



**Fraser Northwest**  
**Division of Family Practice**  
A GPSC initiative

# Annual Report 2015/2016



# Table of Contents

Message from Co-Chairs.....	3
Message from Executive Director.....	4
Projects and Programs.....	5
Partnerships and Key Stakeholders.....	6
Highlights and Outcomes .....	7
Recruitment.....	7
Retention and Engagement.....	7
Pathways .....	7
Musculoskeletal Clinic at FOI .....	8
Advance Care Planning Fair.....	8
Enhance Recovery After Surgery (ERAS) .....	8
Rheumatology Shared Care.....	8
Psychiatry-Mental Health.....	8
Staying Informed .....	8
Financial Report.....	9
Board of Directors.....	10
Division Staff.....	10
Physician Leads and Physician Working Groups.....	11

## Cover Photos

Top - Dr. Paras Mehta leads the walk along the New Westminster Quay.

Left - Our table set-up at the Port Moody Walk with your Doc event.

Middle - The FNW prototype clinic, New Westminster Family Practice.

Right - ACP fair for Substitute Decision Making.



FNW Division staff (above) and Board of Directors (right) at our Christmas party in December 2015.



## Message From the Co-Chairs

As a board this year, we spent time to put all the work the division has done in perspective. In so doing, we've identified divisional priorities in our new strategic plan to realize in the years ahead:

### I. GP Support

We have had great success this year in partnership with the Practice Support Program to find new ways of improving practice through Small Group Learning Sessions. We had 11 sessions attended by 122 members, with a myriad of topics identified by members as ways to improve their practices. We look forward to more of these opportunities in the fall.

We have also worked with our specialist colleagues, not only in hosting great CME events about breast cancer management and shoulder injuries, but also in improving how we share care with our patients with our orthopedic, rheumatology and gastroenterology colleagues.

It was great to see the turnout at events we hosted for the entire membership — the summer picnic, the river cruise where we recognized our colleagues who are retiring after many years of contributions to the community, and our division Christmas party.

We also saw the formation of a group to connect our younger colleagues in their first years of practice as well as a group connecting our colleagues winding down their practices; each sharing amongst themselves the challenges and opportunities facing them at their different career stages.

And we have seen a large influx of new GPs joining our community, through our efforts to understand your practices and needs for recruitment, and our partnership with



Dr. Jeff Dresselhuis



Dr. Paras Mehta

HealthMatchBC and the SGP. We welcome the 31 new physicians to our communities.

### II. Physician-Led Team-Based Care

To better support all members in providing care for their patients, we have been fortunate to have welcome to our team: a UBC clinical pharmacist;

a shared-care psychiatrist; a nurse for frail and homebound patients; and new additions to our team of nurse practitioners for frail and homebound patients. The successes we have seen so far in a short time have inspired even more work to come in the next year.

We have seen our members who care for their frail and homebound patients form a Sunshiner Network where they share supports like our nurse and have mapped out a service for navigating community supports for these patients.

Our members who provide residential care have also formed their own team to improve the comprehensive care of those patients. Through their dedication, we have 1,798 patients who are now covered 24/7 with GP response within minutes to keep them from having to leave their homes to go to the emergency room for care.

### III. Engaging our Community

Much work has been done within our own health-care community already to understand who are the patients we have who are most in need of care from a GP, both through our maternity clinics and our hospitals. We have already identified and attached 311 patients to GPs who are providing care to them now. Many thanks to those GPs who have graciously accepted these patients in need.

We have also worked with local schools, the ministry of child and family development, and most importantly the children and families



affected by child and youth mental health issues to work together and improve care for these vulnerable patients.

Finally, we continue to work with the municipalities of New Westminster and the Tri-Cities at their respective Healthy Communities tables where we provide the GP perspective on the work that is being done at a local level.

More to Come!

It has been an amazing year to watch our division grow in both size and impact through the community, and to see our work and members recognized as innovators and pioneers on a local and provincial level. We are grateful to those of you who have contributed your voice and work to sustaining us as a grassroots-driven organization. We would not be where we are without members with a broad array of experiences and perspectives recognizing and contributing their insights and wisdom to caring better for our patients. And we look forward to hearing from even more of you in the months and years ahead and we forge ahead into the future of primary care in our community.

