower pace, reflecting the tight labour market experienced in all sectors. Division staff worked intensively with new hires to ensure successful integration into private, physician-managed practices, primarily in rural communities.

IH submitted capital planning application for Keremeos and Princeton office improvements to prepare for PCN staff.

## EMERGENCY RESPONSE

### COVID-19

The Penticton Testing and Assessment Centre closed on May 31st.

### Acute Care

For six weeks starting in mid-January 2023, daily Incident Command meetings were stood up provincially to address hospital overcapacity. Division was initially involved in daily meetings to ensure workflow to long-term care was optimized.

### Flood

Flooding at the Penticton Indian Band (PIB) Health Centre in January 2023 forced the relocation of some services, including the nurse practitioner and MOA who were temporarily accommodated at Penticton's Ponderosa Primary Care Centre.

### Preparedness

The SOS Division worked on operational preparedness by defining an emergency response structure.

### Clinic Workflow, Billing and Technology Support

Division staff provided one-on-one support to SOS providers and clinic staff in adapting to the Longitudinal Family Physician (LFP) payment model, including:

- On-demand troubleshooting and EMR workflow optimization assistance (templating, customization, and online booking).
- Clinic cheatsheets on LFP billing codes and EMR tips and tricks.
- LFP integration assistance for locums and their affiliated clinics.
- Orientation and billing analysis assistance for Community Inpatient Service (CIS) and the maternity clinic.
- Communication to unattached patients on the Patient Attachment List via Care Connector coordinator.

## MOA Networking + Supports

The Division's clinic support team provides hands-on support to SOS Medical Office Assistants (MOAs) on EMR functionality, workflow challenges, and billing queries. Monthly MOA and clinic support team check-ins provided opportunity for networking, vital peer support, special guest speakers, and knowledge exchange. On February 22<sup>nd</sup>, the Clinic Support Team along with Drs Kevin Hill and Jennifer Begin hosted an MOA event presenting the New LFP Billing Model. Thirty MOAs attended from across the SOS.



## Care Connector

The SOS Division-operated Patient Attachment List of patients needing a family doctor or nurse practitioner transferred to Health Link BC's Health Connect Registry in March 2022. The Division's Care Connector continues to manage the attachment of patients on the Registry to SOS providers.

