

# Ready for take-off!

## 2019 AGM Tuesday September 10

**DATE: Tuesday September 10, 2019**

**TIME: 7:45am (doors open at 7:15 for Breakfast Buffet)**

**PLACE: 202-2600 Gladys Avenue, Abbotsford, BC or Online**

This year the Board is holding a member only event to allow for conversations around Urgent Care and Primary Care Networks. Recognizing the meeting will be held in the morning; for the first time we will be offering a virtual participation option. This will allow members to vote and lend their voice to the conversation through Go-To-Meeting and Mentimeter.

At the meeting, members will be asked to vote to: accept the minutes of the last annual general meeting; accept the Chair's report; accept the Financial Statements; and acclaim the nominees for the outstanding director positions.

Additionally, Kara Aiton, a long-standing director will be resigning from the Board after six successful years of service. We hope you join us in thanking her for her years of leadership.

After the business meeting, we will open the floor to conversations about what you told us in our recent member survey, a coming Urgent and Primary Care Centre and the Primary Care Network for Abbotsford. To assist us please pose questions you would like discussed as you register.

## PetalMD Expires August 31

For the last 3 years we have been able to support the use of PetalMD to primarily assist call scheduling and shift trades. As a physician only platform, it has offered you a secure messaging platform, a repository for clinical resources and Fraser Health Program changes.

Like most technological services, it is only as useful and effective as the number using it. With diminished users, the cost now outstrips the value; therefore, the Abbotsford Division group will be dissolved midnight August 31. If you have any information on PetalMD related to your Abbotsford account please download it before then.

The Division will be working with Fraser Health to initiate the utilization of MBMD this September. MBMD secure messaging platform will include GPs, consultants and the Home Health team (a limitation of PetalMD). It also provides the on-call contacts for the acute sites. Look for more information as we roll it out this Fall.

The Residential Care call group will be sent links to live calendars for scheduling. Shift changes are still processed by staff and a contact group will be initiated to allow for shift exchanges. We appreciate your support during transition and if you have any suggestions on improvement please contact Danielle.



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## Get Ready for the UPCC: 17th Annual St. Paul's Emergency Medicine Conference

**Sept 26 – 29, 2019 (Thu – Sun)**

**Whistler Conference Centre**

**Target audience:** emergency physicians, rural physicians, family physicians, emergency nurses, paramedics, residents, students, and others providing emergency care.

**Up to 18.25 Mainpro+/MOC Section 1**

**Register:** <https://events.eply.com/sphemerg-2019>

**Course content + small group workshops:**  
<https://ubccpd.ca/course/sphemerg-2019#agenda>

### ACCOMMODATION

**Westin Whistler Resort & Spa**

Special rates starting at \$225 CAD/night are available to all conference delegates **until Aug 26<sup>th</sup>**. Rooms & rates are based on availability at time of booking.

**Book Online:**

<http://bit.ly/sph2019reservations>

**Or by phone:** 1-866-412-2864; group code is "St. Paul's Emergency Medicine"

❖ **Breaks each day for family time**

❖ **Social Receptions Sept 26 & 27**

*"There is no greater knowledge than the knowledge you have verified for yourself, in your own experience." – Gary John Bishop*

### Period of PURPLE Crying

#### Physician Engagement: Parent Education on the Period of PURPLE Crying

The BC Injury Research and Prevention Unit requests physician participation in completing a short, five-minute online survey. Attending or resident general practitioners, pediatricians, or obstetrician/gynecologists can provide input to help gain a better understanding of physicians' perceptions of the Period of PURPLE Crying as it relates to abusive head trauma/shaken baby syndrome (AHT/SBS).

**The survey will be open until August 31, 2019.** For any questions or concerns, please contact Kiran Mann at [kiran.mann@bccchr.ca](mailto:kiran.mann@bccchr.ca).

Follow this link to take the survey:  
<https://tinyurl.com/y4kg4nnv>

### BC Cancer Abbotsford Pain and Symptom Management Clinic

BC Cancer Abbotsford Centre is excited to have recently welcomed Niki Sidhu, NP to our pain and symptom management clinic 5 days per week, in collaboration with Dr. Mark Ballard who supports the pain and symptom management clinic on Wednesdays.

Niki joins BC Cancer with a background in palliative care, having worked in palliative community nursing and the complex palliative unit and oncology inpatient unit at Abbotsford Hospital. The pain and symptom management and palliative care clinic brings compassionate, professional care to our patients to improve their quality of life. Niki supports patients that have a cancer diagnosis and have pain or other symptom management concerns related to their cancer, as well as advanced care planning.

In order to be seen in the pain and symptom management clinic patients need to have access to transportation and be able to get to and from the cancer agency. Niki works in collaboration with many partners including home health, primary care providers, and palliative teams within our neighboring communities. Niki also works to support patients with complex issues to avoid emergency visits and get the care they require by partnering with the palliative complex care unit, inpatient oncology unit, and various other areas of the hospital.

