



# The Operating Room

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December 2022

## South Island Division of Family Practice Outcomes

As the year ends, I wanted to provide Division members with an update on the work accomplished with Family Medicine clinics in the South Island. Since joining the Division January 31, 2022, the following has been implemented within my portfolio to support members:

- ✓ Monthly Clinic Managers Working Group: WorksafeBC BC Training; presentations from PCN Change Managers and Project Attachment Co-ordinator; networking with other clinic managers
- ✓ Onboarding and offboarding, e.g., a physician retiring with another assuming the practice. A toolkit has been developed with Island Health Informatics to ensure limited disruption of report deliveries to EMRs
- ✓ Billing 101 presentation for Family Medicine Residents
- ✓ Practice re-location guidance
- ✓ Advice with retirement steps for physicians per College of Physicians requirements, records retention and how to prepare staff
- ✓ New maternity practice set up and connections with IT providers, HR documents, recruitment, and ongoing support
- ✓ Simplified encounter reporting tool for physicians
- ✓ Improved clinic workflows for managers and MOAs by providing onsite support
- ✓ Commercial lease space comparisons provided to physicians either looking for or offering space to lease
- ✓ Lectured at UVIC for the School of Health Information Sciences creating a link for students with the Division

### Testimonial

“Thank you for all your work empowering my MOA and making sure she has the resources she needs. I just wanted to say, even within two sessions things already are feeling more sustainable. She is growing into the role and now even starting to make it her own. I am so happy. It feels like we belong on a reality TV show, where the consultant comes in and fixes things, and the people build the skills to manage it on their own afterwards. Much appreciated.”

- Dr. Daniel Evans



## Outcomes continued...

- ✓ Camosun College – joined the Professional Advisory Committee for the MOA course; provided instructors with information about panel management and encounter reporting to update MOA curriculum
- ✓ “Managing your Practice” page on South Island Division of Family Practice website with monthly blogs and access to fillable HR documents for clinics
- ✓ MD Expense Database Survey to provide physicians with information on how each clinic shares expenses and operates with a view to bulk purchasing to save clinic costs
- ✓ Physician onboarding at West Saanich Walk-In Clinic that can be replicated at other clinics
- ✓ MOA recruitment and retention tools, wage comparisons
- ✓ Worked with IT and Doctors Technology Office to develop security checklists for clinics
- ✓ Provided clinics links to privacy and compliance training, employment standards and labor relations workshops
- ✓ Royal Roads University – assisted with developing a workshop for clinic managers to build skills for dealing with Difficult Situations on the Front Line
- ✓ Organizing education requests and workshops for managers and MOAs to include: Mental Health Workshops; the working mind mental health workshop for frontline healthcare workers and managers; CPR and First Aid upgrading; and, training for MOAs
- ✓ Participating in Family Medicine Resident welcome events
- ✓ Assisted physician transition from Emergency Medicine into Family Medicine and physician from group practice to solo practice
- ✓ Shoulder to shoulder on-site EMR training for physicians
- ✓ Multiple on-site clinic visits observing workflows and offering suggestions for improvement
- ✓ Regular 1:1 meetings with clinic managers remotely or in-person offering: mentorship for roles of clinic managers, leadership and guidance on building and maintaining a healthy team; support for managers with navigating challenging situations, researching new phone systems, EMR issues, staffing concerns; assisting with building clinic HR manuals including application of regulations as they relate to labor relations, employment standards, WorksafeBC, etc., and how to apply the relevant policies

What an amazing and productive year it has been for the Division and all its members. I look forward to supporting you and your clinic in the coming year. Happy Holidays!

### Questions?

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