



The clinicians and staff of the Mission Division of Family Practice acknowledge that we live and work on the unceded, traditional, and ancestral territories of the Stó:lō People, particularly the Sq'éwlets, Leq'á:mel, Semá:th, Máthexwi and Kwantlen Peoples.



### MISSION STATEMENT

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# Chair's Report

Welcome to our 2024 AGM. I am so thankful for all of you, our members and our staff. I consider it an honor and a privilege to meet in person and to reflect back on the previous year. As always, our Mission Division upholds collaboration and innovation as we serve and support our physicians, patients and community.

One such example of this is the RV - Mission in Motion mobile medical unit. In collaboration with our partners including community services, we host a clinic for youth every Tuesday and a clinic at Leq'á:mel every Wednesday. Another example is the innovative Leq'á:mel/Mission/Sunny Hill Partnership with the PCN, Leq'á:mel First Nation and Sunny Hill. Through this project we have enabled families in Mission to have timely local access to comprehensive developmental behavioral assessments.

We have also continued our focus on the PMH (Patient Medical Home) and the PCN (Primary Care Network). The above initiatives were part of this focus. As well, our PMH, Indigenous working group, MHSU and Evaluation working groups enabled the good work to continue. We have now completed our 4+ year of our PCN implementation, including our evaluation.

Critical to the success of our PCN as well as our other programs is the participation of our members. We look forward to PCN 2.0 in which we reinvigorate, re-imagine and carry forward this collaboration and beneficial work.

The Division has hosted events for our members including the advanced driver training for division members, and together with the MSA an appreciation dinner to recognize those physicians who have retired from the hospital after years of service. The Division also hosted CPR training for the MOAs of our Division Members.

There was the popular Lunch N' Learns which continued mainly on zoom. We had 14 sessions covering a variety of topics and 167 physicians' attendance hours.

As in previous years, some of our successful initiatives are retired. For example, our primary care clinic closed, with those patients transitioning to the UPCC.

We welcomed new staff at the Division office team including Iva Warden as MOA, Tracey Welsh as Practice Integration Coordinator and Erin Carey as PCN Change Manager. We also had Kimberly Bergen rejoin part time after maternity leave in her new role as Attachment Coordinator. We will miss Cristina as she resigned and will be moving to Quebec. Sadly, we will miss Tyler Falk who passed away in June 2024. He was with us a short time, but he had a large impact.

In terms of physician recruitment, we welcomed Dr. Sibtay Zaidi as Mission's first PRA-BC in March 2024, and Dr. Michelle Ou in November 2023. We will be welcoming 3 new physicians in the coming year.

All this work would not be possible without our excellent support staff, our dedicated Advisory Committee, our Board and amazing physician members. I welcome you to be involved in any of our activities, events and initiatives. I also invite you to visit the Division's office to meet our wonderful division and PCN allied health staff

On a personal note, I would like to take this opportunity to thank everyone for making my time as a Board Chair so special and meaningful. This was my last year as Board Chair. I will be staying on as a member of the Advisory Committee and as the past chair for the coming year.

Respectfully Submitted Dr. Carol Pomeroy MDoFP Board Chair

# **Executive Director's Report**

Throughout 2023/24 you our members have once again demonstrated your commitment to patients and our primary care system. You have also shown remarkable resilience in navigating an ongoing series of administrative changes and challenges arising from the new process. The new payment model for family doctors is a noteworthy development. Details are being worked on, and the government has made a significant step in recognizing the importance of family doctors. This new payment model represents a positive start and comes at a crucial time to address the burnout and discouragement many family physicians have been experiencing. While it is a promising initiative, there remains ample opportunity for refinement and growth as it evolves and whether it effectively supports family doctors in a way that improves their working conditions and patient care.

Operationally, the Division remains strong, and healthy, amidst the changes and challenges. We are actively addressing our strategic priorities and supporting our members in achieving their goals and handling challenges effectively.

Our people are our greatest asset, and I am truly fortunate to work with the very best. I would like to extend my deepest gratitude to my team for their unwavering dedication and hard work. The support of my team has been the key to navigating these times effectively. Jen, for your "how can I help" attitude, Smita for your creativity, Matt, Cassidi, Kimberly, and Iva for the kindness you showed to our patients and the support you provide to our allied health providers. Tracey and Erin thank you for choosing us. And Paul, I could not have survived another year without your patience and sense of humor.

