

Welcome

Delta Division of Family Practice

ANNUAL GENERAL MEETING

- Establish Quorum (5)
 - Approval of Agenda
 - Acceptance Of 2021 AGM Minutes
 - Presentation Of 2021/2022 Annual Report
 - Treasurer's Report
 - Audited Financial Statements
 - Appointment of Auditor
 - Reports on Committees/Initiative
 - Primary Care Network (PCN)
 - 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. Dimas Yusuf

A vertical strip on the left side of the page showing a close-up of water splashing, with many bubbles and droplets, set against a blue background.

ANNUAL REPORT

2021/2022

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REPORT FROM THE Co-CHAIRS AND THE EXECUTIVE DIRECTOR

Dr. Jennifer Rogerson(past), Dr. Shelly Eckland Jetzer, Dr Colleen Lee and Geri McGrath

Another year of facing the challenges presented by COVID-19, and 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 2021, the Division facilitated community vaccination clinics with the mutual goals of supporting our membership by redirecting patients to the vaccine clinic as well as helping residents stay well amidst the pandemic. Once again, the Division organized the flu clinics at Harris Barn, (vaccinating about 4,000) thank you to all of you stepping up to make this a reality for the third year. It was a wonderful opportunity for members to get together with community pharmacists and MOAs along with volunteers to support the community. Feedback was very positive on all fronts. Thank you to all that came out to make this possible again. We continue to plan this years Flu Vaccine Clinic, booking dates at Harris Barn, October 20, 22, 27 and 29^h. We will keep you all posted.



Dr Makarenko and Youla at last years flu clinic

Once again, the Division facilitated family physicians providing childhood vaccinations clinics at public health, thank you to all of our members that stepped up to make this possible.

To continue providing services, virtual care has become a useful tool for physicians and Division staff. We are cautiously optimistic and have held our first face to face learning session this summer, it was wonderful to welcome new members and see our familiar members. The Division will continue to plan and facilitate virtual committee meetings and will, when safe to do so, face to face educational opportunities.

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

The Division has introduced our Mental Health Connector (Michelle) and many of you have made referrals. You can read some of the feedback we have received from your patients in the MH Connector section of this report.

We continue 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. We are applying for funding and will be planning a MH community fair with speakers and availability for community services to set up tables for the community to better understand supports available, including our MH connector program. Eating disorders will be a part of this day as well.

Dr Jennifer Rogerson was instrumental in bring the “A Day in the Life of a Preceptor”. This is very exciting in many ways, and we hope this will assist in recruitment of new physicians that have been supported early on in their studies to return to South Delta. Thank you to all those that are participating. To those of you that may be interested in the future we will facilitate other opportunities.

We look forward to this next year representing you, our 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. Shelly Jetzer, Physician Lead

South Delta’s Expression of Interest (EOI) for PCN funding was submitted to the MOH (ministry of health). We are moving forward in preparation for the development of our service plan, the first step has been to reach out to all of you for your input in the survey we just sent to each of you. Your feedback will enable us to act with your best interest at heart. Once we have a clear understanding on your wishes, we will ask for funding to support your clinics and our community needs. Our next step will be to engage community partners for feedback and to understand community planning of primary care networks in South Delta.

Collaborative Services Committee (CSC)

Dr. Colleen Lee, 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

2022 has been another challenging year for the long-term care community in Delta. Our 2 greatest challenges have been:

1. COVID 19
2. Staffing levels within the care homes.

These problems are of course not mutually exclusive. Just when we thought we could see light at the end of the tunnel, another outbreak would occur which meant visits were curtailed and sick calls rose. These 2 great mitigating factors have been the efficacy and almost 100% uptake of the vaccines together with the dedication of staff who have gone "above and beyond".

Our numbers in terms of ER transfers and polypharmacy continue to be much better than the provincial average.

Several new physicians have expressed an interest in joining the LTC initiative, our nurse practitioner has been a valuable asset.

We are not now having much difficulty in attaching patients and there are plans afoot to increase bed capacity in Delta by expanding present facilities

Pathways User Group

Dr. Colleen Lee, Lead Physician

This website continues to have widespread uptake in the province. Usage is up by 14% compared to last year. Approximately 6400 specialists and 1700 clinics are enrolled in Pathways. Nurse Practitioners are also listed. In addition, Pathways has maintained a list of over 300 resources and 1900 forms. Pathways works with various Health Authorities across the province to ensure forms are updated.

