

Vancouver Physician Support Team

Vancouver Division membership and services are free for family physicians in Vancouver



The Vancouver Division of Family Practice

Since our beginning in 2010, the Vancouver Division has grown to become a leader and facilitator of primary care, working to create a collaborative healthcare system and an engaged physician community within Vancouver. Building off the rich and diverse ways that family doctors provide primary care in our community, the overarching goal of the Division is to support our physician members in the ongoing care of their patients, and to ensure that family doctors are a driving force in the primary care system changes underway in Vancouver.

There is no fee for a Vancouver family physician to become a member of the Vancouver Division. For more information about becoming a member, please visit: www.divisionsbc.ca/vancouver/membership



This brochure outlines **a variety of free services** available to Vancouver Division members. If you are interested in any of these services or would like to inquire about additional supports not outlined here, please contact vangpsupport@divisionsbc.ca.

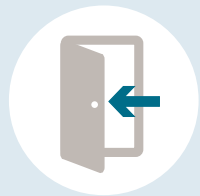
Physician Support Team

The Vancouver Division's **Physician Support Team** helps improve overall clinic performance by collaborating with physicians to implement sound business fundamentals in medical clinics. By optimizing their clinic's business performance, healthcare professionals can spend more quality time with their patients.

Associate fee comparison	Locum matching service	Patient panel composition analysis
Billing training	Medical record digitization	Patient survey development
Budget tracking support	MOA contract templates	Physician contract templates
Clinic-specific, tailored solutions	MOA recruitment	Retirement support
Communication training	MOA role description	Team building
Conflict resolution	New patient sourcing	Website development
Financial decision support	Patient attachment	Workflow refinement

Don't see the support you need on this list? Let's explore a solution together. We have successfully created solutions to a number of issues unique to different clinics. For more information, please contact vangpsupport@divisionsbc.ca.

Vancouver Division Support Services



Retirement Support

- We offer **retirement support** to family physicians who are thinking of retiring from practice. We help determine a retirement timeline and plan, and if time permits, we can help recruit a physician to take over a practice. If no suitable candidate is found, we can support the process of closing a practice and help transition patients to new care. It is never too early or too late to reach out to us, even if a physician does not have a retirement date in mind and just wants to discuss options, we will respect confidentiality throughout this process. For more information, please contact recruitmentvan@divisionsbc.ca.



Locum Support

- Our **locum matching service** helps clinics recruit for short-term vacation coverage, long-term locums, or permanent physicians who want to set up a practice. Through this program, we post ads on the physician's behalf using various online platforms, as well as circulate opportunities with our internal locum pool. For more information, please contact recruitmentvan@divisionsbc.ca.



Patient Attachment

- We manage two programs to help build patient panels. Firstly, the **Patient Attachment Initiative** provides a streamlined, real-time approach to prioritizing unattached complex care patients, ensuring a timely match to the most appropriate family physicians who have capacity to accept new patients. Success of the program centres around collaboration and strong relationships with patients, physicians, and partners in acute, outpatient, and community care settings. The second program attaches patients of retiring physicians back to other physicians near their homes. This program can send batches of patients at once for a faster buildup of patients, if desired. For more information on either program, please contact paivancouver@divisionsbc.ca.



Staff Recruitment

- Recruiting quality staff is onerous. To reduce this burden on physicians, we have developed a process to screen candidates. We post job advertisements and using our in-house interview guides, we conduct preliminary interviews. We **maintain a repository** of qualified MOAs, LPNs and office managers, and welcome the opportunity to assist clinics with the hiring of any role. For more information, please contact vangpsupport@divisionsbc.ca.

Vancouver Division Support Services



Workflow Optimization



Ensuring **optimal clinic efficiency** and patient satisfaction is largely attributed to ongoing assessment and evaluation of clinic workflow. We have created resources and tools that assist clinics in managing and refining their workflow to create a more efficient practice.



Patient Panel Analysis



Establishing a manageable patient panel is crucial to providing quality care for patients and establishing a balanced workload. Our **Patient Panel Calculator** allows physicians to self-assess their patient panel and predict financial outcomes when practice changes are implemented. This advanced tool has assisted over 100 physicians in preparing retirement timelines, assessing the outcome of monthly schedule changes and evaluating locum coverage to quantify how these changes will affect their optimal patient panel.



Patient Engagement



To ensure patients are receiving accurate and up-to-date information, we work with clinics to develop tools and techniques to **improve communication** with their patients. This includes website development, e-booking access, development of patient materials and posters, and understanding and developing solutions to fit the needs of their unique patient population.



Decision Support



Monitoring a clinic's **financial health** reduces any approximation and guess work, which contributes to a more effective and efficient practice. Our advanced Excel-based tools allow clinics to track, analyze, and forecast their earnings and expenses, and compare financial implications of various business decisions.

For information on any of these services related to clinic optimization, please contact vangpsupport@divisionsbc.ca.

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are free for family physicians.

Please contact us to become a member of the
Vancouver Division of Family Practice.

Monday to Friday, 8:30am - 5:00pm

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