Jeff Dresselhuis  
Paras Mehta  
Drs. Jeff Dresselhuis & Paras Mehta

Message From the  
Executive Director

Dear Members,

Last year when I wrote my message to members, I was still so new in my position, and possibly still in the honeymoon phase of my position. A year later, I think I still may be in the honeymoon phase because it seems it just gets better and better!

The work that has

continued and begun this year has done so thanks to the many tireless hours that our members and staff have contributed to the work that we are doing as a Division. Many organizations strive to reach a point of “Collective Impact” and I can say that, in my opinion, Fraser Northwest Division is working in the space of authentic impact. Congratulations and thank you to all of you who have been involved in a working group, participating/trialing a service or program, completing a survey and reading our communications as we try to spread the news far and wide, because of you all we have learned a great deal and have been able to adapt our work to better meet the needs of all.

At the beginning of 2015/2016, I set a personal goal to have more member engaged in our work.

- This year we have grown our membership by 14%, from 316 members to 360 members;
- In 2014/2015 we had 45 members participating in working groups and project work, this year we had 197 members engaged in some way with the projects we are working on.

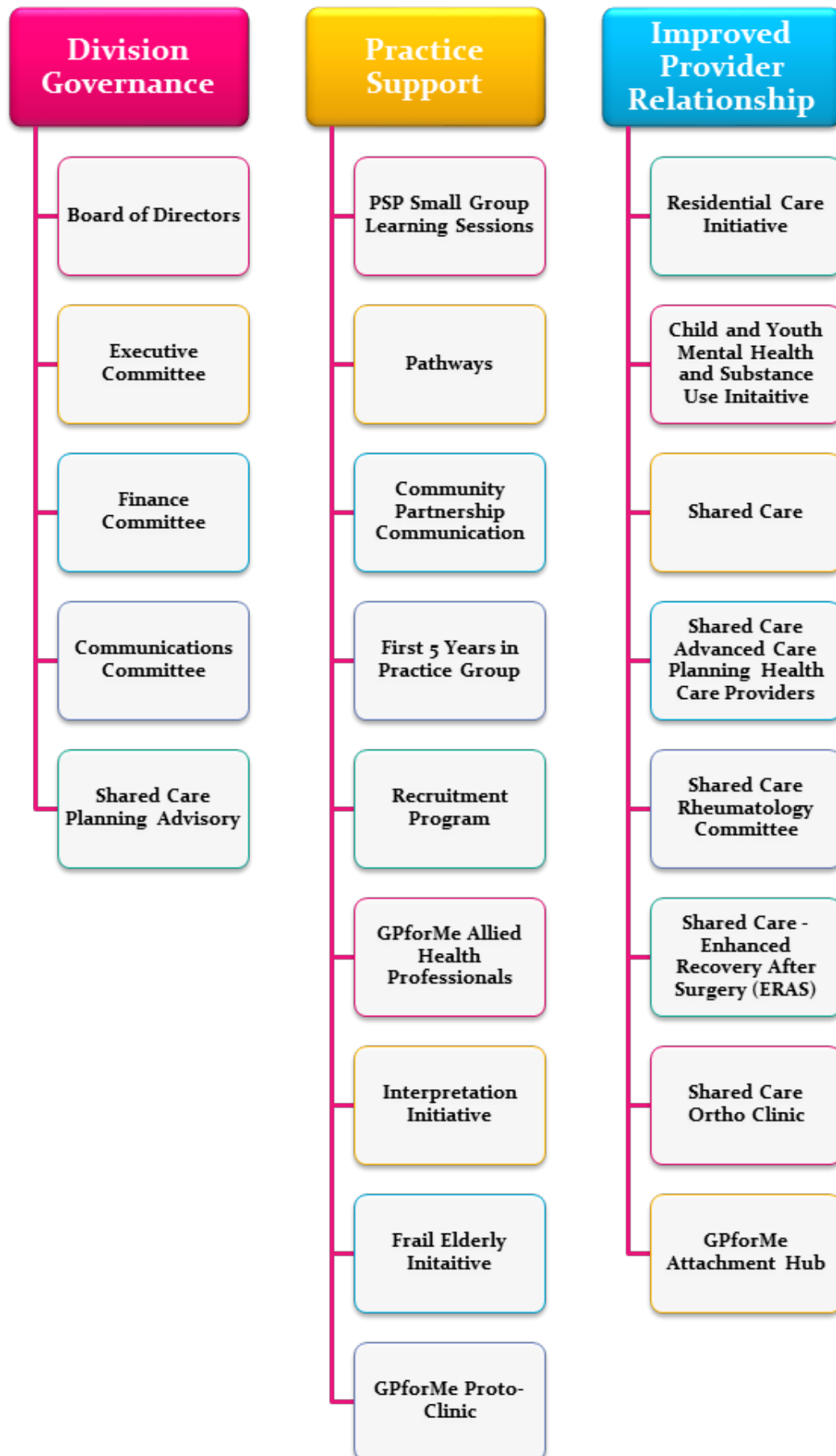
I look forward to another exciting year and having the opportunity to meet with each of our members!

