

The title of the annual report, "ANNUAL REPORT 2020/2021", is centered on the page in a large, white, bold, sans-serif font. The background is a solid dark blue, with a vertical strip of a blue-toned image of water and reeds on the left side.

ANNUAL REPORT 2020/2021

Table of Contents

REPORT FROM THE Co-CHAIRS AND THE EXECUTIVE DIRECTOR	3
COMMITTEES/INITIATIVES	4
Primary Care Network (PCN)	4
Collaborative Services Committee (CSC)	4
Long Term Care (LTC)	4
Pathways User Group	5
Delta Hospital Physicians Society	5
Delta Hospital Multi-Disciplinary Health Care Coordinating Committee	5
Delta Eating Disorders Working Group	6
Recruitment & Retention	6
Practice Support Program (PSP)	7
Community Influenza Vaccination Clinics	7
FINANCIALS	8
MEMBER EVENTS	9
Cultural Safety Training	9

REPORT FROM THE Co-CHAIRS AND THE EXECUTIVE DIRECTOR

Dr. Jennifer Rogerson, Dr. Shelly Eckland Jetzer and Geri McGrath

As we move through another year of facing the challenges presented by COVID-19, we want to express our gratitude to our members for your compassion, knowledge, collaboration, and diligence in caring for your patients and one another.

The Division continues to support our member physicians as well as the residents of South Delta.

In the fall of 2020 and again in 2021, the Division facilitated 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 pandemic. Thanks to everyone for stepping up to make this a reality for the second year. In addition, the Division facilitated family physicians to assist in providing childhood vaccinations at Public Health.

In order to continue providing services, virtual care has become a useful tool for physicians and Division staff. The Division moved to virtual education sessions and town hall meetings and the board and all committees continue to meet online. We hope to restart face-to-face meetings and events soon.

South Delta's Expression of Interest (EOI) for PCN funding was recently submitted to the Fraser Health Authority for feedback and we hope to move forward into the development of our service plan. When we move into this next step, we will be asking for member and community input around goals and expectations for the future of primary care in South Delta.

We continue to have a presence at the Interstrategic Council (ISC) where regional and local issues are brought to the table with Fraser Health and the Ministry of Health.

In July 2021, on behalf of Fraser Divisions family physicians, Delta supported sending a letter to Dr. Heidi Oetter, Registrar and CEO of the College, outlining professional guidelines for improvement in the communications between family physicians and specialist offices.

The Division is working with Fraser Health, Deltassist and the Ministry of Children and Family Development to establish supports for patients and their families dealing with eating disorders while they await placement and treatment.

As a member of the regional Medical Imaging working group, we are pleased to report that Excelleris will be going live in early 2022, consideration is being given to allowing radiologists to switch to more appropriate modalities, there is an ask for obstetrical ultrasounds where the baby may not be in position to get a view possibly followed up the FP completing an additional form, and Medical Imaging is working with Pathways.

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.

COMMITTEES/INITIATIVES

Primary Care Network (PCN)

Dr. Jennifer Rogerson, Physician Lead

The PCN Committee has met over the past year and collaborated to prepare the Expression of Interest.

We are pleased to confirm that our Expression of Interest to proceed with the PCN was approved by the Board, CSC and Fraser Health Authority and has been submitted to GPSC and the Ministry of Health.

Collaborative Services Committee (CSC)

Dr. Jennifer Rogerson, Co-chair

CSC, a collaborative working relationship between the Division, Fraser Health, Doctors of BC, General Practice Services Committee (GPSC), Ministry of Health, First Nations, and a patient representative, continues to meet to determine strategic priorities and is a platform that allows the Division to take questions and concerns to the GPSC.

Long Term Care (LTC)

Dr. Richard James, Physician Lead

Division physicians continue to provide MRP enhanced services to residents of all South Delta care facilities.

The LTCI committee recently revised the attachment process between physicians and facilities in order to ensure that member physicians are given the opportunity to attach patients if they wish.

The ED Transfers Working Group, comprised of representatives from the Division and Fraser Health, was formed to facilitate improvements in communications around patient transfers between contracted care homes and the Delta Hospital Emergency Department.

The group is exploring the possibility of making the transfer forms electronic, how to allow electronic access to clinical documents such as discharge summaries to physicians who are not part of the Health Authority, and communication between CareConnect and UCI.

