

Annual Review 2017–2018

117 members

25 projects

62 family physicians

76 specialists

21 hospitalists

16 ER physicians

18 retired physicians

1 hospital



April 2017 – March 2018



Ridge Meadows

Division of Family Practice

A GPSC initiative



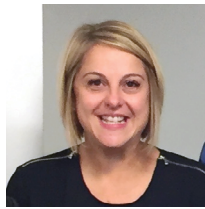
Board of Directors and Strategic Advisory Committee 2018



Dr. Virin Bhatti



Dr. Inna Tcherenkova



Dr. Ursula Luitingh



Dr. Ravi Vanukuru



Dr. Kandasamy
Gounden



Dr. Len Hatlelid



Treena Innes
Executive Director



Dr. Fernando
Villaseñor



Dr. Melodie
Prem-Smith



Dr. Bob Harrison



Dr. Jas Dhaliwal

Message from the Board Chair & Executive Director

The Ridge Meadows Division of Family Practice Strategic Advisory Committee, Board of Directors and Staff remain strongly proud to work with our physician membership, specialists, health care partners, patients and our community partners to improve health care.



Treena Innes and Dr. Fernando Villaseñor

Members worked tirelessly improving patient care for seniors, home health patients, child and youth with mental health/substance use, chronic pain, adult mental health, maternity and residential care. Patient care improvement through committee advisory meetings, member engagement events, partnership meetings, pilot testing, education, evaluation, communication, process improvement and advocacy for change continues to be the catalyst for this work.

The Division also aims to improve physician satisfaction by supporting technology, billing, local CME education, physician recruitment, physician retention, our local MOA network,

communication and medical community engagement, socially and professionally. *95% of members agree that the Division has been effective in providing support, resources and tools to help them be more efficient in their practices.*

This year the Division leadership worked at the provincial and regional level with the General Practice Services Committee (GPSC), Doctors of BC, Ministry of Health, Division members, community partners and Fraser Health to develop an understanding of how the new Patient Medical Home/ Primary Care Network provincial vision would impact our community.

Faced with physician shortages causing patients to receive reduced and/or fragmented care the BC Ministry of Health has mandated province-wide health care re-design.

We enter new territory where we have the opportunity to work in equal partnership with our Fraser Health partners and negotiate a Ridge Meadows service plan that represents our local physician and community needs.

This shift and change for our medical community can make us concerned and hopeful at the same time.

The Division is firmly committed to act in the best interest of our members, and we are ready to work hard to shape this health care future with you.

Thank you for your devoted membership to the Division and your hard work supporting the best health for all of us who live in Maple Ridge and Pitt Meadows.

Dr. Fernando Villaseñor, Board & Strategic Advisory Committee Chair

Treena Innes, Executive Director

MAKING A DIFFERENCE!

980 GP advisory hours invested in Division projects this year

95% of members feel the Division provides value to them as a physician in the medical community

Division Committees 2017–18

Adult Mental Health

Dr. Melodie Prem-Smith – GP Lead

Dr. Britt Bright – SP Lead

Dr. Victoria Dmitrieva
Dr. Rajasree Nadella
Dr. Marla Connor
Dr. Inna Tcherenkova
Dr. Salendra Naidoo
Dr. Allen Neufeld
Kristelle Heinrichs
Annika Polegato
Kristy Rogge

Adult Mental Health Inventory and Awareness Working Group

Dr. Allen Neufeld
Kristy Rogge
Annika Polegato
Kristelle Heinrichs
Heather Treleaven

Adult Mental Health Streamlining Referrals Working Group

Dr. Victoria Dmitrieva
Dr. Rajasree Nadella
Kristelle Heinrichs
Dr. Britt Bright
Dr. Richard Van Gend
Dr. Melodie Prem-Smith

Adult Mental Health Education Working Group

Dr. Britt Bright
Dr. Salendra Naidoo
Dr. Melodie Prem-Smith
Dr. Inna Tcherenkova

BBQ Committee

Dr. Cilliers Marais
Dr. Laura Kelly



Complex Care Committee

Dr. Kandas Gounden – GP Lead
Dr. Ursula Luitingh
Dr. Fernando Villaseñor
Dr. Inna Tcherenkova
Dr. Amyeen Hassanali

Chronic Pain Steering Committee

Dr. Jas Dhaliwal – GP Co-Lead
Dr. Len Hatlelid – GP Co-Lead
Dr. Shiraz Mawani
Dr. Don Okere
Dr. Melodie Prem-Smith
Dr. Paul Beckett
Dr. Siva Raghavan
Dr. Aly Somani
Kristelle Heinrichs
Sayed Atthari
Mark Nikkel
Bill MacDonald
Dr. Michael Lloyd
David Moffit
Crystal Mayfield
Dr. Al Neufeld
Dr. Zoe Redenbach
Val Spurrell