## SOS PCN Personnel

### Penticton/Summerland

11.8 NP  
2.3 RN | 5.0 SW  
2.0 PT/OT/RD  
1.0 Outreach FP  
Attachment = 11,850

### Keremeos/Upper Similkameen Indian Band/ Lower Similkameen Indian Band

0.4 FP  
0.2 NP  
1.0 RN  
1.0 MHSU Counsellor  
1.0 RD | 1.0 PT  
0.5 SW | 0.5 CW  
Attachment = 1,113

### 2.0 Traditional healers for the 4 bands

### Oliver/Osoyoos/Osoyoos Indian Band

1.0 FP  
0.5 NP  
1.0 RN | 1.0 SW  
0.5 RD | 2.0 CW  
Attachment = 1,467

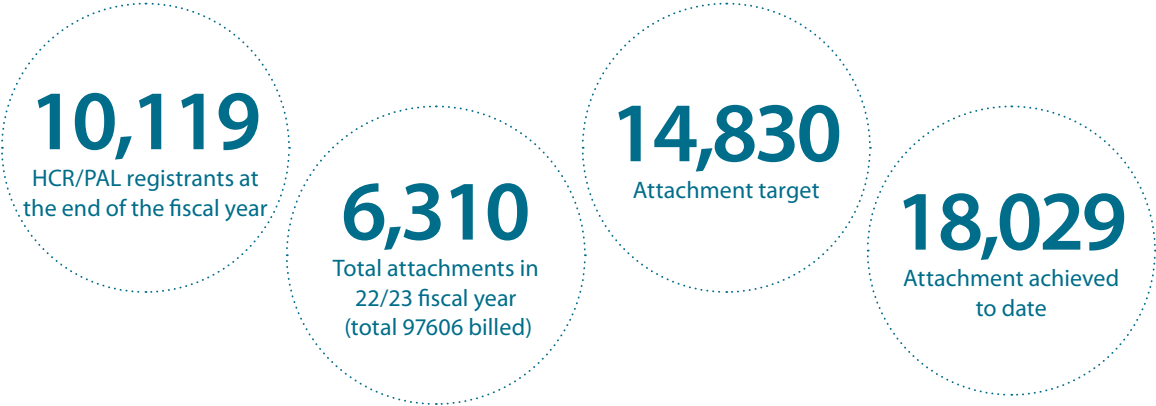
### Princeton

1.15 RN | 1.0 SW  
0.5 PT | 0.5 CW  
Attachment = 400

+1.0 PCN Pharmacist for all PCN clinics



# PRACTICE + CLINIC SUPPORT



## CLINIC MANAGEMENT

As physician owned and operated clinics become less common, Kelly Avenue Clinic joined Ponderosa and Fairview as the third Division-managed clinic. Co-led with clinic providers, the Division takes responsibility for the business functions of the clinics, including employing MOAs, financial management, and the day-to-day functioning.

Penticton's Ponderosa Primary Care Centre trialled a long-term locum agreement with two locum physicians.

At Fairview Medical Clinic, Division staff set up online booking for all providers, oriented two long-term locums, and worked with providers to establish a clinic contingency

fund. Clinic staff also supported the recruitment and orientation of Dr Ferei Kavosian, who took over from Dr John Surkan.

In January 2023, MOAs at Summerland's Kelly Avenue Clinic became SOS Division staff in preparation for the clinic being managed by the Division from April onwards.

MOAs have been working as a team, supporting all three clinics as needed, and have been contracted to work for clinics in need when capacity allows.

All Division-managed programs are financially self-sustaining and without Division contributions. Clinic overhead covers all clinic expenses.



Fairview Medical Team: Drs Catherine Botting, Perold Louw, Tara Dawn, Miranda Clark, NP Jessica Baskerville, Drs Elizabeth Watters, Fereidoon Kavosian, Mari La Cock



Ferei Kavosian at Dr John Surkan's retirement

## RECRUITMENT, RETENTION + RETIREMENT

Enquiries and referrals from physicians interested in working in the SOS gained momentum this year after two years of COVID-19 mediated lethargy, partly precipitated by the new longitudinal compensation model introduced in February 2023. Division staff worked with all candidates to identify their practice interests and family needs to find the best fit, where possible.

Several SOS physicians presented at the Penticton-hosted RccBC Rural Health Conference in May; practise opportunities in the SOS were shared with Resident Doctors of BC in June. Division staff worked with SOS providers and the Provincial Health Services Authority (PHSA) to produce a brief video showcasing practise opportunities in Oliver and Osoyoos to show at a physician recruitment fair in the UK.

The Division supported a UBC International Medical Graduate (IMG) match process in July, whereby Dr Kelsey Robinson successfully matched to Penticton's Ponderosa Primary Care Centre and will commence a two-year return of service (ROS) in Fall 2023. The Division also worked with IH recruitment staff to support the placement of two additional UBC IMGs who were granted Ministry permission to complete their ROS obligations in the SOS. Dr Ben Warren joins the South Similkameen Health Centre in Keremeos in late 2023, and Dr Robin Craven joins Oliver's Bridgeside Medical Clinic in Fall 2023.

**56%**  
of licensed members  
(FP + NP) are in  
longitudinal practice

**84%**  
of graduates of the UBC  
Okanagan South Family  
Practice residency  
program are practicing  
in the SOS

### Transitions in 2022/23

- Dr Emir Sahin joined Oliver's Bridgeside Medical Clinic.
- Dr Sarah Grant joined the Community Inpatient Service team.
- Dr Sushmita Shivkumar joined the Community Inpatient Service team.
- Dr Anika Chowdhury and Michael Soutar relocated from Ontario to join Princeton's Cascade Medical Clinic.
- Drs Evan Head and Kelly MacDonald started a practice at Summerland's Rosedale Medical Associates.
- Dr Nolan Rau started a longitudinal practice at Summerland's Kelly Avenue Clinic.
- Dr Ferei Kavosian started a longitudinal practice at Penticton's Fairview Medical Clinic.
- Dr Beth Watt joined Penticton's Fairview Medical Clinic as a regular locum physician.
- Dr Diane Silva joined the South Similkameen Health Centre in Keremeos.
- Nurse Practitioner Niki Hogan opened her practice at Osoyoos Indian Band.
- Nurse Practitioner Celine Quinn joined Summerland's Rosedale Medical Clinic.
- Nurse Practitioner Tanya Watts started a new practice at Penticton's Ponderosa Primary Care Centre.
  