Sincerely,  
Kristan Ash  
Kristan Ash  
Executive Director

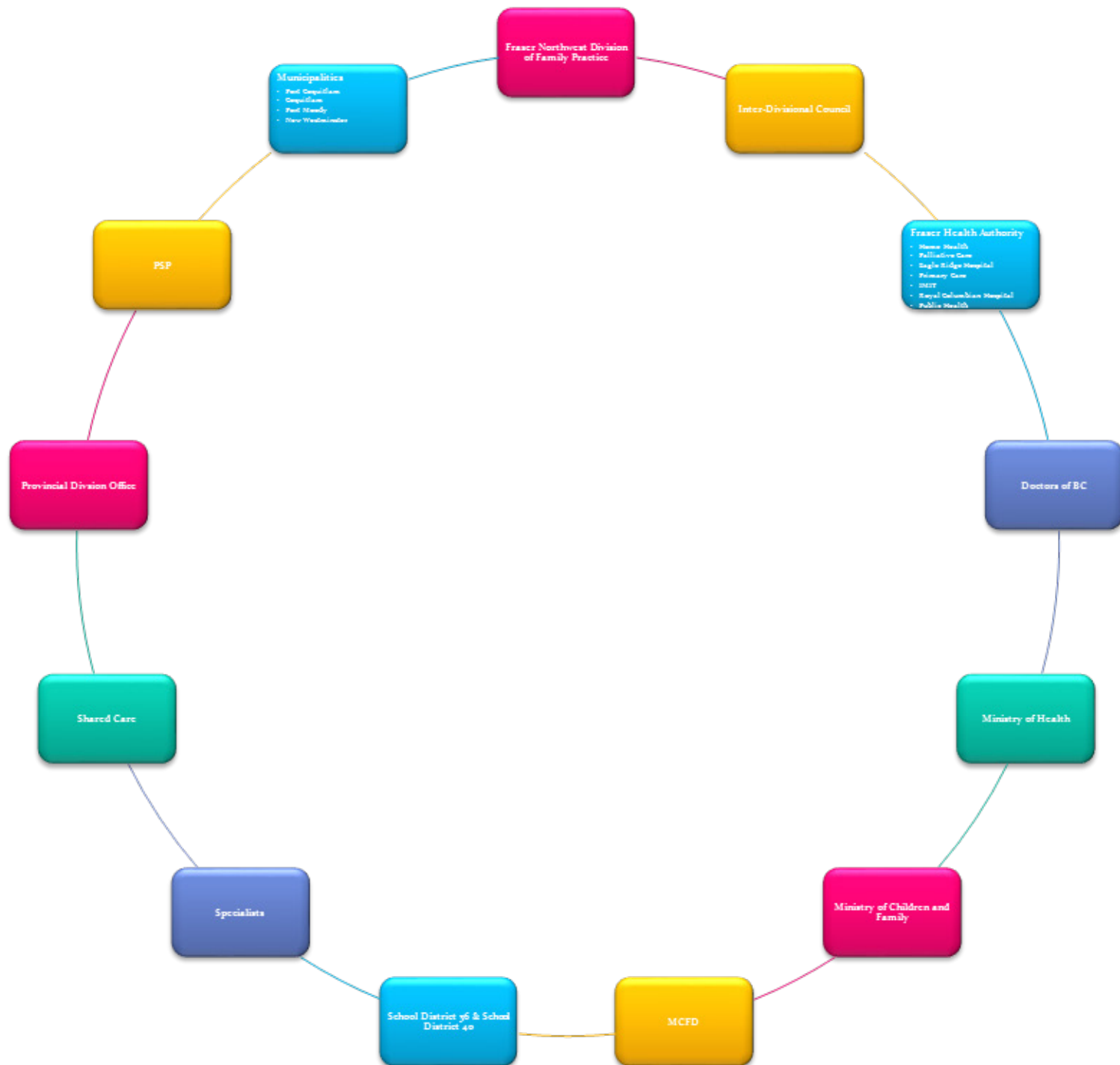
The Five Conditions of Collective Impact

