

# ANNUAL REVIEW 2016–2017

April 2016 – March 2017



## VISION

*Ridge Meadows Division of Family Practice seeks to influence change by providing leadership to achieve optimal health for our community and provide support to our physicians that enables primary care for our community*



Top photo: Alouette Lake, Golden Ears Provincial Park, Maple Ridge. SOURCE: ADOBE STOCK

Bottom photo: Board of Directors and Strategic Advisory Committee: Front row, left to right; Treena Innes, Dr. Fernando Villaseñor, Dr. Al Neufeld, Back row, left to right: Dr. Virin Bhatti, Dr. Inna Tcherenkova, Dr. Ursula Luitingh, Dr. Ravi Vanukuru, Dr. Kandasamy Gounden, Dr. Len Hatlelid, Dr. Jas Dhaliwal

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.

[www.divisionsbc.ca/rm](http://www.divisionsbc.ca/rm)



Ridge Meadows Division of Family Practice

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**Ridge Meadows**  
**Division of Family Practice**  
A GPSC initiative

## MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR



Treena Innes, Dr. Fernando Villaseñor

The Ridge Meadows Division of Family Practice celebrates being seven years old and each year we feel a little wiser. Membership needs continue to drive our passion, vision and direction. The Strategic Advisory Committee and Board of Directors do an excellent job of keeping member priorities at the forefront of every decision made on behalf of our members to improve physician satisfaction.

This year we did an enormous amount of good work improving patient care in

### MAKING A DIFFERENCE!

**1,728 GP advisory hours invested in Division projects**

**95% of members agreed the Division has improved their physician satisfaction**

response to physician requests. Residential care patients have benefited from regular visits from our physician on-call group. Children, youth and family caregivers now have access to a local psychiatrist for assessment and the Youth Wellness Centre so they can be quickly connected to counselling and other services. Frail elderly patients are a priority with a stronger care strategy at home through Home Health and the Senior Navigator partnership. Maternity patient care continues to be at the top of our physician recruitment list as we seek doctors with obstetrics interest so we can sustain this important service in our growing young family community.

The members voted to next prioritize improving patient care for adult mental health and chronic pain, while continuing our work in frail elderly and child/youth mental health and substance use (CYMHUSU). The members also encouraged communication improvement between community doctors, hospital doctors and specialists. The Division completed inquiry work with physicians, our Fraser Health partners and community stakeholders.

The Division is hard at work supporting physicians to improve patient care through an abundance of education, technology support, recruitment/retention efforts and member engagement to build strength in relationships.

We are also honoured to be your physician voice at the regional and provincial level

### MAKING A DIFFERENCE!

**840 member and community stakeholders involved**

**31 committees and focus groups**

**300 attendees at 4 member engagement events**

**89 members involved**

**92 MOAs, health authority, community stakeholders and allied health involved**

**13 specialists involved**

where we have access to government and health authority leadership. We continue to build strong community partnerships that can help leverage the patient care improvement work we undertake.

Thank you for being a member of the Division and trusting our Board, Strategic Advisory Committee and staff to do our best work for you – our valued physicians.

Dr. Fernando Villaseñor, Board and Strategic Advisory Committee Chair

Treena Innes, Executive Director

## MEMBER ENGAGEMENT

95% of our Division members feel that the Division creates opportunities for social networking and fosters a sense of collegiality within the Maple Ridge and Pitt Meadows communities.

We feel strongly that medical community connections to our members is a huge benefit in working together successfully to improve patient care.

The Division hosted the Annual General Meeting social, the Summer BBQ, a golf tournament and the Community Spirit Walk and Cycle Event fundraiser in honour of passed physicians. Our 31 committees

throughout the year also honour colleague connecting and networking time.

We are also proud to distribute our Medical Community Resource Guide each year with a listing of our local GPs and SPs yearbook photo style.

### MAKING A DIFFERENCE!

**55 GPs listed and 50 specialists listed in Medical Community Guide**

**310 event guests**

**\$5980 fundraised in benefit of the Youth Wellness Centre**





## IMPROVE SYSTEM CAPACITY

### Initiatives: Technology, Patient Medical Home Inquiry

*"I use Pathways at least several times a week to get a mutually acceptable specialist referral. I do it in the office with the patient and review what specialists are available, where their offices are and what their interests and wait times are. This allows a joint discussion and agreement with realistic expectations prior to the referral being made."*

— Dr. Tinney

Supporting physicians with use of technology in their practice to improve patient care is identified as a continued

member priority year to year. Technology is constantly changing and we need to keep sharing tools that work and help to make things more efficient for physicians. We support physicians with their EMR needs, research new tools and applications to help physicians in their clinics and work with Pathways to provide a reliable, streamlined specialist referral database. We also work with a variety of partners such as the Practice Support Program (PSP), Pathways and Fraser Health Information Management/Information Technology (IM/IT).

