

Welcome

Delta Division of Family Practice

ANNUAL GENERAL MEETING

- **Establish Quorum (5)**
 - **Approval of Agenda**
 - **Acceptance of 2023 AGM Minutes**
 - **Presentation of 2023/2024 Annual Report**
 - **Treasurer's Report**
 - **Audited Financial Statements**
 - **Appointment of Auditor**
 - **Reports on Committees/Initiative**
 - **Collaborative Services Committee (CSC)**
 - **Long Term Care Initiative**
 - **Pathways User Group**
 - **Delta Hospital Physician Society**
 - **Multi-Disciplinary Health Care Coordinating Committee**
 - **Questions from The Floor**
 - **Election of Directors**
 - **Adjournment**
-
- **Presentation Dr. Kisten Gustafson**

OUR MISSION

Ensure access to timely, comprehensive, high quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community.

ANNUAL REPORT

2023/2024

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REPORT FROM THE Co-CHAIRS, PCN PHYSICIAN LEAD AND THE EXECUTIVE DIRECTOR
Dr. Chris Vipler, Dr Colleen Lee, Dr Shelly Eckland-Jetzer and Geri McGrath

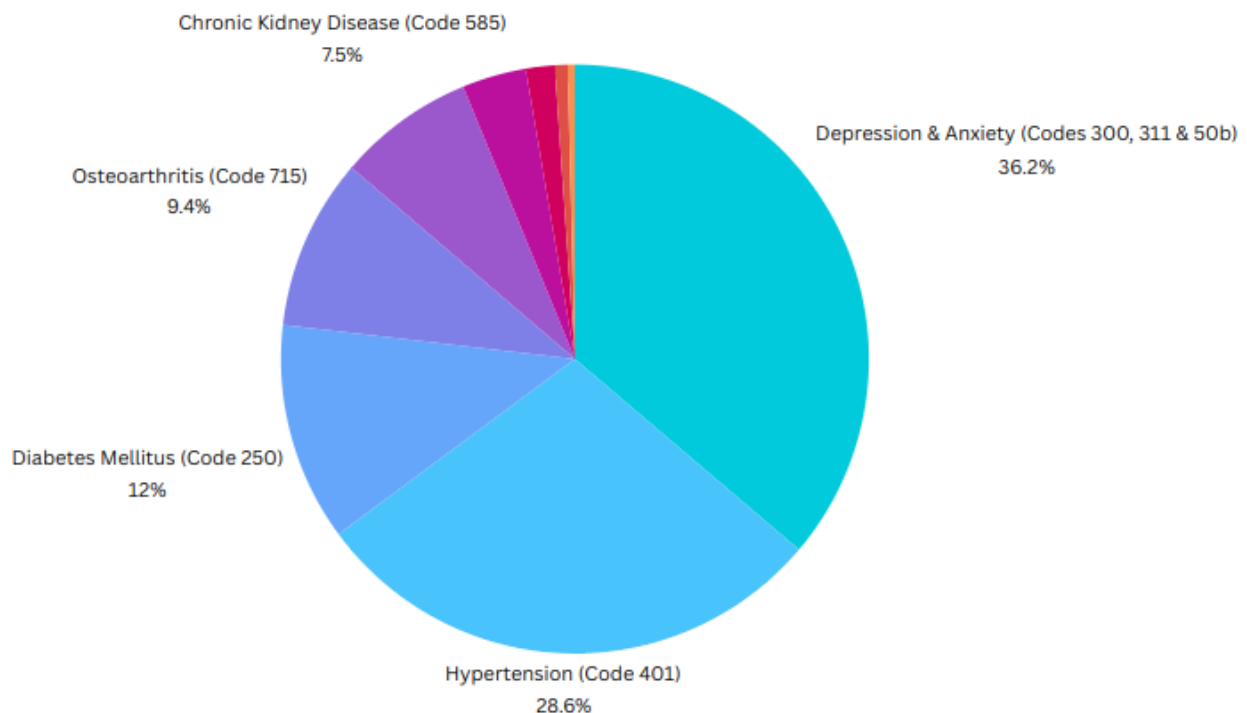
The Division facilitated our fourth community flu vaccination clinics with the mutual goals of supporting our membership by redirecting patients to the clinics as well as to help residents stay well amidst the ongoing Covid virus. Thanks to everyone for stepping up to make this a reality for the third year. In light of the ease of access of vaccines to the public, we have decided not to continue to run flu clinics.