Common Agenda	All participants share a vision for change that includes a common understanding of the problem and a joint approach to solving the problem through agreed-upon actions.
Shared Measurement	All participating organizations agree on the ways success will be measured and reported, with a short list of common indicators identified and used for learning and improvement.
Mutually Reinforcing Activities	A diverse set of stakeholders, typically across sectors, coordinate a set of differentiated activities through a mutually reinforcing plan of action.
Continuous Communication	All players engage in frequent and structured open communication to build trust, assure mutual objectives, and create common motivation.
Backbone Support	An independent, funded staff dedicated to the initiative provides ongoing support by guiding the initiative's vision and strategy, supporting aligned activities, establishing shared measurement practices, building public will, advancing policy, and mobilizing resources.

# Fraser Northwest Division Projects and Programs



# Fraser Northwest Division Partnerships and Key Stakeholders



# Highlights and Outcomes 2015-2016

## Recruitment

**F**NW did not have the same amount of retirements this year as we have in the past two. However, we continue to have growth of population, retirements and physicians moving out of the community that contribute to our ongoing need for physician recruitment.

We altered our recruitment process this year to include:

- Division posting of positions for members (Health Match BC, SGP Locum and Division webpage)
- Recruitment matching form (for both clinics and physicians looking to practice in the area)
- Locum registry

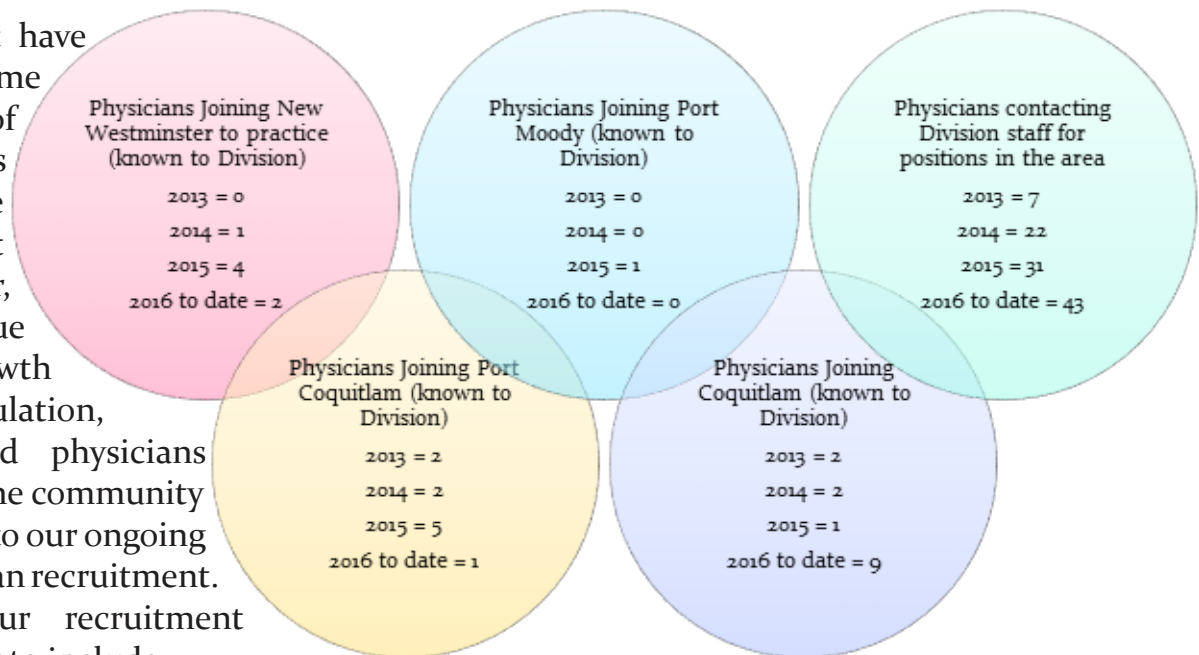
We will continue to work on attracting and matching physicians to our communities.

## Retention & Engagement

**I**t has been identified and highlighted that retention and engagement are critical to attracting new doctors to the area, as well as improving the work life of physicians in the area. We discovered that many of our members did not know others from outside of their practice and therefore did not feel connected to the community in a



Face painter at our Picnic in August 2015.



meaningful professional way. We have hosted several events this year for our members, their spouses and families as a way to connect others to the community as a way to plant the seed for meaningful relationships and connectedness to the medical community.