Sadly, we experienced the loss of one of our team members this year. Tyler Falk, who was with us for a brief but impactful four months, fell ill and passed away. Tyler quickly integrated into our team and made a significant impression on everyone. His presence has been deeply missed, and his contributions will not be forgotten.

UPCC (Urgent and Primary Care Clinic) opening has been met with mixed feelings. It has offered the primary care patients wrap-around care, but it also took away some of the experienced hospital staff. Since its opening, our hospital has struggled, which has a direct impact on our physicians. I want to thank Matt and Kimberly for all the work they did in the EMR change, a change that took place a few short months before closing the primary care clinic.

Patient Medical Homes (PMHs) are at the core of primary care—a concept that remains vital. As a member-driven organization, your Division is dedicated to supporting you in maintaining and enhancing effective PMHs, where your patients feel most confident and comfortable receiving their primary care. Our educational events, communications, and support teams are all resources designed to assist you in your practice. I am proud to say that our board prioritizes both patients and members in every decision we make, ensuring that our actions consistently reflect this commitment.

I again want to acknowledge the work being done with our partners, FHA, Mission Healthy Community Council (MHCC), the City of Mission, MATH (Mission All Together for Healthcare) and a variety of other not-for-profits. These partners are also very involved in our PCN work, you can see the full PCN report along with other projects and program updates within this report.

I want to take this opportunity to acknowledge and thank Dr. Carol Pomeroy for her exceptional leadership and dedication in leading our Division through some of the most interesting and challenging years. Her leadership style ensured that we stayed aligned with our goals. She encouraged deep thought and fostered an environment of continuous improvement. She helped drive the organization forward by ensuring that we address both current and future needs effectively. Dr Pomeroy will remain on as our PCN Lead and she will become our past board chair where she will be mentoring a new Board lead.

I also want to acknowledge Dr Peter Barnsdale. As a founding member of the Mission Division, Dr Barnsdale has seen this division grow and change for over 14 years. Dr Barnsdale's contributions have been foundational in shaping the division's direction and success, and his departure marks the end of an era.

His legacy and impact on the organization will undoubtedly be remembered and valued as we move forward.

We will continue to lead innovatively to improve healthcare delivery for our members and patients in our community.

Respectfully submitted, Shona Brown, Executive Director

### Treasurer's Report

On behalf of the board, I am pleased to present the Mission Division of Family Practice's audited financial statements for the fiscal year ending March 31st, 2024.

Our accountants, Loewen Kruse Chartered Accountants examined our financial statements in detail in May of 2024 and were satisfied that we are in compliance with the Canadian accounting practices.

The 2023/2024 fiscal year continued to be a very busy year for the Division:

The infrastructure funding and the PCN funding have remained stable and similar to previous years.

The Primary Care Network initiatives continue to form a significant part of the Division's work, in particular the Allied Health Support for clinics is an important component, and, at present, we have continued our roles in Mission Youth Clinic, the Residential Care Program, the Attachment Program and the Emergency Operations.

The Ministry have committed ongoing funds for PCN. This funding will continue to support our Allied Health Support for clinics.

Looking at this year's balance sheet, at the end of the year we held \$1,161,824 in current assets, most of this money being restricted cash for our activities. These monies will be used to run our programs for the next 12 months, alongside any additional monies that we may receive for infrastructure and other programs.

Looking at the statement of operations we had \$938,701 million in income, and \$943,748 million in expenses for the year.

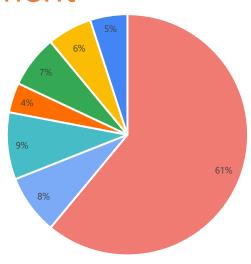
The funding for our programs come from a number of sources and each program is tracked separately and reported separately back to the funder. Notes 7 and 8 provide a breakdown of the programs and the funding streams.

