

Service Delivery

Have a question about PSP supports or need to get in touch with us about partnership opportunities? Contact one of our Regional Service Delivery Managers!

Fraser – Ranjit Sekhon
rsekhon@doctorsofbc.ca

Vancouver Coastal – Kelsey Schaeffers
kschaeffers@doctorsofbc.ca

Interior – Tammy Hriczu
thriczu@doctorsofbc.ca

North – Judy Shawara
jshawara@doctorsofbc.ca

Vancouver Island – Megan McIntyre
mmcintyre@doctorsofbc.ca

If you have specific needs in your community on areas such as **panel management, health technology and team-based care** you can also reach out to the Service Delivery Managers below:

Team-Based Care – Erin Lutz
elutz@doctorsofbc.ca

Panel Management – Maria Cihlar
mcihlar@doctorsofbc.ca

Health Technology – Christina Thomas
cthomas@doctorsofbc.ca

Update: Practice Support Peer Mentor Network

PSP and DTO have activities underway to formalize the Practice Support Peer Mentor Network. While we have leveraged the knowledge and skills of physician and MOA Peer Mentors (PMs) for many years, it has occurred on a more ad hoc basis. We have introduced a new onboarding process and are hearing great feedback from our PMs and are moving forward with further activities to streamline PM support!



Our first group for support and upskilling are our Team Based Care (TBC) PMs. We are currently piloting a small group learning series focused on leadership in teams. This series provides protected time for participants to explore their leadership style, and how they show up in a team environment, and support leadership development of others in their roles.

In the coming months we will be focusing on PMs supporting our Quality Improvement small group learning series (Practice Improvement: Making Quality Improvement Work for You) as well as those PMs supporting health technology requests.

If you have questions about our Peer Mentor Network, reach out to peermentors@doctorsofbc.ca.

Focusing in on Practice Management Support

Recently, the FPSC approved PSP to refine its services to focus on practice management tools and resources, shifting away from clinical content delivery. This shift aligns with the strategic direction of both the Doctors of BC and the FPSC, supporting family doctors through the changing primary care landscape.



By concentrating on practice management supports (e.g., panel management, virtual care, etc.), PSP can be more adaptable and responsive to the evolving needs of family physicians and primary care teams. This shift continues PSP's evolution from clinical content-specific services to a more flexible, content-agnostic approach, enabling Coaches to support practice improvement across various areas.

Offerings in PSP's catalogue of clinical content will be retired as clinical guidelines are updated and content becomes outdated. Coaches can help direct physicians to clinical subject matter experts for learning opportunities in their area of interest (e.g., UBC CPD, BC College of Family Physicians, etc.). PSP Coaches can continue to support FPs to implement learnings gleaned from external sources and learning experiences.

More information on PSP learning opportunities can be found [here](#) or reach out to us directly at PSP@doctorsofbc.ca or via a service request [here](#).

Practice Support Quarterly

Provincial Attachment System and Panel Upload Support

PSP and DTO continue to support family physicians (FPs) providing longitudinal care to clean and upload their panel lists to the Provincial Attachment System (PAS).

In September, our programs successfully supported the rollout of Dr.Bill as a third-party billing service used by FPs who either do not have bulk claiming EMR functionality to upload their panel or those FP/NPs opting to use the service. In total, we collaborated with five EMR vendors to develop functionality to support bulk claims.

In November, the focus shifted to support panel uploads by physicians on FFS or alternative payment plans. We offered a series of webinars and provided direct support to over **700 FPs** for activities related to participation in the LFP payment model or PAS. We will continue to focus on supporting FPs who have yet to upload their panels leading up to the March 31st deadline.

Looking for PAS and LFP-related resources? Click [here](#) for more information!

Provincial and Vancouver Island Regional Snapshot

Note: Provincial values are listed first, regional values are listed in brackets



703 (54) FPs supported with LFP transition activities (PSP & DTO)



75 (9) FPs accessed DTO health technology advisory and escalation support services



60 (16) FPs Committed to Panel Management

98 (32) FPs completed at least one cycle of Panel Maintenance



585 (144) FPs either completed a QI Cycle or have one in progress



106 (44) QI Facilitation Cycles (in progress or completed) including interprofessional team members (quarterly)

Interested in a deeper dive into data for your community?

In addition to our regional statistics above, our team can extract information specific to aggregate practice support activities in your community.

A sample of metrics we can provide is below. If you would like to explore this additional opportunity for information sharing, please reach out to psp@doctorsofbc.ca or to the Service Delivery Manager in your region.

- Number of family physicians engaged with PSP
- Common topics for QI Cycles
- Number of in-practice visits focused on QI, foundational practice support, and developing relationships with practices
- And more!



We are excited to use this data to further our work together to support physicians in your communities!