



**Powell River**  
**Division of Family Practice**  
A GPSC initiative



# Annual Impact Report

## 2019-20

FOR THE PERIOD ENDING MARCH 31, 2020

# TABLE OF CONTENTS

Message to Members _____	1
Priority #1—Supporting Physicians in their Clinics _____	2
CPD/CME (service) _____	2
Patient Medical Home (PMH) Office Support (service) _____	2
Pathways (resource) _____	3
UpToDate (resource) _____	3
Sharps Disposal (service) _____	3
Priority #2—Sustaining a Robust Community of Physicians _____	4
Recruitment (service/resource) _____	4
Locum Coordination (service) _____	4
Powell River Medical Society Support (service) _____	4
Community of Practice (service) _____	4
Welcome Gifts (service) _____	4
Priority #3—Increasing Access to Care _____	5
Unassigned Inpatient Care (project) _____	5
Chronic Pain (project) _____	5
Wrap Around Care for Rural Seniors (project) _____	5
Long Term Care (previously Residential Care) Initiative (project) _____	5
FETCH Community Health Online Database (resource) _____	6
Primary Care Network (PCN) (project) _____	6
Giving Thanks _____	7
Financial Statements _____	9
Expression of Gratitude _____	10
Contact Us _____	11

# MESSAGE TO MEMBERS

In a year like no other, your division staff and board have been very active trying to ease your transition to the “new normal”.

We continue to ask what is important to members in our annual summer survey and this has guided our work to focus on three priority areas:

- 1) Supporting physicians in their clinic
- 2) Sustaining a strong community of physicians
- 3) Improving patients’ access to timely, appropriate and coordinated care

Your Division Board of Directors has been working hard to support these priorities. Our decision to select some of the most talented and dedicated members of the community to be board directors has resulted in a resilient organization, able to withstand the changes we have seen this year. Our diverse board is the envy of many Divisions across BC. At the same time, we ensure that there is always a physician voice at the table and a physician lead on every project.

In September, Dr. Evan Adams will have completed his term on the board and has been seconded by the federal government. Amongst his many achievements, Evan has a master’s degree in Public Health and has been a director of the First Nations Health Authority. His contributions to our Division will be sorely missed.

Despite the uncertainties in the future, we are working on the planning of a Primary Care Network (PCN). This work involves collaboration with Vancouver Coastal Health and patient partners to help deliver a physician-lead, team-based care model for Powell River. Many of you were involved in

developing our expression of interest (EOI) and your hard work resulted in the EOI being submitted to the Ministry of Health earlier this year. We have already had an early allocation of funds which added one full-time equivalent (FTE) primary care provider to our community. Experience has shown that having both a professional and a patient voice at the table builds in sustainability to a project and this will be our model for engagement in the future.

COVID has affected everyone. During this unprecedented time your Division has worked with many of you on ways to help you deliver care to your patients. This includes ensuring a supply of PPE for your offices, helping to plan the Complex clinic, facilitating the multiple COVID meetings that most of you have attended, and liaising with PSP to help with patient flow and changes with virtual delivery of care. At the provincial level we have been advocating for the recognition of the fundamental role that primary care plays in fighting this pandemic.

None of this would have been possible without you, the Division members. A lot of you have put in many hours of work recently and we hope to be worthy of your support. The Division continues to employ staff who are highly dedicated and always “go the extra mile” for the organization and its members. We don’t say thank you enough for this level of commitment, but we are truly grateful.

There are so many challenges and opportunities ahead. Rest assured, your Division will have your back!

*Dr. David May*  
*Board Chair*

*Guy Chartier*  
*Executive Director*

# PRIORITY #1—SUPPORTING PHYSICIANS IN THEIR CLINICS

## Continuing Professional Development (CPD) / Continuing Medical Education Coordination (CME) (service)

- Presented 12 medical education and professional development programs were presented
- Held Community of Practice meetings, webinars and other events on specific health topics and leadership skills.
- Formed a new Rural CME committee
- Created a new coordinator position



*Guest speaker Dr. Helen Rosenauer presenting on Child & Youth Mental*

***“The pearl I took from the session was the knowledge that there is a group of doctors, counsellors, nurses, social workers, etc. who can help with the difficulties of mental illness and substance abuse in young patients.” – CME program attendee***