We welcome new family physicians into the residential care initiative. Due to retirement, the role of physician lead will be available at the end of 2021. If you are interested, please contact the Division.

Pathways User Group

Dr. Colleen Lee, Lead Physician

ays Medical Care Directory is a new one-stop online directory to assist the public to easily find information about doctors and medical clinics in BC. It helps patients find details of how to connect with their virtual care, find a family doctor, and provides latest clinic updates including information on COVID-19 vaccines.

has been pleased to confirm that all Delta Division family physicians are listed in the Directory. Each listing includes a link to the FETCH patient attachment registration site as well as the Fraser Health mental health website.

Implementation tasks for access to the Pathways Referral Tracker are complete and access for Fraser Health members is anticipated for fall 2021. The Tracker will allow physicians and their staff to track referrals, use existing office workflow to send a referral letter and accompanying information to a specialist clinic, and allow secure messaging between FP and specialist offices. Fraser Health and staff will benefit greatly via electronic patient notifications significantly reducing MOA and improving communication with patients.

Hospital Physicians Society

Dr. Jane Van Lee, Lead Physician

Hospital Physician Society (DHPS) Update

- Discussed facility engagement and quality improvement
- Dr. Jane Van Biggalar will replace Dr. Randy McCuaig as Chief Hospitalist – date TBC
- DH quality improvement projects are underway

Hospital Multi-Disciplinary Health Care Coordinating Committee

Dr. Jane Van Lee, Lead Physician

The committee is made up of Fraser Health leads, Delta Hospital Clinical Operations and various Fraser Health department heads.

- The Irene Thomas Hospice is now open and operating under Fraser Health
- Surgical hours have been extended for cataract surgeries
- Geriatrician Dr. Katilin Balogh is working two days per week
- Dr. Dan Rubin signed another 3-year term as Site Medical Director
- Dr. Robert Shaw has stepped down as Head of Internal Medicine
- ECHO scheduled to open this year; no MRI in near future

Delta Eating Disorders Working Group

Dr. Judy Fletcher, Lead Physician

Delta Division has partnered with Delta Mental Health, Fraser Health, Deltassist, and MCFD to determine what services could be introduced in South Delta to help patients and their families while they are on the DMH wait list.

The Division was successful in having the Eating Disorders referral form revised on Pathways to clarify the process.

Recruitment & Retention

Newly Hired Physicians



Sahota - Dr. Rex Long's office
Ladner Centre Medical

Dr. Hark

Tetrault - View Medical

Dr. Benjamin Tan - Ladner Centre Medical

Ma Russell - View Medical

Dr. Sarah Hood - Tsawwassen Medical

Chdev - Tsawwassen Medical

Dr. Emily Camacho - Delta Medical

Rajput - Lark Medical

Awarded 1 ROS (Return of Service) 2022

The recruitment process has been adapted due to COVID, many of the processes remain the same. The Recruitment /Retention Coordinator continues to provide candidates with detailed information about the clinics that are hiring and about the communities of Ladner and Tsawwassen. Candidates are introduced to the clinics by phone and in person and, following COVID protocols, the Coordinator tours them around the community. Once signed, the Coordinator follows-up regarding CPSBC registration, and assistance with relocation. They are also connected to the "New to Delta" WhatsApp group lead by Dr. Sandy Chuang.

The Coordinator delivers a welcome package to new members that includes:

- Physician Resource Guide
- Membership Information/Application
- UpToDate
- Annual Report
- Rack Cards – FETCH, Division Overview
- LTCI Information
- Health Hub
- Invitation to Upcoming Member Events

The Recruitment Coordinator continues to utilize Zoom and social media along with traditional website to connect with new graduates and experienced family physicians across Canada and around the world. She also attended the 2021 virtual Practice Survival Skills Conference.

We are very pleased to note that some of our new members are attaching patients from the FETCH wait list. Thank you!

Practice Support Program (PSP)

Henry Su, PSP Representative

Delta Division's PSP representative transitioned over to Delta at the start of the fiscal year 2020/2021 and at the start of COVID. It has been an unusual year with both opportunities and challenges.

s currently focused around Panel Management. As shown in the chart below, progress is moving the numbers to the right.

