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*EXECUTIVE DIRECTOR'S ANNUAL REPORT 2018-2019*

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Well, it's been 10 years since incorporation, and the PG Division has certainly had an impact on health care in our community, our region and in the province. Much progress has been made and, in some ways, it is hard to even remember what things were like at the end of the last decade. Of course, we have many new physicians and staff, and fewer who remember practice before the support of the PG Division of Family Practice. As the original staff person, I see myself as one of the people responsible for our corporate memory. I am grateful to share this responsibility with people like Dr. Garry Knoll, Dr. Barend Grobbelaar and Dr. Bill Clifford, physicians who have provided vision, direction, and countless hours to bring us to the place we are today! One of the PG Division's stated guiding principles is 'leading from within and fostering shared leadership.' To that end, the Board has always actively sought out and recruited Board members that are representative of the family medicine community, women and men, people from our community's diverse ethnic backgrounds, and members from across the career lifecycle. We have had 27 family doctors who have served various terms on the Board! We have also been very intentional about adding depth, new skill sets, and experience to our administrative team, as new programs and funding have allowed. Megan Hunter, our Clinical Programs Lead, and Sharon Tower, our Operations Lead, join me to make up a very strong leadership team. All of this to say, we are gaining 'bench strength' across the organization!

We have 20 new full-service family physician members in the last three years, going from 72 to 92! Most of the new physicians are also new to practice, and many of them completed their residency in Prince George. A number of them are on Return of Service commitments (ROS), four of these are from the Practice Ready Assessment program (PRA) and three are International Medical Graduates (IMGs). As is natural and expected we have had doctors retire, and sadly we have had doctors leave town for various reasons. A little known or realized fact is that the PG Division has never let a panel go unattached, even when the departure of the physician was sudden. Our staff supported that kind of panel transitioning as far back as 2010, and more recently we have built it into the array of supports and services our coaching team provides daily! We are the envy of the province for this kind of support. Because we have a handle on the movement of patients from one Primary Care Home to another, we can better support the Interprofessional Teams, as they also have to realign.

This year has been phenomenal! It has been busier than any year since we began. We've experienced more development than we have seen in all the years prior. In this past 12 months we have written a Primary Care Network (PCN) service plan, and after some back and forth over the following months, we have finally signed an agreement to become the second (PCN) community in the province! While the name is new and the initiative is new for the Ministry of Health and Doctors of BC, the concept is not new to us. PG family physicians have always been a networked medical community, covering each other and taking care of all of the longitudinal primary care needs of the patients of Prince George. What the PCN does add for us are the resources required to build on our vision of team-based care, and to bring others into the network, like our Indigenous communities and organizations. It also allows us to be more aware of and address the support needs of the people on the front lines, doctors and other team members. With PCN funding, NH will add 25 new primary care nurses and allied health professionals to the Interprofessional Teams. We will provide additional outreach primary care services to people who continue to experience barriers to accessing the structured primary care system, and provide ongoing and regular team development and support.

Just when you think an evolving organization like ours might level off and get time to work on perfecting, solidifying and sustaining a proven range of services, we keep adding new! Of course, we continue to give attention to the delivery and sustainability of known services like 'at the elbow' Practice Coaching, Clinical Education opportunities (PSP) and meaningful engagement with you, our members, with regular members meetings, newsletters, consultations and updates. But at the same time as the new resources for the PCN, we have taken on opportunities like the Practice Coverage Program (soon to add a second locum), the Urgent and Primary Care Clinic (in partnership with NH and Nechako Medical Afterhours group), the Primary Care Medical Unit (in partnership with NH) and the new Doctor of the Week program with a new Attachment Rota, complete with new attachment fees, to name a few.

All of this new development along with the ongoing delivery of our core services, that you have come to expect and depend on, is stretching the capacity of our workforce, physicians and staff alike! We are very fortunate to have the staff and physician leaders that we have, all working to the top of their game, delivering stellar services and blazing new trails every day. A lot of people are making all of this possible, but we always need more; as we have come to learn, more hands make light work! At the risk of excluding someone, I would like to call out some individuals that I have the pleasure of working with on many of the initiatives mentioned here, and other initiatives ongoing in our community and mentioned in other reports. Of course, Bill, Barend and Garry (mentioned above) and Dr. Cathy Textor, Dr. Susie Butow, Dr. Phil Asquith, Dr. Ian Schokking, Dr. Keri Closson, Dr. Theresa Shea, Dr. Sara Nimmo, Dr. Jess Zimble, Dr. Rachel McGee, Dr. Kalen Geddes, Dr. Liam Higgins, Dr. Rob Tower, Dr. Matt Wahab, Dr. Christine Boucher, Dr. Dick Raymond, Dr. Manpreet Sidhu, Dr. Megan Enos, Dr. James Card, Dr. Paul Winwood, Dr. Paul Murray, Helen Bourque, Dr. Tony Preston, Dr. Andrew Grey, Dr. John Smith, Dr. Firas Mansour, Dr. Tahir Chaudhry, Dr. Aarti Jani, Dr. Barb Kane, Dr. Tinoula Akande, Dr. Bill Abelson, Dr. Karim Saleh, Dr. Ed Marquis, Dr. Kim Weisgerber, Dr. Brian Hillhouse, Dr. Khurum Saif, Dr. Lawrence Fredeen (Nechako Board), Dr. Wumi Iyaoromi, Dr. Chris Kibonge, Dr. Brenda Griffiths, Dr. Nicole Touhey, Dr. Ingrid Cosio, Colleen Booth, Linda Van Pelt, Erin Wilson, Ashley Gueret, Dr. Heather Smith (CINHS), and Dr. Terri Aldred. And NH staff that we partner with daily: Laura Wessman, Julie Dhaliwal, Andrea Mainer, Kristin Massey, Roberta Miller, Darren Woolgar, Jodi Temoin, Melanie Starzyk, Brigitte Loiseau (NH Primary and Community Care) and Belinda Maidment, Debra Woods, Kyla Redlon (PCMU), Aaron Bond, Graham Hall, Shane DeMeyer, Louise Holland and many others, including staff at the regional level.

Last, but certainly not least, I have to call out your Division staff, Megan and Sharon (mentioned above) Gail Brawn, Heather Stillwell, Tammy Bristowe, Karen Gill, Laura Parmar, and Bonnie Mercedes, Karen Flores, Tricia Dawson, and Meaghan Alspaugh (all four new this year). And the Blue Pine Clinic Staff, Laurie Zoppi (Team Lead), Lola Buehler, Morgan Shiels, and Lindi Correia (MOAs) all of whom play very important roles in the success of our Division.

I am grateful and thankful for the personalities, creativity, intelligence, dedication, productivity, and joy that all of these people bring to our workplaces every single day!

Olive Godwin, Executive Director, PG Division of Family Practice