The Referral Tracker continues to be used in 6 Divisions (5 are in Fraser Health) which allows for electronic referrals to be sent – with faster notification of patient appointments. The average 'no-show' rate is less than 1 %.

Further expansion is on pause, but the Pathways Board is waiting for further approval from the Provincial Digital Health Office.

Delta Hospital Physicians Society

Dr. Colleen Lee, Lead Physician

Delta Hospital Physician Society (DHPS) Update

This group is essentially a working group of physicians at Delta Hospital: specialists, hospitalists and from the ER department. This group is now led by Dr. Barb MacFarlane (hospitalist). There continues to be quality improvement initiatives to improve the health of in-patients.

Delta Hospital Multi-Disciplinary Health Care Coordinating Committee

Dr. Colleen Lee, Lead Physician

The committee is made of Fraser Health leads, DH Clinical Operations and various Department Heads.

1. The imaging department expanded last year to include Echo.
2. Inpatient care continues to be provided by hospitalists who include: former Delta community family physicians and new physicians to our community.
3. This past spring a new general surgeon joined the General Surgery group: Dr Juan Mata Gutierrez.
4. There continues to be new physicians in the departments of ER and Internal Medicine. Dr Catherine Truong is the head of ER and Dr Paul Gosset is head of Internal Medicine.
5. There is ongoing discussion to improve efficiency (i.e., timely receipt of outpatient ECG / GFR labs after contrast studies etc.)

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 have been working on the referral pattern to make it more streamlined.

We plan on holding a community event for Mental Health in the coming months.

Recruitment & Retention

2 Family Physicians Hired



Dr. Ronan Branigan – 4/22 View Medical

Dr. Sarah Hood – 1/22 Tsawwassen Medical Clinic

Recruitment has had 2 new doctors start and 2 more pending that will hopefully start before the end of the year. We are working with 6 other doctors in early screening and interviewing stages. We continue to advertise for full-time, part-time and locum family physicians in Canada, USA, UK and Australia.

Starts Pending

- Asmaa Abdalla, ROS – Sept 2022 – Tsawwassen Medical Clinic
- Jaisingh Rajput – Ready to start; waiting for date from physician – Lark MC

2022 Retirements / Left Practice

- Alex Fong (2/22) – Ladner Centre Medical Clinic
 - Margaret Krawchuk (7/22) Krawchuk, Wong & Hollinger (Adrianna Wong transferred to Tsawwassen Medical Clinic, Dr Horst Hollinger transferred to Evolution Medical.

GPs Screening / Interviewing

- Dr. Gagandeep Gill (Canadian trained in MI, USA) + Wife finishing residency in Toronto potential start 2023
- Dr. Kai-ting Yang (Canadian looking to relocate) potential start Feb 23
- Dr. Arjun Odedra and Dr. Natalie Odedra (UK trained) potential start 2023;
- Dr. Ranjit Singh Coming end of July 2022 possible start 2023
- Dr. Shivani Sharma, USA (OH)Trained / Canadian
- Dr. Joseph Bautista Yo (Cdn CPSBC) – interviewing LFP – Potential Start 2023

Mental Health Connector

Michelle Wright, Delta Division of Family Practice

The Mental Health Community Connector Program was developed in January of 2022 to support patients to better access non-medical community support services. Over the last few years and during the pandemic, patients reported that community services were more difficult to navigate and that many of the services were no longer available and/or had long waitlists. The Community Connector Program was developed to address these barriers and ensure that patients are able to access appropriate community supports in a timely manner. The program provides resources and information to patients so that Physician's are able to better utilise appointment times for medical needs rather than non-medical, community navigation issues.

Working with local community organisations, the Mental Health Community Connector Program assists patients to access community programs and services such as:

- Counselling Referrals (Individual and Group)
- Basic needs such as food security and financial supports
- Addiction service
- Employment
- Housing searches and advocacy
- Coaching (Goal Setting)

The Mental Health Community Connector program not only supports clients in accessing services but also ensures that patients are satisfied with the community referrals provided and continue to work with patients on an ongoing basis, following up as needed.