## Patient Medical Home (PMH) Office Support (service)

- Conducted a wellness, efficiency, and resilience survey for GPs/NPs and MOAs in two clinics
- Engaged in an MOA recruitment, retention and training survey, followed by a workshop to solve reported challenges with a community approach  
Held a workshop to develop a community solution to locum coverage  
Collaborated with the Practice Support Program (PSP) and an external HR company to provide coaching on how to optimize HR management
- Partnered with PSP to update Electronic Medical Record (EMR) forms (e.g. referrals and requisitions)



*June 2019 sharps collection at Fire Hall*

### **Pathways (resource)**

- Continued to promote Pathways, a website which provides pertinent specialist referral information and an overview of availability in the area

### **UpToDate (resource)**

- Provided members with complimentary access to the evidence-based clinical decision support tool through the Division website

### **Sharps Disposal (service)**

- Provided members with complimentary sharps disposal service for their medical clinics
- Extended service to local veterinary and dental clinics



# PRIORITY #2—SUSTAINING A ROBUST COMMUNITY OF PHYSICIANS

## Recruitment (service/resource)

- Supported Powell River Medical Clinic’s participation in the Return of Service program to match international medical graduates to local clinics



*Dr. David Mann demonstrates common office injections*

## Locum Coordination (service)

- Supported members to post locum opportunities online

## Powell River Medical Society Support (service)

- Provided administrative support to PRMS for collecting annual dues and for awarding a scholarship at Brooks Secondary School

## Community of Practice (service)

- Held eight sessions for members to interact with peers, discuss issues, brainstorm, validate and share information

## Welcome Gifts (service)

- Distributed 33 welcome gift bags to guests, presenters, visiting medical students, locums, residents and physicians
- Supported diverse artisans by sourcing locally made gifts and products
- Received donations from four local businesses who contributed gift certificates and coupons to support physician recruitment [River City Coffee · The Laughing Oyster · Nancy’s Bakery · Tourism PR]

# PRIORITY #3—INCREASING PATIENT ACCESS TO TIMELY, APPROPRIATE AND COORDINATED CARE

## Unassigned Inpatient Care (project)

- Supported a local solution for providing admission and discharge to unattached patients at Powell River General Hospital
- Provided \$80,300 in incentive payments to family physicians for being on call

## Chronic Pain (project)

*“The Division has completed its support for the Chronic Pain Project in Powell River. Thanks to the hard work of many individuals and the collaboration with VCH, we now have a chronic pain coordination nurse running the program which integrates with other pain services in town.” -Dr. David May*

## Wrap Around Care for Rural Seniors (project)

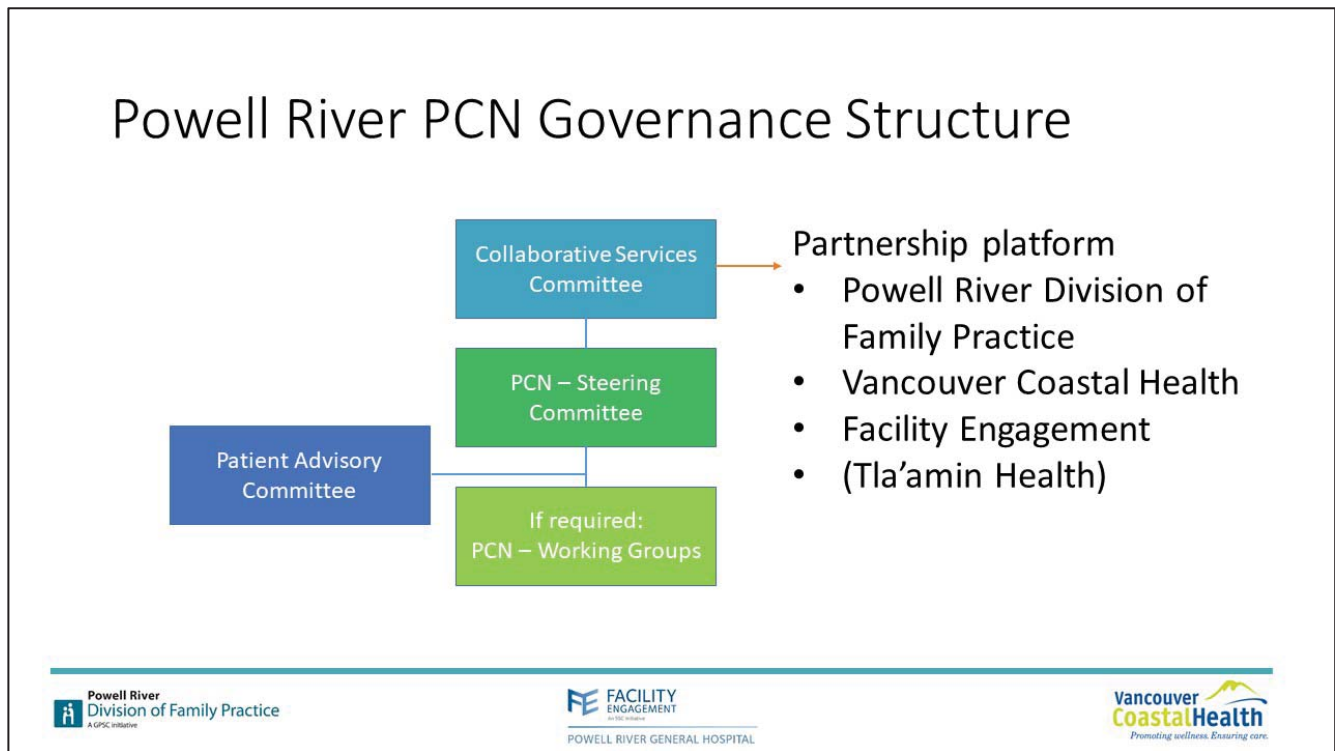
- Developed a Steering Committee
- Conducted a best practice review regarding care for frail seniors
- Reviewed frailty identification tools