Respectfully submitted, Dr. Harjinder Dau, Treasurer

## **Financial Statement**

Expense Summary 2023-2024			
	Human Resources	576,189	
	Residential Care Physician	78,483	
	Board & Committees	87,698	
	Supplies & Equipment	39,497	
	Facilities	68,249	
	Administration	51,497	
	Membership	42,135	

Respectfully submitted, Paul Burns Bookkeeper



# Primary Care Network Manager's Report

The last four years have not been an easy journey for Mission PCN. The path was rough, the trail often needed to be forged, and we regularly found ourselves without a map. Through these turbulent times, together we persevered and were able to accomplish a lot. I would like to thank our members, allied health, Division team, clinic staff, and all of the PCN leadership and community partners. Without the dedication, flexibility, adaptability and tenacity of all of you, we would not have been able to come this far.

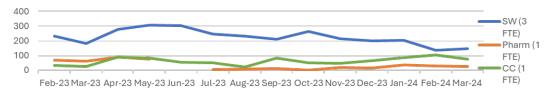


#### **Mission PCN Team**

Jen Cook, PCN Manager
Tracey Welsh, Practice Integration Coordinator
Erin Carey, PCN Change Manager
Kimberly Bergen, Attachment Coordinator
Tania Shelley, Social Worker
Marisa Kerr, Social Worker
Katie Morrison, Social Worker
Bill Holloway, Clinical Counsellor
Andrew Cobleigh, Clinical Pharmacist
Katrina Stone, Registered Nurse In Practice

#### Increased Capacity of Mission Primary Care:

Volume of patients seen per month by allied health providers





#### **PCN Implementation Highlights**



MHSU

Out-

reach

PCC

MMC

#### **Enhanced Indigenous Health Services**

- Hiring NP to support in community
- Working group with diverse membership acts as an Advisory
- "Coming Together" engagement event, October 2022
- Seeking pay equity for Cultural Advisor position
- Cognitive/behavioural assessments by Sunny Hill outreach



#### **Enhanced MHSU Services**

- Collaborative community-based approach
- Defined role/scope of Clinical Counsellor position
- MHSU Service Provider Resource Fair March 2024
- Psychiatry in primary care pilot project (2024)



#### **Outreach for Seniors and Youth**

- Social Work position providing outreach at Youth Centre, seniors housing and library
- Mobile RV "Mission in Motion" providing primary care at Youth Clinic and Leg'á:mel First Nation

As co-chair of the Mission Healthy Community Committee and key partner in the Community Wellness Strategy (CWS), Mission PCN supported the Community Wellness Forum hosted by the City on June 22, 2023. There were 79 participants representing 35 organizations who came together to provide leadership, direction and ensure alignment between the CWS and Mission PCN.



SUPPORTING EACH OTHER, PROMOTING

On March 6th, 2024, Mission PCN co-hosted the MHSU Service Provider Resource Fair and Service

Mapping event. There were 120 participants from a wide variety of mental health and/or substance use serving organizations across community. The focus was on enhancing collaboration,

communication and referral pathways.

Looking ahead to the fall of 2024, we will be supporting PCN strategic planning sessions for our members. These will be an opportunity to hear from our members to drive the next phase of Mission PCN.

If you are interested in becoming more involved with Mission PCN or would like more information, please do not hesitate to reach out jcook@missiondivision.ca,

Respectfully submitted, Jen Cook, PCN Manager

# Allied Health Reports

#### Clinical Pharmacist's Impact:

Over the past year, the Clinical Pharmacist has made notable contributions to patient care. He successfully tapered an 87-year-old senior off hypnotics, leading to improved sleep and reduced medication dependency. He also supported the titration of chronic pain medications for a patient with severe peripheral neuropathy and advanced liver disease, ensuring both safety and efficacy. He assisted a 35-year-old male in reducing benzodiazepine use amid debilitating anxiety and long-term dependence. Additionally, he played a key role in reducing polypharmacy for a young cerebral palsy patient, enhancing her quality of life. His expertise has been instrumental in achieving these positive patient outcomes.

#### Social Work (SW) Services Overview:

The PCN Social Work team has made significant strides in improving patient outcomes over the past year. They provided interventions to 463 patients referred by Primary Care Providers, focusing on social determinants of health and addressing inequities through multiple appointments and home visits. The team has built a robust network of partners at community, provincial, and federal levels to enhance collaboration and advocacy efforts. Notably, Tania and Marisa worked with the PCN counselor Bill to successfully facilitate Anxiety and Depression groups, which received enthusiastic participation.