- Dr Elizabeth Watters retired from longitudinal practice at Penticton's Fairview Medical Clinic.
- Dr John Surkan retired from longitudinal practice at Penticton's Fairview Medical Clinic.
- Dr Cathy Harrold retired from longitudinal practice at Summerland's Kelly Avenue Medical Clinic.
- Dr Marjorie Krabbe retired from longitudinal practice at Summerland's Rosedale Medical Associates.

And we welcomed new UBC Okanagan South Family Medicine residents:

- Dr Jennifer Borchert
- Dr Victoria Brannan
- Dr Ashwin Dhawan
- Dr Wade Heinrichs

# INNOVATION + IMPROVEMENT

## PROJECTS

### Chronic Pain

The project, now concluded, piloted a team-based referral pathway for patients with chronic lower back pain. Referred patients participated in a four-session self-management pilot education series facilitated by the Primary Care Network (PCN) occupational therapist, physiotherapist, and registered dietitian. Finally, the patient, their primary care provider, and the PCN allied health providers participated in a care conference to set individualized goals for the patient's chronic pain care plan. Subject to staffing, it is anticipated that the program will be offered regularly at Ponderosa.

### Seniors Coordinated Care

The Division collaborated with One Sky Community Resources Society to develop a referral pathway for family physicians and health authority care managers to refer isolated, vulnerable elderly patients to the Senior Community Connector. This person helps seniors navigate non-medical community services with the goal of keeping them living independently at home for a longer period. Sustainability of the program is dependent on United Way funding.

### MHSU Safer Supply + Opioid Prescribing

This project, funded by the Shared Care Committee, helped develop and launch a Safe Supply Clinic at the Downtown MHSU site for a small population of high-risk patients in April 2022. Phase two of the project will focus on solutions for unattached opioid-dependant patients presenting to episodic care facilitates for prescription renewals.

### Frail Elderly

This project established a process for family practice referrals into the Quick Response Team (QRT) to prevent avoidable emergency department visits/admissions. The intention is to sustain the QRT with permanent health authority funding.

### Health Data Coalition (HDC)

HDC provides secure access to aggregated clinical data intended to support data-driven quality improvement in primary care.

18 SOS clinics (30 providers; 29,000 patients) have registered for HDC, with seven clinics in progress to potentially onboard.

Divisions have viewing access to aggregated EMR data for their communities to drive service planning and QI initiatives.

### Innovation Hub

This project aimed to enable several digital health solutions. Of the four solutions explored, the two implemented were Forms and CDX Med Dialog. The other two solutions, Data Warehouse and Merged EMR, did not progress.

The Forms solution, an electronic library of regional Med Access forms, and the CDX/Med Dialog solution, the foundation for Meditech to Med Access interoperability, were successfully implemented. The evaluation, led by the University of Victoria, showed positive experiences and outcomes for clinical teams resulting from both initiatives.



The MHSU Safer Supply Team w/ Dr Kyle Stevens



The endeavour in enabling local Data Warehouse and Merged EMR solutions uncovered several privacy, governance, and operational cost challenges. Instead, the project team shifted focus to understand and explore alignment with provincial solutions such as Health Data Coalition and Measurement System for Physician Quality Improvement (MSPQI) that realized similar benefits to data analysis and Care Connect for accessing clinical information.

## GROUP PRACTICE NETWORKS

### PRH Community Inpatient Network

The Division-managed Penticton Regional Hospital (PRH) Community Inpatient Program continued to draw attention from across the province, with several similar sized communities looking to our model for inspiration for their own programs. The program uniquely facilitates community physicians to still care for their own inpatients alongside a Division-contracted Community Inpatient Service (CIS) group who provide care for unassigned inpatients. Following several months discussion with Interior Health and Doctors of BC, additional FPSC funding was secured to sustain the program until a new compensation model for inpatient care is finalized. The delayed introduction of a new inpatient compensation model for community-based family physician contributed to further community longitudinal physician attrition from the hospital, necessitating the expansion of the Community Inpatient Service (CIS) for unattached inpatients to six lines from two lines last year.