# MSOC	Working on Phase 1	Working on Phase 2	Working on Phase 3	Complete	Complete (% of MSOC)
39	19	1	2	1	3%
39	18	1	3	1	3%
38	15	1	5	1	3%
37	13	1	7	1	3%
37	14	1	5	3	8%
35	13	2	5	3	9%
35	13	1	6	3	9%
35	13	1	6	3	9%

s will be panel management and Practice Facilitation Action Plan (PFAP). As Delta is in the EOI panel management aligns and supports PCN work. PFAP is a newer initiative that will provide physicians with up to 15 sessional hours and provide up to 45 CMEs for implementation of projects to enhance their panel/practice. PSP representative Henry Su will be available to provide QI, and change management support.

Community Influenza Vaccination Clinics

Dr. Sandy Chuang, Lead Physician

In response to COVID-19 restrictions on in-office visits, the Division, in partnership with the City of Delta, Fraser Health Authority and Public Health, coordinated five community flu vaccination clinics in November and December at Harris Barn in Ladner.

A dedicated registration website was developed and the Division office assisted residents who were unable to register themselves.

Delta Division member physicians, pharmacists and RNs administered the vaccines, while MOAs and community members supported with administration, PPE, disinfecting, monitoring, and ensuring COVID protocols were followed.

These efforts resulted in approximately 3,350 South Delta residents being immunized and feedback from the public and all involved was very positive.



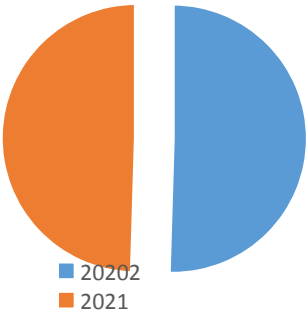
FINANCIALS

Revenue 2020/2021



- Infrastructure
- EPMH
- RCI
- PMH
- AL
- PCN
- Covid
- Covid/Flu

Expenses 2020/2021



MEMBER EVENTS

2020

- ❖ July - Physicians and MOAs attended a UCI (Unifying Clinical Information) training session presented by the Division and Fraser Health with the assistance of PSP
- ❖ July - Delta Hospital Internal Medicine specialists presented a CME session highlighting endocrinology and oncology. Division members will have the opportunity to participate in future sessions presented by Delta Hospital physicians.
- ❖ September – Telus EMR migration session organized by PSP in collaboration with Delta Division
- ❖ October - Transition to MedAccess for physicians and clinic staff who currently use Telus WOLF EMR which will be retired in 2023
- ❖ November – MOIS EMR training session organized by PSP

2021

- ❖ January - Alcohol Use Disorder presented by Dr. Jeff Harries and Dr. Andrew Yamada on the treatment of AUD with medication
- ❖ February - Collaborative Health Records (CHR) information and demonstration session presented by Telus
- ❖ March – Second MOIS EMR training session organized by PSP
- ❖ April - Membership townhall to discuss bringing a Urgent Primary Care Clinic (UPCC) to South Delta which would encompass multiple health care services and assist with patient attachment.
- ❖ May - Dementia case-based CME Small Group Learning Session presented by Dr. Felix Yang and Riten Glantamang of the Alzheimer Society
- ❖ June – PSP, in collaboration with Doctors of BC Technology Office (DTO) and the Mission Division of Family Practice presented to physicians and MOAs on the EMR Migration Experience
- ❖ June – Division members' meeting - Dr. Sandy Chuang shared the CPSBC and CMPA's perspectives on a shared EMR and Dr. Shelly Jetzer and other Division members addressed their experiences using a shared EMR.

Cultural Safety Training

Many of our member physicians have registered for the online San'yas Indigenous Cultural Safety Training provided by the Provincial Health Services Authority and offered at no charge by Doctors of BC.

GPSC has developed culturally safe training for clinic staff which will be available fall 2021.

Board of Directors

Dr. Jennifer Rogerson - Co-chair
Dr. Shelly Eckland Jetzer - Co-chair
Dr. Barbara McFarland - Treasurer
Dr. Colleen Lee
Dr. Rui Li
Dr. Chris Vipler
Dr. Nevkeet Toor

Team

Geri McGrath - Executive Director
Judith McLeod - Executive Assistant
Debby McKenzie - Recruitment & Retention Coordinator
Henry Su - PSP
Youla Thomas - Events Coordinator

Strategic Advisory Committee

Dr. Richard James
Dr. Jennifer Rogerson
Dr. Shelly Eckland Jetzer
Dr. Colleen Lee
Dr. Rui Li

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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