The pain and symptom management clinic is a short-term program that works in partnership with family practitioners to manage complex pain and symptom management issues in a collaborative supportive way with the goal of improving quality of life for those living with cancer. If you would like to refer to the Abbotsford Centre pain and symptom management clinic please complete the referral form.

Any questions or concerns? Niki can be reached via pager 604-450.0073 or [niki.sidhu@bccancer.bc.ca](mailto:niki.sidhu@bccancer.bc.ca).

## ARH Medical Imaging Phone System Trial

Medical Imaging at ARH is working on improvements to their service and systems, and as part of this initiative they are introducing some temporary changes to the options offered by their phone system's auto attendant. This will help them with the demand analysis for their services.

It is important to highlight that the Medical Imaging phone number at Abbotsford Hospital remains the same: **604-851-4868**.

When calling Medical Imaging, they ask you and your team to please use the new option in their greeting menu, called **PHYSICIAN**. Once you reach the greeting menu and say **PHYSICIAN**, a selection of services will be offered.

Although all options will be routed to their reception with the same priority, the information collected through the use of the menu will help Medical Imaging to analyze the demand and better tailor services to the needs from patients and their care teams. The new physician option analysis will take place July 24 – Oct 31, 2019.

Thank you in advance for your and your team's participation in this initiative. For any questions or concerns contact **Tina McLachlan**, at **604-851-4700 ext. 646611**, [tina.mclachlan@fraserhealth.ca](mailto:tina.mclachlan@fraserhealth.ca).

## Diabetes Clinic Update

On July 3<sup>rd</sup>, the Diabetes Clinic at ARH moved from its current location in Cardiac Rehab on Sumas 2 into the Shared Clinics on Sumas 1 to improve patient experience and care. Please note the **fax number has changed to 604-851-4774** (phone # is the same).

With this new set up, diabetes patients can now be referred to Internal Medicine for assessment. Patients will first be assessed by an Internal Medicine physician followed by a 30 minute appointment with an RN for diabetes education. Note: There will be no change to the RN and Dietician education provided to patients. The IM consult is an added value to ensure optimal medication management and blood sugar control.

The referral form is in the process of being updated, so please indicate clearly on the current referral form if you need Internal Medicine to assess a patient. The criteria for referrals is as follows:

### **Urgent Referrals Criteria** (Aim: To be seen in 1- 3 business days)

- New diagnosis for a client less than 30 years old OR
- Recent decrease in BMI OR
- Recent history of rapid weight loss
- New insulin start with A1C >9% - A1C > 9% not initiated on any kind of pharmacotherapy
- Recent acute admission for hypoglycemic event (for non-new)
- Recent acute admission for hyperglycemia with diabetic ketoacidosis

### **High Priority Referrals Criteria** (Aim: To be seen in 7-10 business days)

- Type 2: A1C > 9% with therapy OR RBG/FBG > 20mmol/L
- History of recurrent hypoglycemia or hypoglycemia unawareness

### **Routine Referrals:**

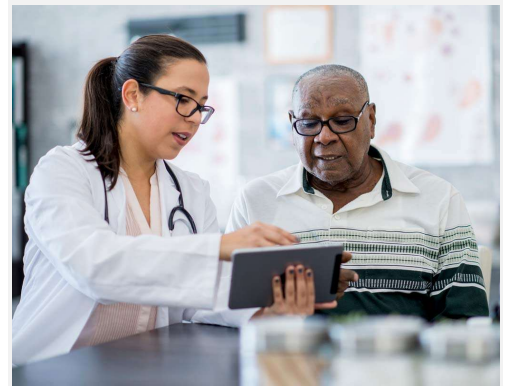
- Routine clients are booked and attend self-management classes within 1 month OR may be booked and seen for a consecutive appointment if they are not eligible for a self-management class.

### **For further information, please contact:**

Trena Canning, Director of Clinical Operations: [trena.canning@fraserhealth.ca](mailto:trena.canning@fraserhealth.ca)

Dr. Qamar, Hospitalist: [hina.qamar@fraserhealth.ca](mailto:hina.qamar@fraserhealth.ca)

Luauna McCartney, Manager: [luauna.mccartney@fraserhealth.ca](mailto:luauna.mccartney@fraserhealth.ca)



## Residential Care News:

### **Key Contact for Bed Admissions**

All admissions to funded Residential Care beds in Fraser Health start with Fraser Health Home Health, who are responsible to do the necessary paper work and RAI assessment. Home Health then forwards this information to the Fraser Health Access Care and Transitions team.

Members are encouraged to talk to their Fraser Health Community Care Professional (CCP) Nurse / Primary and Community Care (PCC) Nurse to facilitate the admission of your patients to residential care. There are Home Health nurses that care for unattached patients.

In Abbotsford, the Home Health number is: 604-556-5000. If you do not know who your CCP / PCC Nurse is, please contact Amanda Siwek, Home Health Manager: [Amanda.Siwek@fraserhealth.ca](mailto:Amanda.Siwek@fraserhealth.ca) or 604-556-5000 ext.645001.