## Long Term Care (previously Residential Care) Initiative (project)

*“The Long Term Care Initiative’s goal is to optimize care for seniors living in residential care. For the past year we have been meeting regularly and working on improving the effectiveness of the annual care conference, encouraging bi-yearly medication reviews, and facilitating regular physician interaction with their residents to improve care while decreasing unnecessary transfers.”  
-Dr. Claire Bonsor*

## FETCH Community Health Online Database (resource)

- Provided an accurate online database of over 365 community health resources
- Connected with over 1000 unique users per month visiting the FETCH website (2250 page views/month), with 45% of them living in Powell River



## Primary Care Network (PCN) (project)

- Held an exploratory meeting with VCH management, staff and primary care providers
- Held meetings with all clinics and independent primary care providers
- Held focus groups and interviews with a variety of patient groups
- Held Patient Advisory Committee meetings
- Developed a comprehensive community profile
- Submitted an Expression of Interest – a document expressing the intention of the community to develop a local Primary Care Network



# GIVING THANKS

**The Powell River Division of Family Practice would like to thank the following:**

## Ongoing Contributors

The families of our physician members who give up precious family time for Division work · Clinic MOAs and Managers · Aaron Service & Supply · Anna Byrne, The Powell River Hospice Society · Banking on It Bookkeeping · Beyond Bliss Suites · Bluefin Construction · City of Powell River · City Transfer · Corey Matsumoto, CMG Printing · Del Mistro Dunn · En Media Productions · Engaged HR · Enkel Backoffice Solutions · First Credit Union · Heidi Jackson, That Chicken Place · Impact Signs · Kelly's Health Food Store · Linda Shaben, Zeitoun Specialty Foods and Catering · Margot & Nathan Jantz, 32 Lakes Coffee Roasters · Marika Varro, formerly The Convenient Chef · Nancy's Bakery · Pacific Coastal Airlines · Paperworks Gift Gallery · Pathways Patient Referral Association · Peak Publishing · Point Group Hospitality (Coastal Cookery; Culaccino Italian Kitchen; Costa

del Sol) · Powell River Firefighters · Powell River Living Magazine · Powell River Public Library · Powell River Visitors Centre · Powell River General Hospital Administrative and Management Staff · qathet Regional District and Regional Directors · River City Coffee · Robert Dufour, Works Consulting · Rocky Mountain Pizza and Bakery · Rockit Music · Roger Whittaker, Laston Lastoff Productions · Royal LePage · Royal Zayka · Stericycle · The Lund Hotel · The Nutcracker · The Patricia Theatre & Powell River Film Festival · The Powell River Medical Society · The Seaside Bistro · Vantage Point · Velma's Candy, Tea & Gifts