Once again, the Division moved back to in person education sessions for you our members, we facilitated such topics as.

Competency for Aging Seniors
Pelvic Floor
MAID
Adult ADHD
Lifestyle RX Program for Diabetes

Just to name a few. We look forward to engaging with you on topics that are of interest to you and your practice. Our board and all committees continue to meet both in person and online. We look forward to continued topic meetings with your input.

The division has submitted our service plan, and we have completed this based upon input from all of you and your panel reviews. The following has been identified as the most common chronic diseases.



Clinics, Visits & Conversations

The background work we have been doing and what we have heard.

Clinics, visits & conversations

- ▶ NPs/RN/LPNs, mixed appreciation
- ▶ Pharmacists, mixed experiences
- ▶ Other allied health, needed
- ▶ Patient needs, high
- ▶ Referrals, streamline
- ▶ After hours, needed
- ▶ Urgent primary care, needed

Community Engagement, in-person & survey

178 Survey responses

20% without FP

70% willing to be attached to a NP

Primary health concern

- Mental Health for youth & adults
- Child development for children
- Chronic disease for senior

Barriers to allied health

- Cost, wait list, location
- Need for counsellor, physio, psychologist



Urban Indigenous Engagement – Listening Circle

- ▶ Experiences of Racism
- ▶ Fear of accessing health care
- ▶ Need for traditional healing, holistic medicine
- ▶ Importance of Indigenous history, TRC education for the medical practitioners
- ▶ Support for "Aunty" roles, or Indigenous Patient Navigators

Strategies South Delta PCN



Up to 6 Family Physicians into existing clinics, RNs/LPNs into (some) existing clinics



Remaining (6) FPs & NPs into a NEW CLINIC clinic with after hours



Approximately 11-12 allied health, housed in "HUB" &/or mobile

One central referral network and patient access:

Health Hub - Allied Health

ROLES (not all 1 FTE)

- Mental Health
 - ▶ Counsellors
 - ▶ Social workers
- Health Promotion
 - ▶ Physios
 - ▶ RN/LPNs
 - ▶ Dietician
- Culturally Safe Care
 - ▶ Patient Navigators
 - ▶ Traditional Healers
- Seniors Care
 - ▶ Nurse
 - ▶ Geriatrician

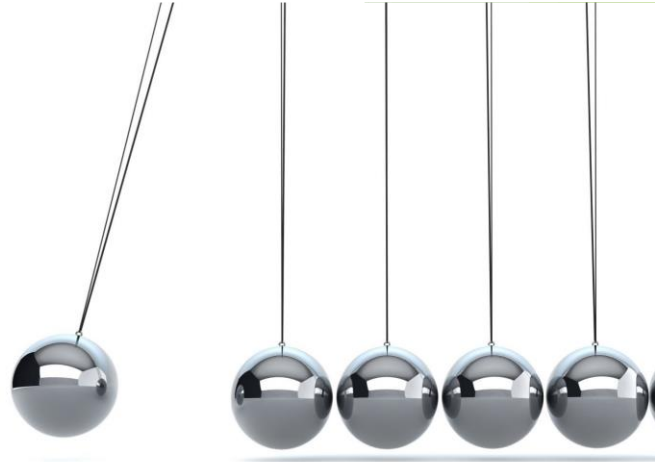
New clinic

- ▶ Staffed by: Nurse practioners, Family Physicians, LPN/RN, MOAs, space for midwives
- ▶ Specialists in: youth primary care, mental health and addiction medicine
- ▶ Attachment? Some, some referrals
- ▶ Hours: Includes after hours care
- ▶ Urgent: no, focus on primary care
- ▶ Challenge: New space needed



Community Benefits

- ▶ More family doctors and Nurse Practitioners
- ▶ Primary Care services for those not yet attached to a doctor/NP
- ▶ Increased access to mental health & social supports
- ▶ Decreased barriers to accessing allied health practitioners
- ▶ Services specific to vulnerable groups & patient navigators
- ▶ Services in South Delta



We anticipate that once we are fully funded, we may discover the need for a few variations and will adapt as needed. Our goal has been to improve you our members daily work/life balance by focusing on the Patient Medical Home by building our Primary Care Network wrap around supports.

We are at the point of planning strategic first steps and will keep you all informed. This is a very exciting time for South Delta.