The Division engaged members, Fraser

#### MAKING A DIFFERENCE!

**1** EMR Peer Mentor appointment completed

**4** technology-focussed sessions delivered

**3** billing-focused education sessions delivered

**4** Pathways education sessions

Health and community stakeholders in a number of conversations that set direction in our community's patient medical home strategy. A proposal was submitted and approved for two years to support readiness and build physician networks.

## COMMUNITY ACCESS TO PRIMARY CARE

### Initiatives: Complex Care and Community Attachment, Adult Mental Health Inquiry

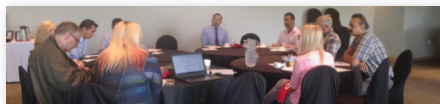
#### MAKING A DIFFERENCE!

**42** physicians took advantage of annual billing incentives

**20** billing visits were conducted to support MOAs and GPs at their clinics

**32** members and community stakeholders involved

**12** GPs have been on the Doc-to-Doc private referral list



Patient attachment has been a focus for physicians, Ridge Meadows Hospital and the general public. As we wrap up our work under the provincial A GP for Me initiative the Division remains committed to providing tools that support the attachment of patients in our community to family physicians. The Doc to Doc referral tool has a private listing of doctors accepting complex care patients referred from specialists and hospital doctors. We have worked closely

with the discharge and Patient Assessment and Transition to Home Unit – PATH unit of Ridge Meadows Hospital so patients could leave the hospital attached to a family doctor. The "find a doctor" websites are becoming a go-to tool for the general public to find doctors who are accepting patients. We continue to have billing support and education for members. The Division also received Shared Care Committee funding to support community research and inquiry, which enabled us to identify gaps in adult mental health treatment and produce a proposal request for a full project in the new fiscal year to improve patient care in this area.

## HEALTHY PRIMARY CARE PHYSICIAN

### Initiatives: MOA Network, Member Education, Physician Recruitment/Retention

MOA engagement and hosting an annual MOA-specific education event has been valuable to our members as we support their staff. Member education remains at the forefront to support physicians in their learning priorities locally, including CME opportunities. Fifteen education sessions were held with a variety of topics including technology, polypharmacy, dementia, medical marijuana and billing. PSP was a valuable partner with Musculoskeletal and Child and Youth Mental Health/Substance Use modules throughout the year. Physician recruitment continues to take the spotlight as many docs are planning retirement while our

population grows. The Division works closely with Health Match BC on prospects and continues to build on proactive recruitment efforts of our A GP for Me work, which included advertising, attending conferences and various campaigns. Physician retention is equally important and we host "club" meetings where physicians can connect and belong. We also offer a mentorship program and a Red Carpet Program, which is supported by local businesses who understand the needs of physicians who are new to our community. The Division continues to strengthen partnerships and advocate for continued recruitment funds for our community.

#### MAKING A DIFFERENCE!

**190** members and community stakeholders involved

**15** education sessions

**355** education participants

**4** club meetings

**1** MOA session

**17** MOAs in network

**9** mentorship matches

**3** physicians recruited

# PATIENTS SUPPORTED IN COMMUNITY

## Initiatives: Maternity Clinic, Frail Elderly, Residential Care, Child and Youth Mental Health and Substance Use, Chronic Pain Inquiry

Members continue to rely on the valuable services of the Maternity Clinic as our young family population grows and the Division focusses on recruiting physicians with obstetric interest. The Seniors initiative improved awareness of services, access, hospital discharge with service, living at home with support and communication improvement amongst providers including Home Health. A collaborative care model was launched with the new Seniors Navigator role available to patients and physicians, in addition to a future nurse strategy. Improving quality of care for residential care patients has been a strong initiative with 10 doctors sharing 24/7 on-call duties including proactive visits, meaningful medication reviews, improved documentation and case conferences. Piloting the Youth Wellness Centre with timely and easy access to mental health and substance use services was kept in action helping youth aged 8-24 years old and their families. The no-barrier centre offers education, group therapy, peer-to-peer support, child and youth psychiatry, sexual health, clinical counselling,

recreation, social services and a medical clinic. Youthwellness.ca was created along with inventory resource guides for service awareness. We received inquiry funding from the Shared Care Committee to explore chronic pain and opioid dependency and continued work to develop a frail elderly rapid response team concept. Proposals were submitted and approved to begin these projects in the new year. We continue to seek funding to support physicians and community stakeholders with the child and youth mental health and substance use work.