Hanea Ismail
Jen Hanson
Maria Hudspeth
Charuka Maheswaran

Chronic Pain Team-Based Working Group

Dr. Jas Dhaliwal – GP Lead
Dr. Len Hatlelid – GP Co-Lead
Dr. Don Okere
Dr. Siva Raghavan
Dr. Aly Somani
Crystal Mayfield
Val Spurrell
Ian Peters
Stephen Reichert
Dr. Mike Lloyd
Dr. Zoe Redenbach

Youth Wellness Centre Committee

Dr. Ursula Luitingh
Dr. Melodie Prem-Smith
Dr. Al Neufeld
Dr. Len Hatlelid

Frail Elderly/Rapid Response Nurse Steering Committee

Dr. Ursula Luitingh – GP Co Lead
Dr. Shiraz Mawani – GP Co Lead
Dr. Martin Milewski
Teresa Aiello
Christie Beveridge
Valerie Spurrell
Kathy Henderson
Sandra Drieschner
Michelle DePodesta
Francisco Velazquez
Anna Loch
Janet Rosenfeld
Tracy Miyashita
Deb Walters

Health and Wellness

Dr. Laura Kelly
Dr. Al Neufeld

Maternity Clinic Committee

Dr. Paul Sidhu – GP Lead
Dr. Virin Bhatti
Dr. Ken Burns

Dr. Cilliers Marais
Dr. Simone Loch
Dr. Marla Connor

MOA Network Committee

Dr. Fernando Villaseñor – GP Lead
Mary Catherine Villaseñor – MOA Lead
Julia Miller
Maya Galos
Monica Wojcik
Janet Pirnak
Denise McConnell

Primary Care Network Steering Committee

Dr. Ursula Luitingh – GP Co-Lead
Dr. Melodie Prem-Smith – GP Co-Lead
Cheryl Ashlie
Dr. Natalia Ciapryna
Dr. Marla Connor
Christie Beveridge
Dr. Frank Ervin
Gareth Griffiths
Jan Hickman

MAKING A DIFFERENCE!

- 211** member and community stakeholders involved
- 31** committees and focus groups
- 308** attendees at **4** member engagement events
- 81** members involved
- 67** MOAs, health authority, community stakeholders and allied health involved
- 7** specialists involved

Board & Staff

Denyse Houde
Kelly Lavoie
Shawn Matthewson
Linda Szilagyi
Dr. Catherine Pattinson
Art Van Pelt
Jeremy Bekar
Leslie Billinton
Michelle DePodesta
Val Spurrell
Ingrid Tyler
Dr. Britt Bright – SP

Primary Care Network Networking Group

Dr. Ken Burns
Dr. Natalia Ciapryna
Dr. Marla Connor
Dr. Craig Lytle
Dr. Ursula Luitingh
Dr. Catherine Pattinson
Dr. Melodie Prem-Smith
Dr. Paul Sidhu
Dr. Richard Van Gend

Primary Care Network Evaluation Working Group

Dr. Ursula Luitingh
Dr. Al Neufeld
Dr. Frank Ervin
Cheryl Ashlie

Primary Care Network Patient Focus Group

Dr. Melodie Prem-Smith
Cheryl Ashlie
John McDonald
Yvonne McDonald
Trudi Appleton
Tawnie Haynes
Steve D'Souza
Fiona Reaume

Recruitment and Retention

Dr. Kandas Gounden – GP Co-Lead
Dr. Al Neufeld – GP Co-Lead
Women's GP/SP Club
Dr. Ursula Luitingh – GP Lead
Young Doc's Club
Dr. Paul Sidhu – GP Lead
Old Doc's Club
Dr. Bob Grist – GP Lead
Everyone Welcome Club
Dr. Kandas Gounden – GP Lead
GP Mentors
Dr. Ravi Vanukuru
Dr. Melodie Prem-Smith
Dr. Ursula Luitingh
Dr. Fernando Villaseñor
Dr. Marla Connor
Dr. Al Neufeld
Dr. Cathy Pattinson
Dr. Laura Kelly
Dr. Martin Milewski

Residential Care Steering Committee

Dr. Martin Milewski – Co-GP Lead
Dr. Ravi Vanukuru – Co-GP Lead
Dr. Ken Bayly
Dr. Shiraz Mawani
Dr. Melodie Prem-Smith
Dr. Ward Tinney
Dr. Ariana Verdizad
Dr. Fernando Villaseñor
Dr. Salendra Naidoo
Dr. Simone Loch
Dr. Elzbieta Pater
Alice Mathew
Deanna Fontaine
Michele Nicholson
Monika Latecki