In terms of team dynamics, there was a transition as Rebecca pursued new career opportunities, and Katie joined in a re-developed outreach role. Katie now engages with the community through the Youth Centre on Tuesdays, the Mission Library on Wednesday mornings, and Boswyk Residential Home on Thursday afternoons. Since May 2nd, Katie has been providing valuable resources and support to older adults at the library, including assistance with income applications and advanced care planning.

While the team strives to see patients within a month, there have been instances of extended wait times due to staffing constraints and the complex needs of patients. Despite these challenges, the Social Work team continues to prioritize and value their relationships with primary care providers and office staff, ensuring a team-based approach to delivering holistic and comprehensive services.

#### Clinical Counsellor's Contribution:

Since May 2022, our Clinical Counsellor has received 449 referrals, providing essential one-on-one support. This strong referral rate highlights the ongoing need for our support within the community and demonstrates the trust placed in our program by our referring Doctors & Nurse Practitioners. Our Clinical Counsellor has continued to provide essential one-on-one support, helping Patients navigate their mental health and addiction challenges.

In 2024, we expanded our services by launching a Group Therapy Program which has successfully hosted several 10-week groups focused on Anxiety and Depression, offering patients the opportunity to connect with others facing similar challenges in a structured, supportive setting. The groups have been well-received, with many participants reporting positive outcomes and a greater sense of community.

Moving forward, we are excited to announce the addition of a new group therapy offering for Fall 2024. This group will focus on managing Assertiveness, providing patients with education, tools, and confidence to assert themselves effectively in various aspects of their lives. We anticipate that this new group will further enhance the comprehensive care we provide and continue to meet the evolving needs of our patient community. The past year has been a period of growth and increased impact for our program. We remain committed to delivering

Andrew Bill Holloway Cobleigh M.A.CPSY,

MSW RSW

high- quality mental health and addiction support, and we look forward to continuing to serve our community with compassion and dedication in the coming year.

The Mission PCN currently accepts referrals via Pathways Referral Tracker. If you wish to learn more about Pathways, please connect with Jen Cook (icook@missiondivision.ca)

# Practice Support Program's Report

The Practice Support Program (PSP) is designed to enhance the capabilities of doctors and their teams, helping them work more efficiently, prioritize clinical care and patient relationships, and integrate key elements of the patient medical home model in BC.

#### **Highlights:**

Regular Team Based Care sessions and activities have strengthened the team collaboration and communication across Mission PCN (e.g. team huddles, mental health pathways)

Supporting community conversations in partnership with Innovation Support Unit-UBC and PACC mapping at the community level. This demonstrated the eagerness of the community to be connected to support the patients/clients they serve. There may be opportunities to build communication pathways supporting both providers and patients (i.e., mental health).

PSP support before, and during transition to new electronic medical record platforms across 2 clinics. This included navigation of new processes and workflows for panel management.

A key success recognized and to celebrate: Continued support of new to practice physicians and community physicians especially in the use and implementation of new provincial patient attachment system (PAS).

Looking ahead: the opportunity to build further collaborative partnerships with team-based care, integration of care teams, quality improvement projects, panel management and EMR/IT enabled care.

More information can be found at <a href="https://fpscbc.ca/what-we-do/practice-supports/psp">https://fpscbc.ca/what-we-do/practice-supports/psp</a> or please email us at psp@doctorsofbc.ca

Respectfully submitted, Karen Steegstra, Practice Transformation Coach Erika Patterson, Panel management Coach Ruthann Robinson, Practice Improvement Coach - Team Based Care Supporting the Joint Clinical Committees, Doctors of BC





FPSC had featured a news article "How team-based care is supporting patients & family physicians" on April 24, 2023. Highlighting how adding allied health professionals to the family practice team is improving patient care and easing physician burdens at medical clinics in Mission, BC.

