



PHYSICIAN IMPACT REPORT: What have we done for you lately?

"The Division's fast recovery from the pandemic and back to strengthening our medical community has been incredible, and such a help for all of us transitioning to the new 'normal.'"

*Dr. Cilliers Marais
Mageta Family Medical Clinic*

1. Making Strides in Physician Health and Wellness

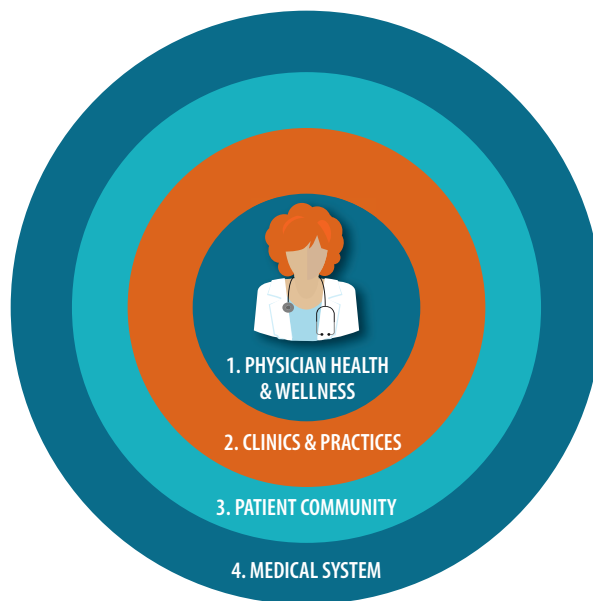
150 PATIENTS SHARED

appreciation notes through the "I Heart My Doc" campaign



"It was really uplifting to hear all of the great patient comments collected through the 'I Heart my Doc' campaign."

Dr. Pardeep Dhillon



Supporting your well-being

Hosting events to help you connect with your peers in fun, informal settings such as the wellness dinners at Meadow Gardens Golf Club and a group hike at Kanaka Creek Regional Park.

Launching family physician appreciation initiatives to highlight how you are valued by the community such as the "I Heart My Doc" social media campaign.

Creating spaces for you to share and discuss whatever is on your mind with colleagues through sessions like the "Let's Talk" series, which was attended by over 50 family physicians.

Lightening your workload

Welcoming two new locums to the community, with one transitioning to set up practice at a local clinic.

Taking pressure off your practice by recruiting six family physicians, two nurse practitioners and three International Medical Graduates to Ridge Meadows.

2. Providing Value to Help Members in their Practices

87%

of members feel
it is easy
to connect with the
Division if they have a
support need or concern.

85%

of Specialist & Learn attendees
report that they are more
knowledgeable about the
scope of specialist services and
feel comfortable to
“just call”
the specialist when they
have a patient question.

77%
OF MEMBERS

feel the
Division
provides
learning
opportunities
that are
relevant to
their practice.



Helping you run your business

Helping ensure you can keep your doors open for your patients by working with Fraser Health to provide you with access to booster shots and Rapid Antigen Tests.

Helping you navigate the business side of your practice by producing resources like the License Renewal Letter Template and the Business Supports Manual on staff recruitment and termination.

Supporting your MOAs to access service information, training and shift coverage through our MOA network, which now has 114 members.



“The guidance and information in the Business Support Manual helped take the stress out of hiring my MOAs.”

Dr. Diana Samarakkody

Making referral pathways clearer for you

Reducing confusion by streamlining referral processes such as the recently launched adult mental health single-entry-point-referral-process and the palliative care pathway map.

Building stronger relationships between family practices, specialists, urgent care, walk-ins and the hospital through cell phone sharing events and communication initiatives.

Keeping you updated through weekly newsletters that are described as valuable, timely and concise by 85% of members.

Supporting you and your staff to find the information you need, when you need it, through the MOA and physician WhatsApp channels.

75% of our family doctors are members of Family Doctor WhatsApp group.

3. Making Changes that Help Members' Patients



New service and resources for your patients

Supporting patient care improvement projects in palliative, complex older adults, chronic pain, women's and men's health, autism, maternity and adult mental health.

New services for your patients include:

- Women's health network offering peer referrals to increase local access to paps and IUD care.
- Local ultrasound pain treatments available through the Primary Care Network chronic pain service.
- Vasectomy training available to increase local access to male reproductive care.

Simplifying the patient journey between specialists and family physicians by trialing a local process for streamlining patient bookings.

Improving attachment for complex patients by co-developing a complex attachment process in collaboration with community physicians, nurse practitioners, community partners, the Urgent and Primary Care Centre and the Ridge Meadows Hospital.

Keeping Ridge Meadows residents informed of care pathways through the "Where do I go for care?" campaign and other resources like "Find a Doc" postcards and website.

Helping community partners bridge care gaps

Supporting walk-in clinics by recruiting physicians to the community and building a roster of 12 physicians willing to take occasional shifts.

Helping Foundry Ridge Meadows provide care to children & youth with mental health and substance use challenges by recruiting primary care physicians and a child and youth psychiatrist.

Supporting your maternity patients by helping the Ridge Meadows Maternity Clinic purchase new equipment and access a maternal child nurse.

12 family physicians providing 365 days of care to all four long-term care facilities, representing 416 patients.

PROVIDING 27

virtual education
sessions to over

700

attendees on
topics such as
**Dermatology,
Radiology, and
Child & Youth
Psychiatry**
to help you
navigate local
specialist
services.



4. Our Leadership Making an Impact



**NEW
FUNDING
APPROVAL**
for over
\$530 000
in funding for:

- Patient care improvement projects in child & youth autism, chronic fatigue, dermatology, neurology and cardiology
- Attachment
- Physician engagement in Patient Medical Home and Primary Care Network
- Physician integration and recruitment



Local Level

Engaging physicians in defining patient care priorities through virtual Hang Nights.

Regional Level

Leading Division advocacy across the region, as well as providing mentorship within the Division community.

Working with our regional health authority partners and Fraser Health Divisions to bring collective physician voice together and facilitate change.

Provincial Level

Paying attention to physician value and retention by championing your concerns to Provincial bodies on issues such as death certificate fee codes, family physician/specialist relationships and the Contingency Planning Practice Standard.

Board of Directors:

Dr. M Prem-Smith, Dr. B Harrison, Dr. V Bhatti

Strategic Advisory Committee:

Dr. F Villasenor, Dr. U Luitingh, Dr. S Mawani, Dr. L Challa, Dr. J Lee,
Dr. W Richards, Dr. A Mousavi, Dr. A Meyer, Dr. R Vanukuru

Thanks also to Dr. I Ansari & Dr. K Gouden

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.

www.divisionsbc.ca/ridge-meadows



Ministry of Health