### SOGH Inpatient Program

Working with the longitudinal physicians in Oliver and Osoyoos, FPSC bridge funding of \$200,000 was secured to support community providers' participation in inpatient care.

## EMERGING PROJECTS

### 811 After Hours Care Pilot

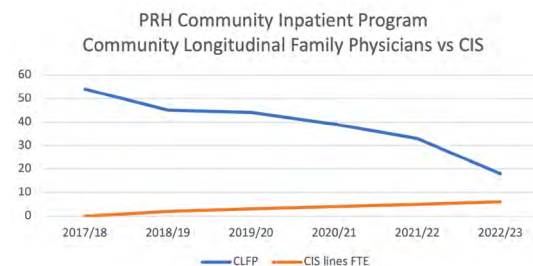
SOS was one of four Divisions that elected to participate in an FPSC After Hours Care Pilot, intended to help family physicians meet the College of Physicians and Surgeons of BC (CPSBC) practice standard for 24/7 patient access. Physician leadership and Division staff participated in working groups to guide the pilot roll-out, scheduled for September 2023. In the pilot, members from the four Divisions will take shifts staffing an after-hours phone service for attached patients triaged by 811 staff.

### PCN Maternity

PCN Maternity funding was secured to enable planning for future primary care maternity services in the rural communities.

Despite continued FPSC bridge funding of \$500,000, shortfall in program funding in early fiscal 2023/24 was projected. Acknowledging the value of retaining a successful inpatient program, IH and Doctors of BC worked to support the SOS Division to explore options for sustainability.

Nevertheless, the SOS Division was forced to formally give three months' notice for the Program in February 2023 while partners continued to explore funding options.



### PGH Inpatient Program

Working with the longitudinal physicians in Princeton, the Division secured \$85,000 in bridge funding to support community providers' participation in inpatient care. The arrival in January 2023 of two additional physicians provided relief, reducing call frequency for all providers.



184  
Births



## South Okanagan Maternity Centre



461  
Home  
Visits

By row from left: Dr. Jessica Pow, Dr. Michelle Linekin, Registered Midwife Susie Lobb, Dr. Laura Howlett, Unit Clerk Sydnee Johnson, Dr. Jennifer Begin, Registered Midwife Isabelle Beaudoin, Dr. Catherine Botting, Dr. Marius Snyman, Dr. Lisa Friesen, Registered Midwife Tara Danis, Dr. Rebecca Psutka, Dr. Tara Dawn

The robust Division-managed maternity centre at Penticton Regional Hospital stands out in the Interior as a model to emulate as other programs across the province falter. An engaged provider team and careful financial management enabled the program to weather fluctuations in projected and realized birth rates.

In November 2022, the SOMC team took over late pregnancy and deliveries of patients managed to 36 weeks by Oliver's Dr. Steve Evans.



Dr. Rob Calder, Heather Kennedy, Marianne Moelker

## LONG-TERM CARE PROGRAM

This year, 100% patient attachment across all SOS long-term care homes was sustained, despite the strain on physician rotas and continued pressure on facilities to accept Alternate Level of Care patients from acute care.

Highlights of the year included:

- The SOS Long-Term Care (LTC) Summit in June at which a cross-section of health care providers learned about the importance of early diagnosis of dementia, team management of aggressive behaviours, and benefits of long-term care admission from the community rather than from acute care.
- The Palliative Care Program's Serious Illness Conversation course delivered in collaboration with Interior Health in September. Presenters included Drs Brian Forzley, Alistair Bannerman, and Shelia Webster.
- Nurse practitioners Tyrone Maguire and Kim Hayter joined as the first nurse practitioners on the team of LTC Improvement Champions in Penticton, supporting Haven Hill and Westview, respectively.

The SOS LTC program continues to look for ways to ease the admission process, support better handovers of care, and encourage rota participation and clustering.