## Pathways

**P**athways has launched to a provincial program under the leadership and hard work of Dr. Kathleen Ross, Dr. Ron Warneboldt and Dr. Tracy Monk. Congratulations!!

To put Pathways into perspective and a few stats for FNW members:

- April 2014, there were 0 page views per day;
- March 2015, there were 2911 page views per day;
- March 2016, there were 3916 page views per day just from our members;
- April 2014, there were 0 active member ids;
- March 2015, there were 67 active member ids;
- March 2016, there were 81 active member ids;
- April, May, August, September, October, November, December 2015, January,



February and March 2016 the top searched specialty for FNW was Orthopedics

- June, July 2015 the top searched specialty for FNW was Dermatology.

## Musculoskeletal Clinic at Fraser Orthopaedic Institute (New Westminster)

This Shared Care project was launched January 1, 2015 and by the end of the year, the clinic had seen over 1,500 patients, 75% of whom were from the FNW area. Wait times for an initial orthopaedic assessment by a Sports Medicine physician were at 6-8 weeks and continuing to decrease.



March 10, 2016 CME on My Shoulder Hurts: Capsulitis, Bursitis and Tendinitis.

## Advance Care Planning Fair in New Westminster

FNW's ACP committee planned and hosted a highly successful ACP Fair in partnership with the City of New Westminster. Held on April 11, 2015, the fair attracted 221 participants and 92% of exit survey respondents said they now felt more comfortable discussing ACP with their loved ones.

## Enhance Recovery After Surgery (ERAS)

FNW was successful in securing Shared Care funding to develop protocols and information to help GPs improve patients' pre-operative fitness and post-operative outcomes for colorectal surgery. Planning began in October for a launch in fall 2016.

## Rheumatology Shared Care

This committee concluded its work on improving referrals to rheumatologists. The results are posted on Pathways under Rheumatology>Improving Referrals and include guidelines for determining level of urgency, clinical pearls and red flags.

## Psychiatry-Mental Health

The Tri-Cities Rapid Access to Psychiatry Clinic (RAC) was launched in June to complement the New Westminster RAC.

## Staying Informed

As the division takes on increasing number of projects keeping our members informed is important. Want to know what is going on? Check out...

### The Website

[www.divisionsbc.ca/fraser-northwest](http://www.divisionsbc.ca/fraser-northwest)

### Pathways

Our electronic newsletter geared to keeping you and your MOA current on the latest Pathways updates.

### Nor'wester

Our electronic newsletter featuring programs in the Division will be sent out quarterly.

### Fast Facts

Quick updates on information members need and want to know from the community will be found in your in-box bi-weekly.



Drs. Kathleen Ross and John Yap at the 2015 AGM.



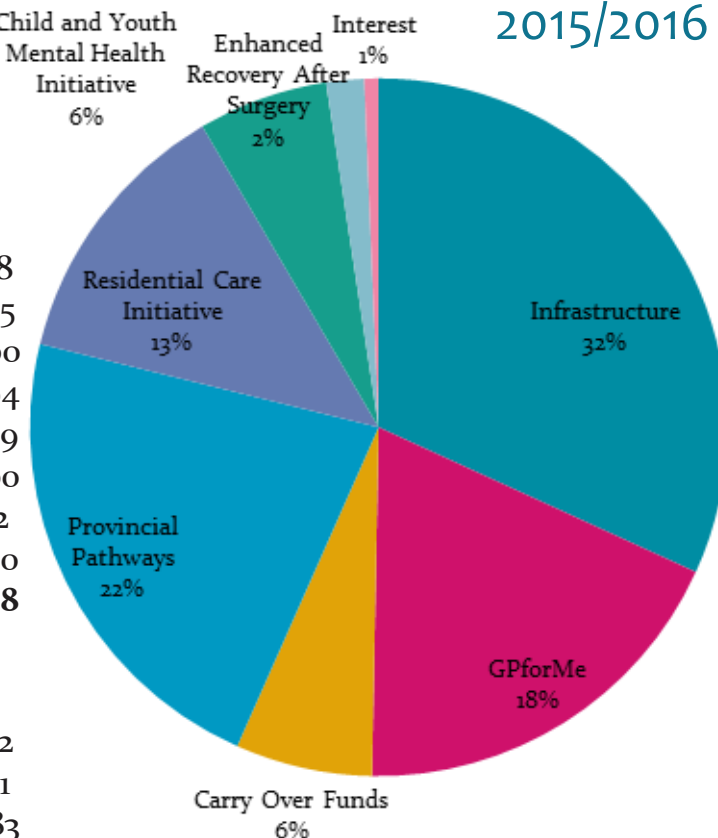
## Financial Report

This information is based on FNW Division's audited statements for April 1, 2015 - March 31, 2016 financial year.