Front row, left to right: Caitlin Lang, clinical pharmacist (FHA), Dr. Parin Patel, family physician, Ruthann Robinson, team-based care coach, Doctors of BC

Back row, left to right: Rebecca Suchodolski, social worker (FHA), Bill Holloway, clinical counsellor (FHA)

### "Mission in Motion" Mobile Medical Unit: Transforming Healthcare on Wheels

Launched in the summer of 2023, the "Mission in Motion" Mobile Medical Unit (MMU), a generous donation from the City of Mission, has hit the road with a mission to bridge gaps in healthcare accessibility. Operated by MCSS in collaboration with the Mission Division, this state-of-the-art healthcare facility on wheels has been revolutionizing how care reaches our community.

The Mobile Medical Unit, equipped with the latest medical technology, ensures that quality healthcare is never out of reach. From primary care services with a general physician to specialized youth and outreach clinics, we're bringing medical support directly to those who need it most.

In its first year, with 226 medical appointments conducted, 162 referrals made, and 25 Naloxone kits distributed, our impact has been profound. Every Tuesday, our youth clinic offers a safe space for young individuals, while our outreach clinic at Leq'á:mel every Wednesday provides essential services to underserved areas. The Mobile Medical Unit is not just a vehicle—it's a commitment to wellness and testament to our commitment to serving all segments of our community, offering free care with MSP coverage, no appointments necessary.

Beyond direct care, we're deeply engaged in community outreach, partnering with local organizations to address specific needs and enhance overall health. Together, we're working to build a healthier, more resilient and connected community, one mile at a time.

We are currently establishing a number of vital healthcare services through the Mission in Motion. MMU.

If you're interested in joining our efforts or learning more about our programs, please reach out to Jen Cook at jcook@missiondivision.ca



### **Primary Care Clinic**

Over the past year, the Primary Care Clinic has proudly served approximately 580 patients with comprehensive medical care, until its closure in April 2024. Founded in 2015 as part of the A GP for Me initiative, the clinic initially operated as an attachment and access clinic. We were fortunate to have dedicated professionals like Dr. Carol Pomeroy, Dr. James Dueckman, and Nurse Practitioner Chenyi Zhu delivering exceptional care through their weekly shifts. After nine years of committed service, we are deeply saddened to see the clinic close its doors. Its impact on the community has been profound, and we are grateful for the care and support provided by our dedicated healthcare team throughout these years.

Number of Patients Attached To Primary Care Providers Through The PCC Attachment Mechanism: 6838

# Recruitment and Membership



Over the past year, the Mission Division of Family Practice has achieved notable success in our recruitment and retention efforts, significantly enhancing our community's primary care capacity. Our strategic initiatives, including collaborations with the Practice Ready Assessment (PRA) program, outreach to UBC International Medical Graduates (IMGs), PCN-funded contracts, the implementation of new payment models, and comprehensive support for education and mentorship within Primary Care Networks (PCNs), have played a crucial role in this progress.

This year, we proudly welcomed Dr. Michelle Ou and Dr. Sibtay Zaidi to Mission Oaks, with Dr. Zaidi marking a milestone as Mission's first PRA-BC candidate. Looking ahead, we anticipate the arrival of four additional physicians in the coming year.

By the end of this fiscal year, our membership comprised 38 members, including 5 Nurse Practitioners (NPs), 32 practicing physicians, and 1 retired physician.

We acknowledge the retirement of Dr. Steven Hobson and Dr. Larina Reyes-Smith during the 2023-2024 period.

Our continued focus on innovative recruitment and robust retention strategies will ensure a strong and dynamic primary care community moving forward.

# Project Coordinator's Report

This year marks a period of many firsts for me in my role as Project Coordinator. Transitioning from a contractual to a permanent employee, I've navigated new responsibilities, including working directly with physicians instead of patients. My role has evolved from merely taking minutes to actively shaping and managing projects. I'm now involved in a range of activities, from overseeing the Shared Care project and LTCI project to managing our social media, newsletter, and IT support.

Shared Care: Our initial venture into the Maternity Spread Network initiative, funded with great anticipation, had to pivot due to the closure of the Maternity Clinic. Undeterred, we redirected our efforts to support youth patients in Mission. This year, the project concluded successfully.