Marilyn Fuerst
Jen Deforrest
Gurjit Dhaliwal
Suzanne Fontaine
Michelle DePodesta

Technology Committee

Dr. Cilliers Marais – GP Co-Lead
Dr. Ken Burns – GP Co-Lead
Dr. Larry Lim
Dr. Don Okere
Dr. Lakshmi Challa
Dr. Ward Tinney
Dr. Larry Lim
Gillian Marshall
Therese Lang
Jennifer Montgomery

Walk/Cycle Committee

Dr. Virin Bhatti
Dr. Laura Kelly
Dr. Doug Botting
Carol Botting
Dr. Lorne Walton

We honour the past Board Chairs of our Division:

Dr. Ken Burns (2010–2014)
Dr. Ursula Luitingh (2014–2016)

Dr. Ken Burns' Membership Award recipients:

Dr. Ken Burns 2014
Dr. Laura Kelly 2015
Dr. Martin Milewski 2016
Dr. Shiraz Mawani 2017

Board

Dr. Fernando Villaseñor – Chair
Dr. Bob Harrison – Vice Chair
Dr. Virin Bhatti – Treasurer

Communications

Dr. Al Neufeld – GP Lead

Strategic Advisory Committee

Dr. Ravi Vanukuru
Dr. Ursula Luitingh
Dr. Jas Dhaliwal
Dr. Kandas Gounden
Dr. Melodie Prem-Smith
Dr. Inna Tcherenkova
Dr. Len Hatlelid

Staff

Treena Innes – Executive Director
Tracy Miyashita – Project Manager
Lori Graham – Project Manager
Leanne Regan – Office Manager
Aida Waack – Project Coordinator
Deb Walters – Project Coordinator
Sara Antunes – Project Coordinator



Member Engagement

Getting physicians together to connect professionally and socially has provided a strong foundation for the Division.

We believe this engagement is the strength of our warm, collegial, hardworking medical community.

The Division hosted the Annual General Meeting social, the Summer BBQ and Golf Tournament, and the Community Spirit Walk and Cycle Event fundraiser in honour of passed physicians. The 26 committees are active throughout the year, providing much needed opportunities for physician colleagues to connect before and after meetings.



Communication is a priority for the Division as we produce monthly newsletters, keep Pathways current and provide regular ongoing updates and resource information. 100% of our members feel updated and informed by the Division.

MAKING A DIFFERENCE!

- 75** GPs and 54 specialists listed in Medical Community Guide
- 308** event guests
- \$5,800** fundraised in benefit of the Youth Wellness Centre
- 93%** of our Division members feel that the Division creates opportunities for social networking and fosters a sense of collegiality.

Community Access to Primary Care

Initiatives: Complex Care and Community Attachment and Primary Care Network

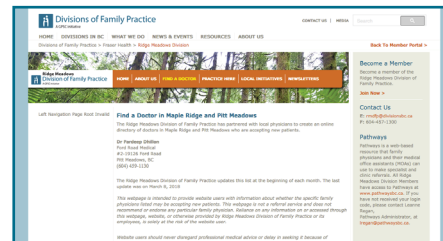
Maple Ridge and Pitt Meadows have seen a significant increase in unattached patients over the last year with a rapidly growing population and a number of physicians retiring or departing our community. Family physicians have seen their patients' wait times grow and walk-in clinics being unable to keep up with the demand. For physicians who are

able to find capacity, the Division maintains the Doc to Doc referral tool, which has a private listing of doctors willing to accept complex care patients referred from specialists and hospital doctors. The Division also maintains our general public "find a doc" website that lists doctors who are accepting patients.

Two years ago, the Ministry of Health approached divisions around the province and said, "We cannot continue to provide health care in a broken system, where people can't get access to the service they need in a timely way. We can't sustain the current system." They presented their vision for the Primary Care Network (PCN) and asked divisions to work with their local Health Authority partners to redesign health care in their communities. The goal: to make health care service changes so people can access care in a timely manner.

1 in 6 people in BC do not have a family doctor – a change needs to happen.

This was the first time our Fraser Health partners were given this type of creative power – to work with family doctors in a



50/50 partnership to figure out a full, robust solution to meet our local needs. This is a good thing.

The Division leadership has been working with our members to prioritize what is needed to make this redesign work in their practice: understanding their patient panels, their patient medical home readiness and agreeing to access and after-hours strategies with discussion of our four geographic primary care network locations.

The Division will continue to engage with our members, our Fraser Health partners and the community in shaping a local vision that best represents the interest of our physicians and negotiating our local service plan needs.

MAKING A DIFFERENCE!