## 2015/2016 Revenue

### Revenue

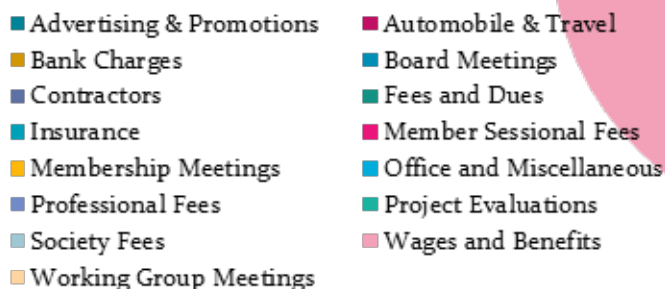
Infrastructure .....	\$791,918
GPforMe .....	\$460,395
Carry Over Funds.....	\$158,000
Provincial Pathways.....	\$552,494
Residential Care Initiative...	\$316,589
CYMH Initiative.....	\$150,000
ERAS .....	\$43,712
Interest.....	\$16,420
<b>Total .....</b>	<b>\$2,489,528</b>



### Expenses

Advertising & Promotions.....	\$1,252
Automobile & Travel .....	\$9,931
Bank Charges.....	\$783
Board Meetings .....	\$65,989
Contractors.....	\$192,257
Fees & Dues .....	\$1,225
Insurance .....	\$5,765
Membership Sessional Fees	\$347,451
Office & Misc.....	\$110,754
Professional Fees.....	\$77,610
Project Evaluation.....	\$25,126
Society Fees .....	\$21,630
Wages & Benefits.....	\$927,145
Working Group Meetings.....	\$30,631
<b>Total .....</b>	<b>\$1,843,755</b>

## 2015/2016 Expenses



## Board of Directors

The leadership and governance of the Board of Directors is the backbone of the Division. Thank you to our Directors for a year of endless hours of dedication.

Dr. Stephanie Aung

Dr. Herb Chang, Secretary

Dr. Liliana Cioata

Dr. Linda Curtis

Dr. Jeff Dresselhuis, Co-Chair

Dr. Kathy Jones

Dr. Lili Nasser, Treasurer

Dr. Huy Nguyen

Dr. Paras Mehta, Co-Chair

LEADERSHIP  
IS ABOUT MAKING OTHERS  
BETTER AS A  
RESULT OF YOUR PRESENCE  
AND MAKING SURE  
THAT IMPACT LASTS IN YOUR  
ABSENCE.

## Division Staff

Kristan Ash, Executive Director

Tatiana Bondarenko, Bookkeeper

Erin Carey, Frail Elderly Initiative Program Manager

Belinda Chen, CYMH, Residential Care and Proto-Clinic Program Manager/Project Staff

Sabrina Goss, Attachment Hub Coordinator/ Frail Elderly Initiative MOA

Cody Karman, Communication & Event Coordinator

Alanna Haggerty, FNW Pathways Administrator

Ryan Lammertson, Provincial Pathways Executive Lead

Vivienne McMahon, Executive Assistant, Division Administrator

Leslie Rodgers, Shared Care Program Manager

Debbie Shields, RN, Frail Elderly Initiative Nurse



# Physician Leads and Working Group Physicians

Thank you to all of the following members who have contributed time in the past year to working on these projects and committees!