We continue to have a presence at the Inter strategic Council (ISC) where regional and local issues are brought to the table with Fraser Health and the Ministry of Health. The Co-Chairs and Executive Director have participated in a strategic planning process for ISC, in the hope to better align this committee to our collective directions, and to track the work done in our region.

We facilitated our fourth Senior's Fare, it was very well received, we hope to continue to provide an educational and collaborative platform for our community. We also attended the TFN Health Fare for the 2nd year in a row and we look forward to continuing to build our relationship with TFN.

We look forward to continuing to represent our physician members regionally and provincially. Please let us know if you have concerns and or issues and we will do our best to assist.

Flu Clinics 2023



Seniors Fare 2024



COMMITTEES/INITIATIVES

Collaborative Services Committee (CSC)

Dr. Colleen Lee, Co-chair

CSC is a collaborative working group that includes our Division of Family Practice, Fraser Health, Doctors of BC, Family Practice Services Committee, Tsawwassen First Nations and a patient representative. We focus on the provision of care at the hospital and community level. Last year, our CSC and the other FH CSC focused on Mental health. There continues to be ongoing work in this area. As a result of some of this work – we hope to see favorable changes for the patient journey as they navigate the mental health services available in Fraser Health. All the FH CSC met in person recently (ISC) and a renewed focus on episodic patient care (after hours care) and maternity care are topics for future discussion.

Long Term Care (LTC)

Dr. Carllin Man, Physician Lead

Dr Richard James has stepped down as Lead Physician of LTC. We would like to thank Richard for his years of service and dedication and wish him all the best for the future. Dr Carllin Man has taken over the position and we welcome him to the committee. Dr Man has many years of experience and knowledge in LTC, and we look forward to working with him.

The new LTC on call funding is open to all LTC physicians.

The intent of on-call availability funding is to ensure after hours coverage to patients in long-term care facilities in a way that reduces the FP burden of being on call after hours by sharing the responsibility among a group of physicians. This centrally distributed funding will improve equity of payments across the province by ensuring compensation for all LTC physicians When they are available on-call after hours as part of a call group as defined by call group parameters within the MOU (e.g.: minimum 4 FPs, respond by phone within 30 minutes etc.).

On-call payment rates are based on prorated MOCAP level 2 rates for call availability. To allow some flexibility of daily payment amounts in response to community needs, daily payments can vary within the total weekly funding envelope, The maximum payable per participating physician is \$150-750/day, within the funding envelope of \$2500/week plus \$210/statutory holiday/ week (E.g.: for the week of July 15-21, the maximum payment for the week is \$2500. For the week of Jul 29 - August 4, the maximum payment is \$2710, factoring \$210 for the statutory holiday.)

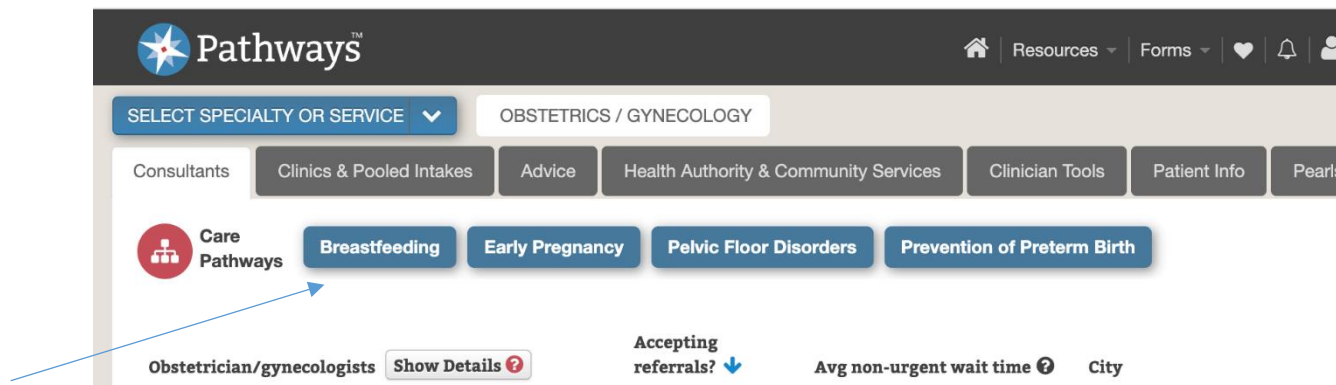
This new initiative is not intended to replace MRP call but to be second call.