In the first quarter of the program (April 1 2022 to June 30 2022) the MHCC Program received 26 referrals from South Delta Physicians. Patients are able to utilise the program for a short duration or on a bi-weekly or monthly basis depending on patient needs. We accept new referrals on an ongoing basis and are able to meet clients quickly, usually within a few days. The MH Connector program is very proud to be a part of the Delta Division of Family Practice and is looking forward to continuing to serve Physicians and their patients in South Delta.

Some of the feedback we have had from the program so far is as follows:

- “Michelle has been a great help with helping me view things differently and in getting me information that I needed”
- “Michelle is amazing she really connects with the person on all levels and makes me feel safe”
- “Michelle has been wonderful and I'd highly recommend her services. She's been a fantastic resource and help in finding and gaining access to support. I am thankful to have found her and the MHCC program.”
- “The program is great!”

Practice Support Program (PSP)

Henry Su, PSP Representative

This past fiscal year, April 2021 to March 2022, has been an interesting year. In addition to covid, Telus announcement of the discontinuation of the Wolf EMR in late 2020 was big news. For Delta, this news was very impactful as the majority of the practices were/are using Wolf EMR and were offered to migrate the Telus new EMR, CHR. PSP continued to concentrate on panel management and support for CHR migration. Luckily, this work overlaps.

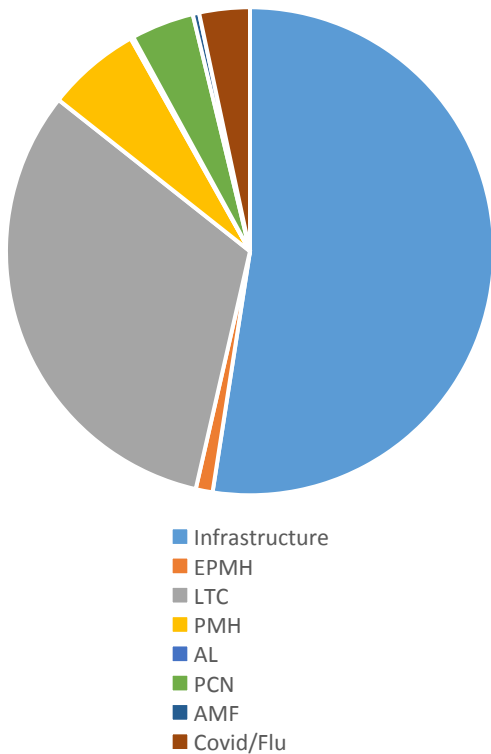
PSP formed a mini team, consisting of Henry Su, PSP, Robert Yeung, Panel Assistant, and Nicholas Chow, DTO, to support practices with panel management and the migration to CHR. PSP also organized an EMR migration session with DTO and a Town Hall regarding Shared CHR in June, CHR demo session and CHR information sharing session with Dr Jennifer Rogerson in March.

Beyond the panel and CHR work, PSP also delivered dementia SGLS in May and in September and supported the billing session for new physicians with Dr Sandy Chuang in November and conquering insurance form part 1 session in January.

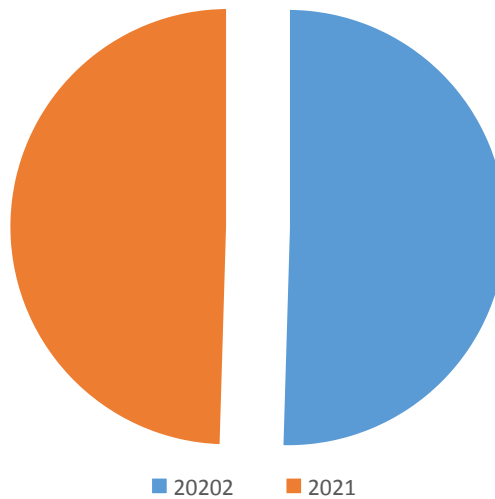
It has been a challenging time for all. I am proud to partner with the division and to support the family physicians as covid restrictions ease and the new normal is established. All the best! If there is anything that I can help with, please let me know.