SOS Division's Lisa Needoba and Dr. Khati Hendry

## 2022 - 2023 BOARD OF DIRECTORS

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Chair



Dr Jennifer Begin  
Vice-Chair



Dr Kyle Stevens



Dr Alan Gow  
Secretary + Treasurer



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Eliza Terbasket



NP Viola Brown



Dr Driaan  
van der Vyver



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Dr Cathy Harrold  
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Dr Khati Hendry  
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Dr Perold Louw  
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Angel Macdonald, NP  
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Dr Barb Main  
Dr Sheena Manning  
Dr Robin Masson  
Dr Rebecca McCourt  
Dr Nick McGraw  
Dr Rob McIntosh  
Dr Jayden McIntyre  
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Dr Ella Monro  
Dr Arlin Munro  
Dr Tyler Murphy  
Dr Margaret Myslek  
Dr Alan Nixon  
Dr Cassandra Nysten  
Dr Ross O'Neil

Dr Tom Oliver  
Dr Ifeju Omojuwa  
Dr David Paisley  
Dr Sandra Pansegrouw  
Dr Gerald Partridge  
Dr Tim Phillips  
Dr Leroy Pienaar  
Dr Jessica Pow  
Dr Rebecca Psutka  
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Dr Diana Silva  
Dr Madia Smallwood  
Dr Lizl Smith  
Dr Marius Snyman  
Dr Michael Soutar

Dr Simon Steunenbergh  
Dr Kyle Stevens  
Dr David Stoll  
Dr David Surkan  
Dr Michael Surkan  
Dr John Surkan  
Dr Robert Swan  
Dr Kelsi Taguchi  
Dr Laura Tamblyn  
Dr Garnett Tarr  
Dr Richard Tatham  
Tanya ter Keurs, NP  
Dr Travis Thompson  
Dr Chris Toneff  
Dr Madelaine Trudeau  
Dr David Van de Vosse  
Dr David van den Berg  
Dr Tim Van Der Heide  
Dr Driaan van der Vyver  
Dr Izak Van Der Westhuizen  
Dr Samantha Van Horn  
Dr Mariette Van Wyk  
Dr Murali Venkataraman  
Dr Shannon Walker  
Dr Tertius Walters  
Dr Beth Watt  
Dr Elizabeth Watters  
Tanya Watts, NP  
Dr Danielle Weisgarber  
Dr Lloyd Westby  
Dr Marianne Willis  
Dr Colwyn Wren

# SOS DIVISION STAFF

## EXECUTIVE TEAM



Tracy St. Claire  
Executive Director



Julie Young  
Executive Lead



Sophie LePoidevin  
Exec. Assistant/Board Liaison



Valery Gore  
Communications Coordinator



Courtney Stephens  
Administrative Assistant



Kristen Hart  
Pathways Coordinator



Jessie MacBurney  
Administrative Assistant

## INNOVATION TEAM



Lisa Needoba  
Innovation Team Manager



Taunya Cossentine  
Innovation Lead



Michaela Corr  
Innovation Lead

## OPERATIONS TEAM



Michelle Bush  
Finance Manager



Sonia Mercer  
Finance Assistant



Jenna Collins  
HR + Contracts Coordinator



## CLINIC SUPPORT + PCN TEAM



Kelly Hawes  
Clinic Support + PCN Manager



Sherri Milton  
Clinic Lead



Candace Gerk  
Clinic Management Lead



Erin Millar  
Clinic Support Coordinator



Amanda Harrett  
Clinic Support Assistant



Keva Luscombe  
Recruitment Coordinator



Daley Kelly  
Care Connector



Kristine Robbins  
PCN Lead

## THIS YEAR WE SAID GOODBYE TO



Jane Campardo  
Operations Director



Brian Evoy  
Interim PCN Manager



Riley Gettens  
Recruitment Lead



Penny McLeod  
Operations Coordinator

# STATEMENT OF FINANCIAL POSITION

March 31, 2023

	2023	2022
<b>ASSETS</b>		
Current:		
Cash and short-term deposits	\$ 1,398,065	\$ 1,414,835
Accounts receivable	296,615	570,885
Prepaid expenses	30,202	15,475
	<b>1,724,882</b>	<b>2,001,195</b>
Tangible capital assets	127,272	146,822
	<b>\$ 1,852,154</b>	<b>\$ 2,148,017</b>