Pathways User Group

Dr. Rui Li, Physician

Care Pathways

Guidelines



Example: Pelvic floor disorder algorithm

Electronic handouts can be emailed to patients. The link will never expire as Pathways' tech team checks for dead link and updates every 2 weeks

Pelvic Floor Disorders Algorithm

Quick Links

- Pelvic Organ Prolapse
- Stress Urinary Incontinence
- Overactive Bladder
- Recurrent UTI

REFERRAL TO A SPECIALIST

- Once patient has confirmed that pelvic floor disorder is affecting function and quality of life AND patient has trialed and failed conservative management
- Review referral requirements in Pathways for local [urogynecologists](#), [gynecologists](#), or [urologists](#) in your area.

Pelvic Organ Prolapse	
Definition	Bulging or herniation of pelvic organs (uterus, bowel or bladder) through the vagina/perineum.
Demographics/ Epidemiology	50% of women who have had a vaginal delivery will have some degree of prolapse. 11-19% lifetime risk of undergoing prolapse or incontinence surgery. Handout: Pelvic Organ Prolapse email to patient
Risk Factors	Pregnancy, vaginal delivery (risk increases with increasing parity), age, obesity, hysterectomy, Family history, connective tissue disease, chronic valsalva/stress on pelvic floor

Public facing directory



Public Directories



Medical Care Directory

Information about doctors and medical clinics in British Columbia.

[Go to Medical Care Directory](#)



Community Service Directory

Publicly available services and programs, in participating communities.

[Go to Community Services](#)

Fillable forms that MOA can email to patients before their appointment
Ex: pre-MVA, pre-WCB, GAD/PHQ9, ADHD forms etc.



Forms

[CONSENT FOR ELECTRONIC COMMUNICATIONS](#)



[PRE-MVA VISIT QUESTIONNAIRE](#)



[PRE-WORKSAFE VISIT QUESTIONNAIRE](#)



Resources

- Take a look at the [Delta FETCH site](#) for general information about local services, useful handouts and videos.
- For mental health resources in South Delta visit <https://mentalhealthdeltadivision.com>

Delta Hospital Physicians Society

Dr. Colleen Lee, Lead Physician

This group is essentially a working group of physicians at Delta Hospital: specialists, hospitalists and from the ER department.

This group continues to be led by Dr. Barb MacFarlane (Hospitalist). There continues to be quality improvement initiatives to improve the care of in-patients.

This past July, some of the community family practice doctors and hospital doctors participated together in an enthusiastic pickleball social. Hopefully, we will be able to have another social together in the future.

We would also like to expand dialogue with Tsawwassen First Nations in the future.

Delta Hospital Multi-Disciplinary Health Care Coordinating Committee

Dr. Colleen Lee, Lead Physician

The committee includes Fraser Health leads, DH Clinical Operations and various Department Heads.

Delta Hospital continues to be a busy hospital for Delta residents.

Numerous services continue to evolve and expand. Last year Dr. Danny Gillis was welcomed to the surgical department to provide additional Orthopedic support.

There was a recent announcement of an additional Geriatrician to provide in-patient and outpatient consults.

Like other hospitals in the Fraser Health region, it has also had issues with staffing, especially in ER nursing, ER doctors and hospitalists & imaging technicians. There continues to be a high volume of patients that are seen in the ER department including unattached patients. Most recently there is some discussion of setting up a 'high acuity unit' that is supported by the Internal Medicine physicians.

The Delta Hospital and Community Health Foundation continues to annually support Delta Hospital in providing funds for new equipment and education.

Most recently, the new SFU School of Medicine which is set to welcome its first class in Fall 2026 has commenced a dialogue with physicians at Delta Hospital. The new school hopes to have medical students get clinical experiences in Fraser Health hospitals and local primary care practices.

Recruitment & Retention

Recruitment Summary

2023/2024

(4) Family Physicians Hired / Started

Naeem Gurmani	Ladner Family Practice	May-23
Angela Choi	Tsawwassen Medical Clinic	Apr-24
Nevio Cimolai	Lark Medical Clinic	Apr-24
Ann Chala	Ladner Family Practice	Sep-24

(3) Pending Hires

Felix Ehianu	Tsawwassen Medical Clinic	Mar-25
Ahmed Abdelgawad	Ladner Centre Medical Clinic	Feb-25
ROS – 2024_2025	Pending selection (Hooi/Bawa)	Jly-25

Working with 8 other doctors in screening and interviewing stages.