FINANCIALS

Revenue 2021/2022



Expenses 2020/2021



Revenue 2020/2021

Reflections on my time with the Delta Division of Family Practice

Jen Rogerson, (past) Co-Chair

As I reflect on the last 6 years and my role with the Division Board as well as my role as the Co-chair of the Division some big themes come to mind. Of course, I cannot ignore the tremendous impact that **Covid 19** and the current **Crisis** in Family Practice has had on all of us, our community, and the Division. However, I can also see that there have been many smaller but just as impactful themes during my time with the Division. To continue with the theme of “**C**” I want to highlight some of the positive experiences I have witnessed and been privileged to be part of.

Collaboration- I have felt a stronger connection to all of you as we navigated through such uncertain times. Over my 20 years as a family physician in South Delta the last 6 have been the most connected I have felt to the Family Physicians in our community. The South Delta FP Lounge WhatsApp group has been a supportive place for us to ask questions, vent frustrations and share knowledge in a way we have not been able to do in the past.

Collective voice-The Division has forged strong connections with the nine other Divisions in the Fraser region to help influence primary care planning in the region and with the Fraser Health Authority. Delta may be a smaller community, but we have been able to have a strong voice at this collective table to help highlight and address the challenges of Community Family Practice.

Collegiality- The Division has helped to shape our relationships with our hospital colleagues and strengthen the voice of community family physicians within the hospital community. Having a voice at the hospital meetings helps to highlight to our colleagues the value Family Physicians bring to patient care and the respect that we deserve.

Connection-One of the board's initiatives that I am most proud of is the development of the Mental Health **Connector** role for our community. The tsunami of mental health issues that have been brought on by the pandemic highlighted the challenges we face trying to help our patients take the steps they need to connect with community supports. No longer do I spend an inordinate amount of time trying to convince my patients to connect with Deltassist, Foundry etc. A referral to Michelle, our Mental Health Connector has helped to take this emotional burden off my plate but also has helped so many of my patients to make changes to improve their mental health.

Even though our lives have been dominated by **Covid 19** and the current **Crisis** it is good to be able to look back and "**C**" all the positive **changes** that have come about through the hard work of the board members and the Division team.

I encourage you all to consider working with the Division of Family Practice. My time with the team has helped me find meaning in an otherwise dark time in our lives.

Jen Rogerson

MEMBER EVENTS

- ❖ 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 th8 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.
- ❖ July – Cardiology Presentation to members from Dr. Karen Chu

Acknowledgements & Thank you’s

Geri McGrath, Executive Director- Delta Division of Family Practice



Saying thank you doesn't feel like enough, both Jennifer and Barbara are busy physicians supporting our community, and yet have taken time to give even more to the division and to all of you, our membership.

Dear Jennifer

Thank you for bringing your passion, intellect, insight, experience, and resources to the division. Thank you for challenging me and your fellow Board members. Thank you for your vision and determination as a leader, you have helped to move our division into the regional and provincial arena, South Delta Physicians' have been well represented by your hard work, focus and determination. Your strategic thinking and innovative ideas have taken the organization to newer heights.

Dear Barbara

Thank you for your hard work, focus and willingness to support the division. Your commitment and dedication to the division has been foundational to our team. Barbara, I have appreciated your willingness to support us with your oversights. Your insight as a Hospitalist has assisted the division to understand the operational life of hospital physicians. Our team is stronger for having had both of you on it.

Thank you again Jennifer, and Barbra, you will be missed.



Festival of lights division tree decorators, Drs. Margaret Krawchuk and Jennifer Rogerson

Board of Directors

Dr. Shelly Eckland Jetzer –Co-Chair

Dr. Colleen Lee- Co-chair

Dr. Rui Li

Dr. Chris Vipler

Dr. Nevkeet Toor

Strategic Advisory Committee

Dr. Richard James

Dr. Shelly Eckland Jetzer

Dr. Colleen Lee

Dr. Rui Li

Dr. Chris Vipler

Dr. Nevkeet Toor

Team

Geri McGrath - Executive Director

Lisa Wigzell - Executive Assistant

Debby McKenzie - Recruitment &

Retention Coordinator

Michelle Wright – Mental Health
Connector

Henry Su - PSP

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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