### **First Appropriate Bed Policy Changes**

The requirement for patients living in the community to take the First Appropriate Bed available in residential care will no longer apply, unless a patient is in the hospital / acute setting.

Patients can now choose up to three Preferred Care Homes that match their care needs; the expectation is that patients will receive information about care homes by the health authority.

If you have any questions about the policy change, please contact Eric Chi, Fraser Health who can help direct your inquiry, [eric.chi@fraserhealth.ca](mailto:eric.chi@fraserhealth.ca).

## Abbotsford Division of Family Practice

202-2600 Gladys Avenue  
P: 604-746-3302  
F: 604-746-3391  
[abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca)

*Healthy & happy physicians providing fun & innovative healthcare*

Find us on the Web  
[www.divisionsbc.ca/abbotsford](http://www.divisionsbc.ca/abbotsford)



## Patient Partners Newsletter

Did you know we have a monthly patient newsletter called Partners in Care? We will be distributing it once a month to each clinic waiting room. The newsletter features a different health topic and local resource each month.

Do you have information you think would benefit your patients? Please send it to [abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca) and we will include it in one of our upcoming newsletters!

## Be Active Every Day challenge

**Registration for the 2019 Be Active Every Day challenge opens in August.**

Be Active Every Day is an annual event organized by Doctors of BC that helps gets kids moving by pairing doctors to an elementary school in their community. Physicians visit their school to challenge kids to be active for 60 minutes every day in October.

Registration for this public health campaign opens in August. For more information, visit: [www.be-active.ca](http://www.be-active.ca)

## Upcoming Events

### *Fraser Cardiology Associates is Moving Sept 3rd!*

Their new location is Mahogany at Mill Lake #301-2180 Gladwin Road, Abbotsford BC V2S 0H4  
Phone: 604-870-8715 Fax: 604-870-9715

### *Abbotsford Division Annual General Meeting*

**September 10: 7:45am – 8:45am Division Conference Room**

Arrive at 7:15am for a breakfast buffet; meeting starts sharply at 7:45am. Electronic participation will be available this year. Please register to confirm your attendance: [https://abbotsford\\_division\\_2019\\_agm.eventbrite.ca](https://abbotsford_division_2019_agm.eventbrite.ca)

### *Abbotsford PES Medical Staff Retreat*

**September 13-15 – Whistler, BC**

ARH Physician Engagement Society is hosting a conference in Whistler to set their vision and strategic direction. Events include workshops on Wellness and Quality Improvement. 10 spots are available for community-based physicians. For more information contact Dr. Sundeep Dhalwal & to register: <https://tinyurl.com/vymj3pix>

### *GPSC Billing Webinar Series*

**September 17: 6-7:30pm – Intro to MSP Billing for Family Practice**

Open to all FPs & MOAs, the first webinar in this series covers Basic Visit (00100 series); Complete physical (00101); Counseling (00120); House calls, Worksafe BC & ICBC visits. Register now: <https://tinyurl.com/y4m9t9qm>

### *13<sup>th</sup> Annual Psychopharmacology Conference*

**September 20: Pinnacle Hotel Harbourfront, Vancouver**

Covers a wide range of pharmacological interventions for patients with complex mental health issues. Also attend a half-day workshop Sept 19 “Novel Pharmacological Treatment of Opioid Use Disorder.” Accredited for: 5.75 Mainpro+/MOC Section 1. Register by Aug 19 for early bird cost: <https://ubccpd.ca/course/pppc2019>

### *Panel Workbook Night*

**September 24: 5:30 – 6pm Dinner; 6 – 8pm Panel Workbook**

Complete the last bit of work documenting your action plan to give you that final push over the finish line. It's worth \$1000 & 75 CME Credits for you! Call Denise or Heidi to book your seat.

## Board of Directors

Dr. Kara Aiton (Co-Chair)  
Dr. Caroline Cook (Co-Chair)  
Ann Harper, CA (Treasurer)  
Dr. Adriaan Windt (Secretary)  
Dr. Eddie de Jager  
Dr. Presley Moodley  
Mark Evered (Patient Partner)

## Staff Contacts

### **Michelle Favero**

Executive Director  
[mfavero@divisionsbc.ca](mailto:mfavero@divisionsbc.ca)  
Clinic Business, HR, PCN

### **Danielle Edwards** Programs Lead

[dedwards@divisionsbc.ca](mailto:dedwards@divisionsbc.ca)  
Shared Care, Res Care, Telemed,  
Team Based Care

### **Denise Thandi**

Member Services & Bookkeeper  
[dthandi@divisionsbc.ca](mailto:dthandi@divisionsbc.ca)  
PMH Supports, Recruitment  
Pathways, After Hours

### **Marnie Griffiths** Care Connector

[abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca)  
Find a Doctor Patient List

### **Bethany Pierson** Admin Asst.

[bpiereson@divisionsbc.ca](mailto:bpiereson@divisionsbc.ca)  
Res Care, Shared Care