Looking ahead, we are collaborating with the Abbotsford Division of Family Practice to plan a new Shared Care Project focused on Palliative Care Integration. Our goal is to enhance the integration of palliative services by improving communication, access, resources, and education, ultimately raising the quality of care for palliative patients in both Abbotsford and Mission. If you're interested in participating in this Shared Care project, please contact Smita Akale at sakale@missiondivision.ca.

Pathways Referral Tracker: In collaboration with nearby communities, we are actively introducing the Pathways Referral Tracker to both office staff and care providers, including our PCN Allied Health Providers. This initiative aims to streamline referrals and enhance the efficiency of patient care...

Lunch N' Learns Fall 2023 & Spring 2024: Both the Fall & Spring 2023-2024 Lunch N' Learns have been successful with a total of 13 different sessions. The attendees and Division staff are all very fortunate to have welcomed a diverse range of presenters. We are continuing to engage with our Primary Care Providers and hope for feedback on which education opportunities they would like to be held in the future.

Resources: This year, we have updated several key guides, including the MDoFP Board Orientation Manual, Strategic Advisory Committee Manual, and Divisions Resource Book. New resources have been crafted, such as the New Physician Resource Guidebook, the Mission Self-Guided Tour Book, and the Orientation Guide for PCN Allied Health Staff.

Additionally, we've developed flowcharts to guide IMG physicians through the pathways to practice in BC and created informative documents on payment models and newcomer checklists to facilitate their integration.

EVENTS: Our Division has been vibrant with engagement this year, hosting approximately 20 events for our members and 3 dedicated events for MOAs. The Lunch N' Learn sessions have been particularly successful, continuing to attract high participation and fostering valuable interactions among members.

Newsletter: We continue to distribute a biweekly newsletter that serves as an essential resource for connecting providers with critical information, updates, and resources from the Division and various agencies, including Doctors of BC, the Ministry of Health, and the BCCDC. This tool ensures that all members stay informed and engaged with the latest developments.

Social media: We have been regularly updating the social media to communicate with the community spreading a word about the work Division does and also providing the community with essential information pertaining to health and tips to deal with different weather conditions.

Reflecting on this year's achievements fills me with immense pride and gratitude. Each initiative, event, and learning opportunity has been a testament to our collective dedication to advancing patient care and supporting each other. As we look ahead, let's carry forward the momentum and continue to innovate and excel in all that we do.

Thank you for your unwavering commitment and extraordinary efforts. Here's to another year of success and transformation!

Respectfully submitted, Smita Akale, Project Coordinator

























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#### MISSION DIVISION OF FAMILY PRACTICE **Board of Directors** Dr. Carol Pomerov Dr. Harjinder Dau Dr. Andrew Edelson **Carol Hamilton** Maureen Sinclair Dr. Peter Chang CITY COUNCILLOR LIASION Advisory Committee Dr. Laurelyn Dr. Carol Pomerov Dr. Hariinder Dau Dr. Gwen Siemens Dr. Peter Barnsdale Dr. Tarun Soni Dr. Andrew Edelson Juadiong DoFP JEN COOK PCN MANAGER ERIN CAREY PON CHANGE MANAGER SMITA AKALE PROJECT COORDINATOR TRACEY WELSH **SHONA BROWN** MATT KORNELSEN KIMBERLY BERGEN CASSIDI DUTTON IVA WARDEN MOA/ ADMIN **PAUL BURNS**



# In Memory of Tyler





A gentle soul with a heart so pure, In life's grand game, you played secure. On the ice, with hockey's might, You skated swift, with grace and light.

Polite in manner, kind and true, With every move, a friend in you. Chess, you loved, a thoughtful play, A mind so sharp, you showed the way.

With tea in hand, you found delight, In simple moments, day or night. Your greatest joy, your heart's desire, With love you wed, your life's empire.





August came with heavy news, Cancer's shadow, darkened views. Yet through the fight, you wore a smile, Your courage shone through every trial.

June's mid-month, you took your leave, With heavy hearts, we now must grieve. But in our memories, you remain, A gentle soul, beyond the pain.

Rest now, dear Tyler, free from strife, Forever loved in endless life.









### Contact

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Photos by Dr. Tarun Soni

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

Local Aboriginal artist and carver Peter Gong, created this symbol to represent the healing hands of Family Physicians around Mission.