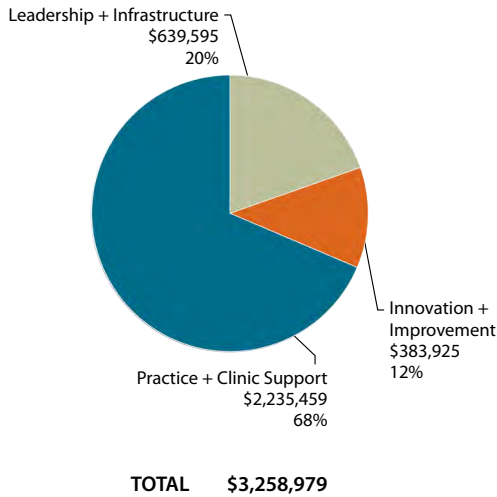
## LIABILITIES AND NET ASSETS

Current:		
Accounts Receivable	\$ 583,891	\$ 685,738
Deferred revenue	1,111,171	1,255,818
	<b>1,695,062</b>	<b>1,941,556</b>
Deferred capital contributions	88,566	132,731
	<b>\$ 1,783,628</b>	<b>\$ 2,074,287</b>
Net assets:		
Invested in tangible capital assets	\$ 38,706	\$ 14,091
Unrestricted	29,820	59,639
	<b>68,526</b>	<b>73,730</b>
	<b>\$ 1,852,154</b>	<b>\$ 2,148,017</b>

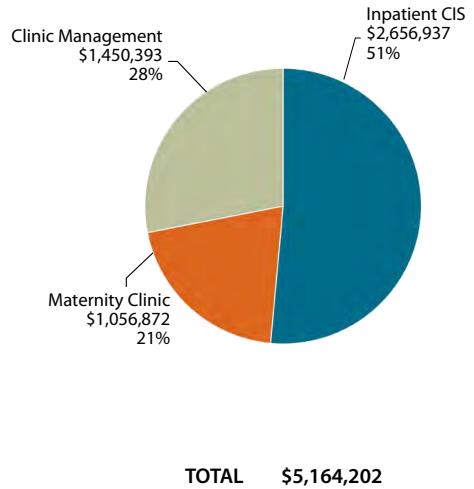
2022

2023

## REVENUES - EXTERNALLY FUNDED



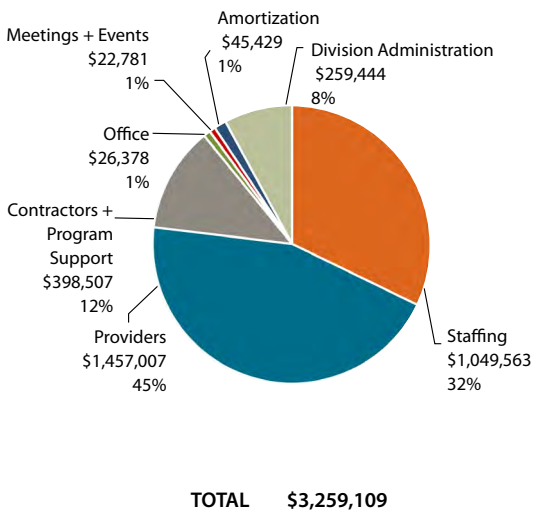
## REVENUES - MEMBER FUNDED



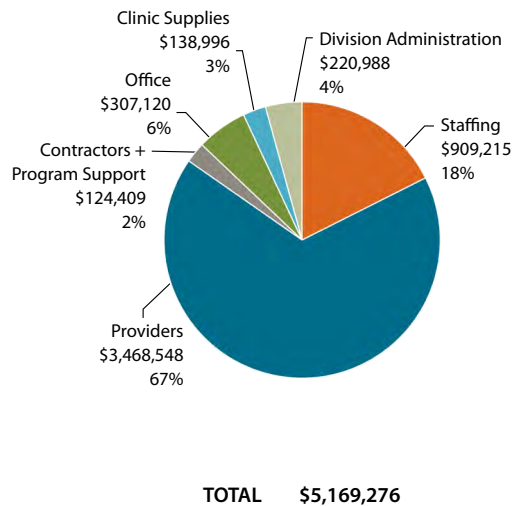
2022

2023

## EXPENSES - EXTERNALLY FUNDED



## EXPENSES - MEMBER FUNDED





**South Okanagan Similkameen**  
**Division of Family Practice**  
An FPSC initiative

South Okanagan Similkameen Division of Family Practice  
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Penticton, BC V2A 8N8  
[info@sosdivision.ca](mailto:info@sosdivision.ca)