## 2015 Recruitment Committee:

Dr. Kim Shaw, *Physician Lead*

Dr. Stephanie Aung

Dr. Steve Barron

Dr. Carrie Ching

Dr. Kendra Croitoru

Dr. Huy Nguyen

Dr. Beth Payne

---

## 2015/2016 Shared Care Steering Committee:

Dr. Kathleen Ross, *Physician Lead*

Dr. John Yap

Dr. Laura Jensen

---

## 2015/2016 Orthopaedics/MSK Clinic Advisor Committee:

FNW GPs

Dr. Kathleen Ross, *Physician Lead*

Specialists

Dr. Darius Viskontas, *SP Physician Lead*

Dr. Trevor Stone

Dr. Farhad Moola

Dr. Kelly Apostle

Dr. Dory Boyer

---

## 2015/2016 GP for Me Steering Committee:

Dr. Linda Curtis, *Physician Lead*

Dr. Paras Mehta

Dr. Tracy Monk

---

## 2015/2016 Attachment Hub GP for Me Committee:

Dr. Linda Curtis, *Physician Lead*

Dr. Jennifer Yun

---

## 2015/2016 Communications Committee:

## 2015/2016 FNW Pathways Committee:

Dr. Ron Warneboldt, *Physician Lead*

Dr. Herb Chang, *Board Liaison*

---

## 2015/2016 Provincial Pathways Committee:

Dr. Kathleen Ross, *Physician Lead*

Dr. Herb Chang, *Board Liaison*

Dr. Tracy Monk

Dr. Ron Warneboldt

---

## 2015/2016 Frail Elderly Initiative Committee:

Dr. Tracy Monk, *Co-Physician Lead*

Dr. Nick Petropolis, *Co-Physician Lead*

Dr. Jean Warneboldt, *Co-Physician Lead*

Dr. Kasia Baker

---

## 2015/2016 Proto-Clinic GP for Me Committee:

Dr. Paras Mehta, *Physician Lead*

Dr. John Yap

Dr. Stephanie Aung

Dr. Huy Nguyen

---

## 2015/2016 Allied Health GP for Me Committee:

Dr. Linda Curtis, *Physician Lead*

Dr. Tracy Monk

---

## 2015/2016 Child and Youth Mental Health and Substance Use Local Action Team Committee:

Dr. Lili Nasser, *Physician Lead*

Dr. Michal Pawlik

---

Dr. Paras Mehta

Dr. Herb Chang

### 2015/2016 Finance Committee:

Dr. Lili Nasser, *Physician Lead*

Dr. Herb Chang

---

### 2015/2016 Advance Care Planning Committee:

Dr. Joelle Bradley, *Physician Lead*

Dr. John Yap

Dr. Kathy Jones

Dr. Paula Flynn

Dr. Martha Koehn

Dr. Charlie Chen

Specialists

Dr. Anson Li

Dr. Caroline Mariano

Dr. Robert Kyskan

---

### 2015/2016 Enhanced Recovery After Surgery Committee:

Dr. Kendra Croitoru, *Physician Lead*

Dr. Kathleen Ross

Dr. Richard Merchant, *Anaesthesiologist*

Brenda Poulton, *Fraser Health*

---

### 2015/2016 Psychiatry-Mental Health Shared Care Committee:

Dr. Nathalie Boudreau, *Physician Co-Lead*

Dr. Michal Pawlik, *Physician Co-Lead* (through June 2015)

Dr. Douglas Read

Dr. Martha McCarthy

Dr. Paula Flynn

Specialists

Dr. Nigel Fisher

Dr. Angelo Wijeyesinghe

Dr. Kevin Wong

Dr. Stephen Ogunremi

Fraser Health

Denyse Houde

Allison Luke

Walid Chahine

### 2015 Rheumatology Shared Care Committee:

Dr. Nora Tseng, *Physician Lead*

Dr. Laura Jensen

Dr. Bruce Cornish

Specialists

Dr. Marguerite Stolar

Dr. Kiran Manhas

Dr. Michael Ramsden

Dr. Stanley Fenton

Dr. Mitchell Uh

---

### 2015/2016 Residential Care Committee:

Dr. Nick Petropolis, *Physician Lead*

Dr. Linda Curtis, *Board Liaison*

RCI GP

Dr. Amber Jarvie

Dr. Nazanine Rahnema

Dr. Kim Shaw

Dr. Linda Curtis

Dr. Anthony Tran

Dr. Carlin Mann

Dr. Gina Zheng

Dr. Kathy Kiani

Dr. Cristina Liciu

Current MRPs

Dr. Merrick Tosefsky

Dr. Azim Ladhani

Dr. Brian Monks

Dr. Gene D'Archangelo

Dr. Doug Moseley

Dr. John Yap

Dr. Ramesh Avinashi

Dr. David Freedman

Dr. Graham Burns

Dr. Nick Petropolis

Barb Radons, NP