- 9** GPs have been on the doc to doc private referral list this year
- 88** members, specialists, community partners involved in shaping our Primary Care Network vision
- An approved Community Plan developed
- 84%** of GPs indicated interest in participating in their Primary Care Network

Improve System Capacity

Initiative: Technology & GP/SP Referral Improvement Inquiry

Increasing practice capacity through technology and improved communication is a popular topic among most of our local initiatives and at the regional and provincial health authority level. Our Division technology committee is involved at all levels in partnership representing our members' needs. Technology opportunities and needs are reviewed with a focus on spreading this knowledge throughout our medical community. Pathways and UpToDate continue to be instrumental

tools used by our clinics and well supported by the Division to support knowledge and improve specialist referrals. An annual technology showcase was hosted by the Division with over 50 attendees and 95% satisfaction. An internal member texting program is currently in review.

Members prioritized strengthening working relationships with our family docs, community specialists, hospital docs and hospital specialists to improve

MAKING A DIFFERENCE!

102 Pathways users
(**23%** increase over last year)

patient communication. The Division has been approved for Shared Care Committee funding to begin an inquiry into improving referrals through a variety of communication methods.

Patients Supported in Community

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



Improving patient care in Ridge Meadows continues to be prioritized by our members and community, and we are grateful for our Shared Care Committee funding partner who supports a majority of this work to bring specialists, family doctors, Fraser Health representatives, patients and community partners together to make positive health care change.

With Adult Mental Health and Chronic Pain, physicians identified the need to improve access, awareness and timely local referrals for their patients. An inventory guide is being drafted to include available services and education planned. We are working with the Adult Mental Health Centre to test the newly opened Rapid Access Clinic in offering a maximum 2–4 week wait for psychiatric assessments and developing a strategy to streamline patient transitions from local psychiatrists back to their family doctor. With Chronic Pain we are working on bringing local expertise to our community and strategizing a local

team-based care model for family doctors.

Our work with seniors led to piloting a Rapid Response Nurse to help family doctors in supporting patients at home along with a senior patients' navigator. This inspired our local home health team to restructure and extend the model to multiple Primary Care Nurses who will work in multiple clinics, helping the doctors provide faster, better care. We continue to build a strong Residential Care program with 12 family doctors and this has improved support and quality of care for residents in our long-term care facilities.

The Division continues to support the Maternity Clinic with physician recruitment, partnership opportunities and member communication. We have all been extremely proud of the Youth Wellness Centre that is transitioning to the Ministry of Health-funded Foundry site. We support the four family physicians providing a primary care clinic at the Centre along with the specialists.

MAKING A DIFFERENCE!

82 members and community stakeholders involved

100 patients seen in the Rapid Access Clinic for Adult Mental Health in **3 months**

20 tools curated to support family docs in caring for their chronic pain patients
Chronic Pain patient education piloted

92% of the Rapid Response Nurse visits prevented an ER visit

For the past **2 years**, the residential care doctors have not missed a single day of rounds at the **4 care homes**

60% decrease in child and youth psychiatric assessment wait times

Healthy Primary Care Physician

Initiatives: MOA Network, Education, Physician Recruitment/Retention

Members are active in planning and attending education close to home. The Education Committee recently received CME accreditation for specific education in our community each year. Sessions delivered include pain, MAiD (medical assistance in dying), quality improvement, delirium, dementia, medical cannabis, billing and adult mental health. We also work closely with our MOAs providing leadership opportunities and annual education (e.g., CPR). A new "Doc Talk" series has been launched to support your colleagues by presenting local education and important topics of interest. The first topic was on physician recruitment, which is a member priority and community concern as we are experiencing a significant physician shortage.

The Division continues to advocate for government to own physician recruitment and make change with our local MLAs, MP, City of Maple Ridge and community partners. We are working with our members and local Fraser Health Partners on how to best redesign health care for the best chance of patient access and attachment without putting the family doctor at risk. With no specific recruitment project funding, we are trying to do some low-cost marketing such as social media and some mail outs to Canadian doctors. We plan to execute a community petition that we can use in our advocacy to the government to show the general public's voice and share the reality through media. We can use this as an opportunity to educate the general public that the government – not doctors – needs to own this responsibility.

We are encouraging our members to take on walk-in clinic shifts if they are able and we have been able to increase shift coverage. We are working on a long-term Internal Medical Graduate (IMG) strategy for our community. The Division will continue our best prospective doctor community welcome and retention strategy with our "club" meetings, red carpet business and mentorship program. We will continue to look at creative ways to fund a proactive local recruitment strategy through community partnerships.

MAKING A DIFFERENCE!

17	education sessions	12	physician mentorship matches
300	education participants	5	physicians recruited for new year
4	club meetings	82%	of members rated our local education program of high value
95	MOAs in network		



Ridge Meadows Division
of Family Practice

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Photos: RM Division unless specified

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



Ridge Meadows
Division of Family Practice
A GPSC initiative



GPSC
General Practice Services Committee

**doctors
of bc**