We continue to advertise for part-time, full-time and locum physicians in Canada, USA, UK and Ireland.

(1) 2024 Retirements / Left Practice

- Dr. David Hsia - Ladner Family Practice
- Dr Hark Bawa – Ladner Centre Medical

(8) GPs Screening / Interviewing

1. Dr. Vivian D’Sousa – Nova Scotia (via UK) – Phone Screening
2. Dr. Manraj Singh – UK (interviewing/visit 6 Sept 2024)
3. Dr. Maninder Singh – Burnaby (potential hire 3/25)
4. Dr. Kevin Hooi, ROS – Interviewed / Waiting for FHA Selection Process & Dr. Jessie Bawa, ROS – Interviewed / Waiting for FHA Selection Process to complete
5. Dr. Philip Arthur – UK (interviewed 7/24 - no response yet)
6. Dr. Azita Goshtasebi (interviewed 8/24 – no response yet)

7. Dr. Joy Agnosike (Interviewed 8/24 - no response yet)
8. Dr. Joseph Bautista-Yo – From Trail, BC – home in Ladner – potential hire 2025

Community Connector

Trisha Franks, Delta Division of Family Practice

As we navigate 2024 and reflect on 2023, we continue to celebrate the successes of the Community Connector Program. Our program received over 35 referrals from South Delta Family Physicians in 2023.

Our Community Connector program is structured to meet with clients in person, over zoom or by telephone. Our Community Connector works to understand the individual needs of our clients and offers services and appointments to fit those unique needs.

Together with community partners in 2023, the Community Connector Program was able to support the patients of South Delta Physicians in the following ways:

- Counselling referrals (individual and group)
- Basic needs such as food security and financial supports
- Addiction services
- Employment
- Housing and advocacy
- Coaching / goal setting
- Navigating government agencies
- Completing application forms
- Childcare referrals
- Legal advocacy
- Accompanying clients to appointments
- Leisure activities
- Crisis intervention referrals
- Onsite visits

The Community Connector Program accepts referrals from South Delta Family Physicians on an ongoing basis. Clients are contacted typically within one week of receiving a referral. Referral forms can be found on PATHWAYS or requested to Trisha Frank at tfrank@deltadivision.ca.

The Community Connector Program continues to see growth into 2024, with many notable successes. We take pride in being an integral addition to the Delta Division of Family Practice and look forward to continuing to support South Delta Physicians and their patients.

Practice Support Program PSP

Katie Harmer, SP Representative

FPSC's Practice Support Program (PSP) offers services for family physicians in South Delta to optimize your practice, enhance your use of health technology, and more effectively manage your patient panel.

Our team helps your practice become more efficient, creating more time for proactive patient care and for adopting the patient medical home attributes. Our services are customized to meet your specific practice needs and to accommodate your busy schedule. We are currently supporting 40% of the physicians in the South Delta area.

Optimize your practice

- Understand your patients' care experience
- Get mentoring from your peers
- Develop high-performing primary care teams

Enhance your use of health technology

- Use your EMR (electronic medical record) more effectively
- Find health technology resources
- Apply virtual care tools to your practice

Manage your patient panel more effectively

- Learn what's involved in panel management
- Use panel management to help your practice provide proactive and preventative patient care

Compensation & Certification

- Find out the eligibility criteria for compensation & Mainpro+ credits for practice improvement activities

