

PHYSICIAN IMPACT REPORT:

What have we done for you lately?



"When I joined the Division last year, I was completely blown away by the breadth of its work ... the Division creates tangible changes to help us in our practices every day."
 Dr. Kami Dhillon

WHAT YOU ASKED FOR: Services for your patients



Physicians asked for a speedy referral process with more responsive communication, and we delivered:

"I can't believe my referral to the PCN social worker was that easy! The referral confirmation came within 24 hours and my patient received timely service. Thank you." Dr. Elizabeth Pater

Primary Care Network Allied Health Service Team ...

Patient wait times
ARE CURRENTLY
48 HOURS
 OR LESS

To help more patients, walk-in clinics and specialists with unattached patients are also able to refer to these services.

Allied Health

Physicians asked for:

- More mental health services, more help for their senior patients, local chronic pain support and counselling for all ages—all at no cost to the patient.
- Service navigation support for themselves and for their patients.

We secured 6.5 Allied Health positions that you helped design to provide no-cost mental health, physiotherapy, seniors, Indigenous and counselling services—alongside service navigation—for your patients.

We advocated to government that team-based care will improve quality of patient care but will not improve physician attachment capacity.

Seniors Outreach Coordinator/Seniors Services:
 Your senior patients at risk of isolation can get support to access services.

Social Workers/Counsellors:
 Immediate mental health services for your patients with timely communication back to the physician.

Indigenous Cultural Advisor:
 Your patients have support to navigate and access health care.

Physio/Pain Services:
 Your patients can access pain support in our community.

Child and Youth Counsellor:
 Your aged 10 plus patients can access counselling services.

Long-term Care

365 days of physician coverage for our long-term care patients resulting in improved care and a reduced number of emergency visits.



WHAT YOU ASKED FOR: Helping you practice better



88%

of our members agree that

the Division has been effective in providing support, resources and tools to be more efficient in their practice.

86

members in our MOA network

Walk-in clinics are an important part of our medical community.

We support them by recruiting physicians and promoting tools like Medimap to patients.

Member Education

Providing local, CME education to you on topics including technology, gastroenterology, anti-psychotics for dementia patients, leadership training, ethics in long-term care and alcohol use disorder.

Out of 209 participants, 87% agreed that the information they learned was directly applicable to their practice.

Physician Networks: Seniors, chronic pain, maternity and adult mental health

Growing your passion through Physician Networks.

Optimizing your sub-specialties in seniors, chronic pain, adult mental health, child and youth mental health/substance use and maternity through education and specialist /partner relationships.

Maternity Care

Keeping maternity care a priority for you and your patients with a new website and hospital video tour to showcase our local, caring community expertise and adding a Primary Care Network maternity nurse you can refer to.

MOA Network

Keeping your MOAs and specialist MOAs connected to each other, so that they stay informed of clinic services and education opportunities like dealing with difficult patients and managing confidentiality.

Physician Recruitment/Retention and Patient Attachment

- 2 family physicians and 2 nurse practitioners recruited and attaching patients.
- 6 retention club dinners held with 77 physicians.
- 11 family physicians accepting complex care patients via doc to doc.
- Prioritizing recruitment with our Red Carpet Program to attract family physicians to our community.

Encouraging our physicians to make Maple Ridge and Pitt Meadows a place to call home for the long term by bringing you together to share and connect through our many engagement events.

Urgent and Primary Care Centre (UPCC)

Providing your patients after-hours access to urgent primary care with a team and keeping them out of the emergency department.

Foundry: A one-stop-shop for youth mental health and wellness

Helping your young patients and their families have immediate access to mental health and addiction services in our community.

Supporting 3 child and youth psychiatrists in our community to work with you to assess and support your patients—together.

We make your voice heard at the local, provincial and national levels by:

Advocating for the government to improve compensation in the recent alternative payment plan contracts.

Advocating for the Ministry of Health and Doctors of BC to adopt innovative approaches to improve physician supply and their relationship with the College of Physicians and Surgeons of BC.



Member Engagement

Over 90% of our physicians agree that the Division fosters a sense of collegiality.

Fostering physician wellness and medical community pride through our walk/cycle fundraiser, summer BBQ, the Doc Games and physician voice meetings—which collectively engaged over 450 participants.

Technology/Pathways: Providing you with new technology solutions for your practice

Bringing technology and support to your clinics to improve your practice with virtual care, Pathways, panel management with the Practice Support Program and events like the technology showcase.

Launching FindaResourceRidgeMeadows.ca in partnership with the City of Maple Ridge, the Community Network and GPSC, so your patients can access online community resources.

Specialist and Family Physician Referrals

Improving wait times, communication and referrals between family physicians and specialists through Pathways Referrals Tracker planning, education and specialty clinic meet-and-greets.

PARTNERSHIPS AND ADVOCACY



“The Ridge Meadows Division has been a leader in the province when it comes to including specialists at the table. They recognize that physicians of all stripes need to work side by side to improve patient care.” Dr. Mathew Chow, Incoming President, Doctors of BC

Ensuring your voice is represented at Fraser regional, Ministry of Health and Doctors of BC provincial tables.

Taking the provincial lead in working with our specialists to improve and strengthen our medical community.

Negotiating for more local specialist consults for family physicians within our Primary Care Network service plan and receiving approval for an endocrinologist, a cardiologist, a psychiatrist, a chronic pain specialist and a geriatrician.

Recruiting family physicians for hard to attach patients, including seniors, adult mental health, child and youth mental health/substance use and chronic pain to work in the Wellness Centre, where they will be supported by specialist consults and our PCN Allied Health Service team.

Building a vision for the Wellness Centre, home to our PCN Allied Health Service Team, salaried family physicians and nurse practitioners, a primary care clinic, specialty patient clinics and the UPCC.

COVID-19 STRATEGIES



"The Division has shown tremendous leadership in bringing our medical community together to help our patients and staff during COVID-19."
Dr. Al Neufeld

Increased usage of telehealth to

90%

of family doctors.

Engaged 500 + physicians, specialists, MOAs and community partners in virtual meetings with 98% of participants agreeing that the event content would have a positive impact in patient care.

To keep you and your patients safe during COVID-19, we developed the following urgent response strategies: PCN Pop-up Physician Clinic, Clinic Capacity, Engagement, Education and Advisory, and Virtual Care.

PCN Pop-up Physician Clinic

Launched a temporary clinic with complete PPE, deep cleaning protocols between patients and strict patient flows, so that you had a safe place to provide care in-person during COVID-19.

Clinic Capacity

Relieved clinics' PPE resourcing pressures with a community supplies drive that generated 700 masks, 4,500 gloves and more.

Provided family practices with a one-time relief fund to offset added practice costs, set up screening teams for walk-in clinics and provided immediate information to the public on how to get help.

Worked in partnership with Fraser Health to transition the UPCC to a central testing and assessment site.

Engagement, Education and Advisory

Provided clinic education on guidelines and best practices, hosted weekly webinars, launched Division hotline, and delivered a regular newsletter to keep you informed of important information.

Virtual Care

Equipped you and other healthcare partners, such as Katzie First Nation, specialists, walk-in clinics and long-term care, with the technical training and hardware needed to transition to virtual care, and launched the Virtual Health Centre to support you and your patient with the overflow of COVID-19 consults.

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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/ridge-meadows



Ministry of Health