thank  
you

*(Thanks Continued)*

## Project Members and Partners

Dr. Evan Adams • Lyn Adamson •  
Dr. Martin Andreae • Dr. Katayoun  
Bahadori • Dr. Rachel Bell • Brian  
Bomprezzi • Dr. Claire Bonsor •  
Dr. Suzanne Botha • Russell Brewer  
• Dr. Ross Brown • Dr. Leta  
Burechailo • Lindsay Carlos •  
Marlane Christensen • Katherine  
Coatta • Brodie D'Angio • Melinda  
David • Mélie DeChamplain •  
Darren deRoos • Heather Devine •  
Dr. Brigitte Dohm • Christine  
Drummond • Dr. Jacques duToit •  
Jodie Foster, NP • Krista Frazee •  
Laurie Fuller • Tawnie Gaudreau •  
Joseph Geneau • Dr. Hisham Ghali •  
Dr. Diana Gil • Sandra Golightly •  
Heather Gordon • Ray Grewal •  
Dr. Jeff Harries • Dr. Robert Head •  
Jan Hilton • Dr. Bruce Hobson •  
Melody Irwin • Trina Isakson •  
Nathan Jantz • Emily Jenkins •  
Wendy Johnstone • Carmen Kuczma

• Irene Kyle • Alix Lavertu •  
CarolAnn Leishman • Jodi  
Mackenzie • Dr. Pawel Makarewicz  
• Dr. David Mann • Dr. Danielle  
Marentette • Dr. David May •  
Marina McBride • Shannon McCarthy  
• Dr. Barrie McDonald • Dr. Geoff  
McKee • Dr. Christopher Morwood •  
Janet Newbury • Narelle Ong •  
Christine Parsons • Rod Perrault •  
Lawrence Petrie • Jeff Pollitt •  
Dr. Saby Ramirez • Stephen  
Reichert • Dr. Helen Rosenauer •  
Dr. Pieter Rossouw • Patricia  
Rycroft • Dr. Amy Sawchuk • Katie  
Scoular, NP • Teresa Shaw • Megan  
Sloan • Dr. Henriette Strydom •  
Dr. Sasha Uhlmann • Lina Vallee •  
Iwan van Veen • Dr. Charles Van Zyl  
• Dr. Sally Watson • Linda Wegner •  
Dr. Nicholas White • Rebecca  
Withers • Margaret Wrotny

## Powell River Division of Family Practice Staff

- Guy Chartier, Executive Director
- Robyn Jacob, Administrative Manager
- Michelle Hignell, Coordinator, Education & Recruitment
- Emily White, Summer Student

## Powell River Division of Family Practice Contractors

- Christien Kaaij, Senior Project Manager
- Brendan Behan, Project Manager
- Susan Auchterlonie, Project Manager
- Crystal Artindale, Administrative Support
- Austen Gunn, Pathways Administrator

# FINANCIAL STATEMENTS

Note: Audited financial statements available to members upon request

## Statement Of Operations and Change in Net Assets

FOR THE YEAR ENDED MARCH 31	2020	2019
<b>REVENUE</b>		
Government Funding	\$634,390	\$825,741
Facility Engagement Initiative	\$12,000	\$17,750
Hospital Garden	\$36,000	-
Interest	\$11	\$216
Miscellaneous	-	\$20,975
	<b>\$682,401</b>	<b>\$864,682</b>
<b>EXPENSES</b>		
Administration	\$24,653	\$39,976
Facilities & Supplies	\$44,536	\$53,126
Physician Fees	\$194,673	\$194,301
Management	\$198,426	\$101,605
Project Costs	\$194,799	\$467,717
	<b>\$657,087</b>	<b>\$856,725</b>
Excess of expenses over revenue for the year	\$25,314	\$7,957
Unrestricted net assets, beginning of year	\$32,474	\$24,517
Unrestricted net assets, end of year	\$57,788	\$32,474

# EXPRESSION OF GRATITUDE

The Powell River Division of Family Practice gratefully acknowledges the funding of the General Practices Service Committee, Rural Coordination Centre of BC and Shared Care Committee, as well as the support of the Division of Family Practice provincial office and Shared Care central office. We extend our thanks for the contributions of our many community partners and community representatives.



Rural Coordination  
Centre of BC



Divisions of Family Practice

A GPSC initiative



# CONTACT US

## Contact information

Powell River Division of Family Practice  
PO Box 36, Powell River, BC V8A 4Z5  
[powellriver@divisionsbc.ca](mailto:powellriver@divisionsbc.ca)

<https://divisionsbc.ca/powell-river>  
<https://www.facebook.com/prdivisionoffamilypractice/>



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