*"The Residential Care Initiative (RCI) made significant improvement to Residential Care delivered in the Ridge Meadows area. It is now possible for care homes to be able to deliver better medical services and care to the elderly due to a robust and sustainable system of physicians being on-call. The staff feel well supported as they can access a physician at any time of the day or night."*

— Dr Vanukuru, GP Support Lead, RCI

### MAKING A DIFFERENCE!

**242 members and community stakeholders involved**

**More than 100 children and youth seen by the child and youth psychiatrist at the Youth Wellness Centre**

**6 doctors involved in Ridge Meadows CARES pilot to prevent and delay elderly frailty**

**71% of physicians reported improved communication with Home Health at the end of this project**

**15 Senior & Residential Care Education Sessions**

**Daily visits to 4 residential care facilities since Feb 2016**

## DIVISION COMMITTEES

### CYMHSU – Youth Ambassador Working Group

Miranda Tymoschuk, Sara Mossdell, Danica Misco, Kirsten Schuil-Funk, Joely Graham

### CYMHSU – Parent Ambassador Working Group

Danielle Elder, Suzanne Lamb, Tamara Tymoschuk

### CYMHSU – YWC Working Group

Dr. Ursula Luitingh – GP Lead, Dr. Elizabeth Zubeck – Co-GP Lead, Dr. Melodie Prem-Smith, Dr. Matt Chow, Vicki Kippis, Jason Somersett, Roni Magnusson, Tony Cotroneo, Megan McMillan, Maureen Floris, Teesha Sharma, Christian Cowley, Linda Szilagyi, Trisha Umlah, Jenny Early, Dr. Murthy Korada, Danica Misco, Kelly Lavoie, Miranda Tymoschuk, Gareth Griffiths, Wendy Bastiaanssen, Tamara Tymoschuk, Kristen Schuil, Dr. Sriam Iyer, Kirsten Schuil-Funk, Brenda Gresik, Jeannie Harnett, Sherri Skerratt, Kim Kozlik, Annika Polegato, Roger Ekman

### CYMHSU – Evaluation Working Group

Dr. Elizabeth Zubeck, Vicki Kippis, Delaram Farshad, Julie Lane, Catherine North

### CYMHSU – Education, Networking & Peer Support Working Group

Dr. Elizabeth Zubeck, Trish Salisbury, Kristi Rogge, Julie Lane, Teesha Sharma, Danielle Elder, Delaram Farshad, Sara Mossdell, Brenda Gresik, Jeannie Harnett, Joely Graham, Miranda Tymoschuk

### CYMHSU Inventory Committee

Dr. Britt Bright, Danielle Elder, Maureen Floris, Joely Graham, Meghan MacMillan, Kim Kozlik, Trisha Umlah, Wendy Bastiaanssen, Danica Misco

### CYMHSU Fundraising & Partnership Working Group

Dr. Biju Mathew, Dr. Ursula Luitingh, Cheryl Ashlie, Teesha Sharma, Treana Innes, Dr. Matt Chow, Vicki Kippis, Ron Antalek, Bob Masse, Kalie Whitaker, Corissa Bell

### Complex Care

Dr. Kandas Gounden – GP Lead, Dr. Ursula Luitingh, Dr. Fernando Villaseñor, Dr. Inna Tcherenkova, Dr. Amyeen Hassanali, Gillian Marshall, Julia Miller, Urte Grabis, Therese Lange

### Education

Dr. Jas Dhalliwal – GP Lead, Dr. Britt Bright, Dr. Ken Burns, Dr. Kandas Gounden, Dr. Amyeen Hassanali, Dr. Manisha Latti, Dr. Paul Sidhu, Dr. Inna Tcherenkova, Dr. Richard van Gend, Dr. Ravi Vanukuru, Janet Rosenfeld, Dr. Al Neufeld, Dr. Virin Bhatti, Jennifer Montgomery

### MOA Network

Dr. Fernando Villaseñor – GP Lead, Mary Catherine Villaseñor, Julia Miller, Maya Galos, Monica Wojcik, Janet Uhlman, Denise McConnell, Michelle Poth

### Recruitment and Retention Committee

Dr. Kandas Gounden – GP Lead, Dr. Amyeen Hassanali, Dr. Richard van Gend, Dr. Al Neufeld, Dr. Ursula Luitingh, Dr. Don Okere, Dr. Shiraz Mawani, Dr. Cilliers Marais, Dr. Lakshmi Challa, Jan Hickman, Margaret Kennedy, Ralph Altenreid, Ernie Daykin

### Residential Care

Dr. Martin Milewski – Co-GP Lead, Dr. Ravi Vanukuru – Co-GP Lead, Dr. Shiraz Mawani, Dr. Melodie Prem-Smith, Dr. Ward Tinney, Dr. Ken Bayly, Dr. Ariana Verdizad, Dr. Fernando Villaseñor, Dr. Salendra Naidoo,

Dr. Elizabeth Zubeck, Dr. Kami Dhillon, Tracy Johnson, Tammy Finn, Alice Mathew, Deanna Fontaine, Kathryn Hancock, Jennifer Deforest, Jody Fralic, Michelle Nicholson, Monika Latecki, Gurjit Dhalliwal, Barbara Neeve, Suzanne Fontaine