Contact Katie Harmer at kharter@doctorsofbc.ca

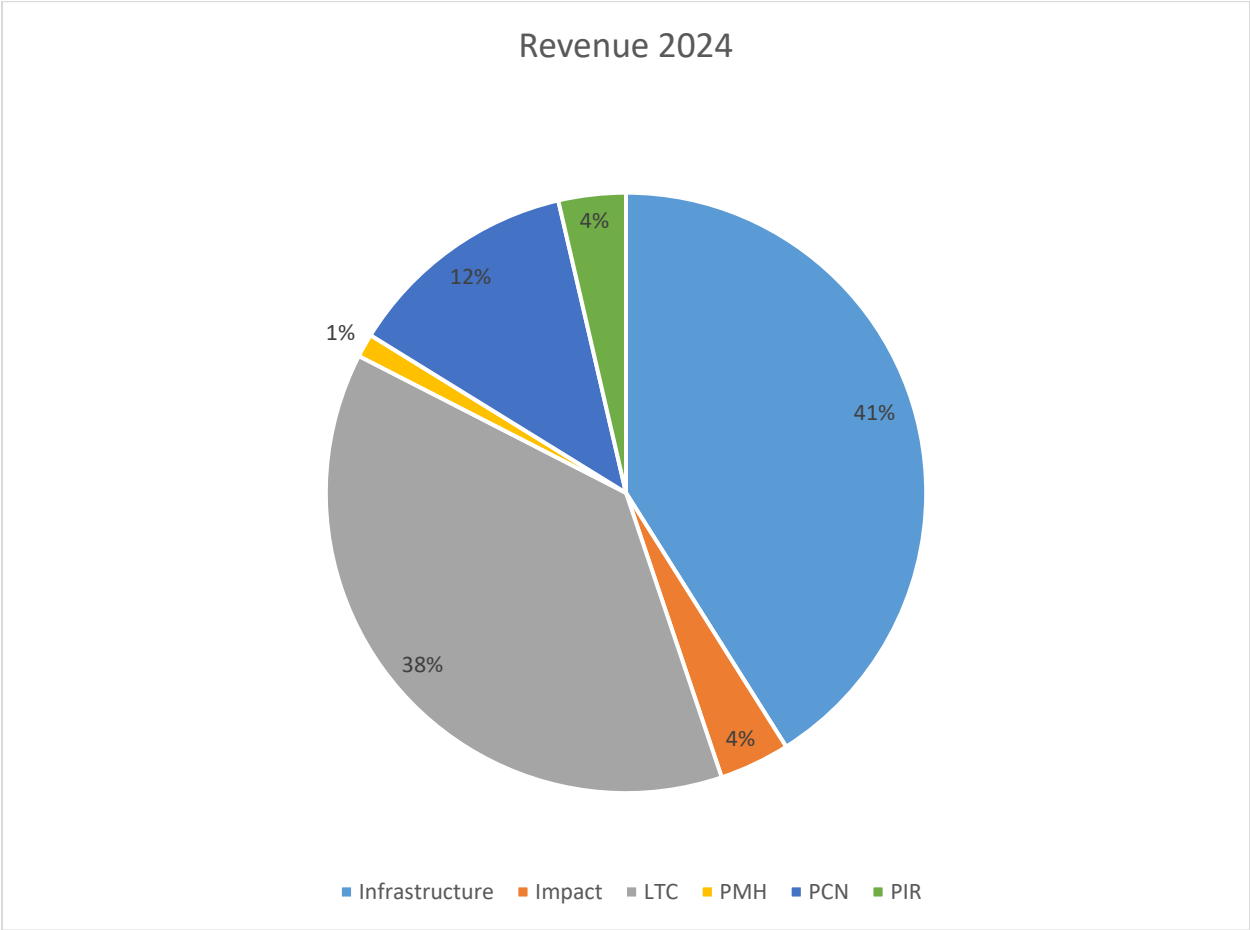
For more information about FPSC's practice support program <https://fpscbc.ca/what-we-do/practice-supports/psp>,

Please email Katie at kharter@doctorsofbc.ca

Patient Attachment (Fetch/HCR)

This year our focus has been on preparation to move our community waitlist (Fetch) across to the new provincial waitlist (HCR) Health Connect Registry. We have also been continuing to attach patients to physicians accepting new patients. We are pleased to be attaching patients from the year 2023 and hope to have minimal numbers of patients to be transferred to the HCR system.

We have hired Daniella Branker as our Patient Attachment Co-Ordinator, and I know she is looking forward to working with your clinics as we transition across to HCR and to provide support to your staff with PAS (Patient Attachment System).



Board of Directors

Dr. Chris Vipler –Co-Chair

Dr. Colleen Lee- Co-chair

Dr. Rui Li

Dr. Nevkeet Toor

Dr. Emily Camacho

Dr. Olga Makarenko

Dr. Shelly Eckland-Jetzer

Team

Geri McGrath - Executive Director

Lisa Wigzell - Executive Assistant

Debby McKenzie - Recruitment &

Retention Coordinator

**Daniella Branker – Patient Attachment
Coordinator**

Trisha Franks – Community Connector

Andrea Lemire – PCN Manager

Katie Harmer- PSP

Strategic Advisory Committee

Dr. Colleen Lee

Dr. Carllin Man

Dr. Rui Li

Dr. Chris Vipler

Dr. Nevkeet Toor

Dr. Emily Camcho

Dr. Olga Makarenko

Dr. Shelly Eckland-Jetzer

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



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