### Seniors Committee

Dr. Al Neufeld – GP Lead, Dr. Martin Milewski, Dr. Danny Wong, Dr. Salendra Naidoo, Dr. Elizabeth Zubeck, Dr. Shiraz Mawani, Dr. Dennis Chapman, Dr. Ward Tinney, Dr. Narayanappa Dayananda, Janet Rosenfeld, Kathy Doull, Dr. Inna Tcherenkova, Dr. Paul Simoncic, Heather Treleaven, Joanne Leginus, Sandy Dreischner, Cherie Taylor, Annette Garm

### Technology

Dr. Ward Tinney – GP Lead, Dr. Cilliers Marais, Dr. Larry Lim, Dr. Ken Burns, Dr. Don Okere, Dr. Lakshmi Challa, Dr. Melodie Prem-Smith, Gillian Marshall, Jennifer Montgomery

### Adult Mental Health Inquiry

Dr. Melodie Prem-Smith – GP Lead, Dr. Britt Bright – SP Lead, Dr. Don Okere, Dr. Kandas Gounden, Dr. Fernando Villaseñor, Dr. Atul Nanda, Dr. Stephen Ogunremi, Dr. Biju Mathew, Denyse Houde, Dr. Viktoria Dimetriva

### Chronic Pain

Dr. Jas Dhalliwal – Co-GP Lead, Dr. Len Hatlelid – Co-GP Lead, Dr. Shiraz Mawani, Dr. Martin Milewski, Dr. Don Okere, Dr. Melodie Prem-Smith, Dr. Paul Beckett, Dr. Siva Raghavan, Dr. Aly Somani, Kristelle Heinrichs, Sayed Atthari, Mark Nikkel, Bill MacDonald, Michael Lloyd, David Moffat, Crystal Mayfield

### Maternity Clinic,

Dr. Paul Sidhu – GP Lead, Dr. Virin Bhatti, Dr. Ken Burns, Dr. Cilliers Marais, Dr. Simone Loch, Dr. Marla Connor

### Frail Elderly & Rapid Response Nurse

Dr. Ursula Luitingh – Co-GP Lead, Dr. Shiraz Mawani – Co-GP Lead, Dr. Martin Milewski, Dr. Kandas Gounden, Dr. Virin Bhatti, Dr. Ken Burns, Teresa Aiello, Christie Beveridge, Kathy Doull, Kasia Kozlowska, Kathy Henderson, Bev Peacock, Sandra Drieschner, Sherri Kensall, Michelle Depodesta

### Patient Health Hub

Dr. Ursula Luitingh – GP Lead, Dr. Britt Bright, Dr. Catherine Pattinson, Cheryl Ashlie, Dr. Natalia Ciapryna, Dr. Marla Connor, Christie

Beveridge, Kathy Doull, Dr. Frank Ervin, Gareth Griffiths, Jan Hickman, Denyse Houde, Kelly Lavoie, Shawn Matthewson, Dr. Melodie Prem-Smith, Linda Szilagyi

### Health & Wellness Committee

Dr. Laura Kelly, Dr. Al Neufeld

### Resource Guide Committee

Dr. Virin Bhatti, Dr. Ken Burns, Dr. Amyeen Hassanali, Dr. Laura Kelly, Dr. Ursula Luitingh, Dr. Paul Sidhu, Dr. Lorne Walton, Gillian Marshall

### Golf Committee

Dr. Al Neufeld – GP Lead, Dr. Craig Lytle, Dr. Kandas Gounden

### Walk/Cycle Committee

Dr. Virin Bhatti – GP Lead, Dr. Laura Kelly, Dr. Doug Botting, Carol Botting, Dr. Lorne Walton

### BBQ Committee

Dr. Cilliers Marais – Co-GP Lead, Dr. Laura Kelly – Co-GP Lead, Dr. Wilhelm Warmenhoven, Francille Marais, Dianne Warmenhoven

## BOARD OF DIRECTORS

Dr. Fernando Villaseñor – Chair  
Dr. Al Neufeld – Vice Chair  
Dr. Virin Bhatti – Treasurer

## STRATEGIC ADVISORY COMMITTEE

Dr. Ravi Vanukuru  
Dr. Ursula Luitingh – Past Chair  
Dr. Jas Dhalliwal  
Dr. Kandas Gounden

Dr. Melodie Prem-Smith  
Dr. Inna Tcherenkova  
Dr. Len Hatlelid

## STAFF

Treana Innes – Executive Director  
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Lori Graham – Project Manager  
Leanne Regan – Office Manager  
Aida Waack – Project Coordinator  
Deb Walters – Junior Project Coordinator  
Sara Antunes – Administrator