

# Onward in Change



## Urgent & Primary Care Centre Updates

Since our initial meeting on Oct 1 we have made steady improvement on the development of the UPCC and how we will work with Fraser Health for its successful implementation.

### An After Hours Solution Built By Abbotsford's Family Doctors

You asked for two streams: Primary and Urgent. Differentiated by workflow and hours. This has been achieved. We are developing an after hours urgent stream from 1400h to 2100h. This stream will be supported by a triage nurse using the CTAS system.

### Phased Approach to Implementation

The UPCC will open on March 31 with 5 rooms and 2 consultation rooms. Given the limited size, we are promoting the phased approach you requested. As a first step the next **member meeting will be held at the site on November 18** (dinner at 5:30 - meeting from 6pm-8pm). This will allow a broader discussion on site utilization and maximization. To attend contact Marnie 604-746-3302 or email [abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca).

### Lending Your Voice

Another change that physicians have informed in the last month include changes to the development framework. Rather than waste physician time at Steering Committees with little opportunity for input, we will be hosting weekly dialogue sessions every Monday from 7pm-8pm starting Nov 25. Each session will have a specific focus that needs physician design. (see the newsletter insert). Your voice is needed so please attend sessions of interest by the mode most convenient to you. These sessions will be facilitated by Dr. Sanja Vukičević, the Division UPCC Physician Lead. **Contact the Division to register.**

## Physician Quality Improvement

On **Nov 18 & 19** Physician Quality Improvement (PQI) will be offering PQI Fundamentals at the Sandman Hotel in Abbotsford. This 2-day workshop is available to physicians in the Fraser Health region, as well as FH allied health and staff. Aimed to provide attendees with a foundation in Quality Improvement, this workshop will explore how to:

- Create a project aim
- Develop a change theory
- Determine a measurement plan
- Build a QI project team
- Test change ideas using PDSA cycles
- Sustain change

All training is CME eligible and physicians' time is covered by sessional support to attend. Pre-requisite required: IHI Open School online courses QI 101-105 and 201 (~4 hours to complete). Contact [PhysicianQI@fraserhealth.ca](mailto:PhysicianQI@fraserhealth.ca) for a registration code.

The following dates are also available:

Jan 16-17, 2020	Central City, Surrey
Mar 3-4, 2020	Coast Langley City Hotel and Convention Centre, Langley
Jun 11-12, 2020	Central City, Surrey
Sep 18-19, 2020	Abbotsford Regional Hospital
Nov 24-25, 2020	Central City, Surrey

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## Call out for Memes!



Do you have a favourite medical meme?

We'd love to share it in future editions of The Pulse so please send them to us! You can email to: [abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca)



## Curing Hepatitis C in People Living with HIV

The BC Centre for Excellence in HIV/AIDS Clinical Education and Training Program is organizing a series of quarterly clinical educational webinars targeted to primary care providers and community. Webinars cover various topics related to HIV including medication adherence, best-practices, and related comorbidities.

**Credit:** 1.0 Mainpro+ credit (College of Family Physicians of Canada, B.C. Chapter)

**Title:** Curing Hepatitis C in People Living with HIV

**Date:** Wednesday, December 4th, 2019

**Time:** 8:00 - 9:00 AM (PST)

**Speakers:**

Mark Hull, MD, MHSc, FRCPC, BC Centre for Excellence in HIV/AIDS & Hesham Ali, Peer Navigator, Positive Living Society of BC.

**Register here:**

<https://register.gotowebinar.com/register/2233099722472298763>

*"Don't spend time chasing a right answer or a right path, but instead spend time defining how you are going to approach whatever path you choose." – Laura R. Walker*

## CME Credits are on the Rise!

### \$1000 for hitting SEND

Working on your Panel Workbook and completed Phase 1 & 2? Don't forget to hit SEND - it's worth \$1000 for you. That could go a long way for the February vacation....

Completing all three phases of your panel workbook will add even more to your bottom line and get you those 75 CME credits. **That is 3 YEARS of unpaid education.**

Abbotsford's Main Pro credit goal is 4,200 and **we currently have 1875** – that's double since August!

Let's get to our goal by December 1<sup>st</sup>.

Main Pro Credits - Let's Get in the CME Zone!



## Nurse in Practice

This month the Division held two workshops to support the integration of nurses in practice. The first was presented by the BC College of Nursing Professionals. Representatives from the College reviewed the scopes of LPNs and RNs in primary care.

### Did You Know?

- All nurses must register with the College in BC – you can check registration at [registry.bccnp.ca](https://registry.bccnp.ca)
- All nurses need to be in the BCNU
- All Nurses are required to have individual liability insurance – coverage is noted on their registration
- Scopes of practice are decided by the College, in partnership with the Government, based upon competencies
- LPNs can support stable and predictable states of health
- RNs can do this as well as manage complicated patients with more unknown health issues

The BC College can answer any questions, just call 604-742-6200.

The second in the series was a virtual presentation by Drs. Tracy Monk & Jean Clark of the Society of General Practitioners. They reviewed team-based care billing codes and best practices for nurse related billing. Dr. Monk encourages all physicians to read the MSC & GPSC preamble. All codes are covered on the SGP website (<https://sgp.bc.ca/simplified-guide-to-fees/>) where members can now find a Team Based Care Link with all the related fee codes.

If you missed their seminar you can attend a provincial session on Tuesday Nov. 26 at 6pm. Go to <https://register.gotowebinar.com/register/7000234694965188108> to register.

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The last workshop in the nurse in practice series will focus on the unique HR process for hiring and managing a nurse. It will be an interactive session of draft contracts, checking references, reviews, and more. Attend **Thursday, December 5** at the Division office (dinner 5:30, workshop 6pm-8pm). Contact Heidi your PSP Specialist or Marnie at the Division to register.

# Motivational Interviewing is coming to the Abbotsford Division!

You asked and we listened! We are thrilled to have connected with Cristine Urquhart, MSW, RSW, and co-founder of Change Talk Associates. Cristine has trained thousands of helping professionals across Canada in a Motivational Interviewing style of communication over the last nine years. Her years of presenting on a provincial and national level have left her with limited availability and we're looking at having her here with us on May 8 and 9, 2020. Support your patients to make positive changes to their health.

## Let us know what you prefer.

Having multiple, short sessions on MI in the past proved to be a barrier to full attendance. Please let Meghann know which of the following options would work best for you:

- *Would you prefer a Friday – Saturday session; or*
- *Two consecutive weekdays?*
- *Would you rather attend two seven-hour days that provide more time to practice MI skills; or*
- *Would a condensed day and a half work better?*

Please email your answers to [mcoughlan@divisionsbc.ca](mailto:mcoughlan@divisionsbc.ca) or give Meghann a call in the office at 604-746-3302.

## Flu Vaccine Billing

For flu vaccine billing advice or any other billing advice, it is recommended that physicians and staff contact the Doctors of BC Fee Guide Advisors:

Lea Harth, at [lharth@doctorsofbc.ca](mailto:lharth@doctorsofbc.ca) 604-638-2827 or;  
Catriona Innes, at [cinnes@doctorsofbc.ca](mailto:cinnes@doctorsofbc.ca) 604-638-2866

### Guidelines for flu vaccines are as follows:

For adults over 19 years of age who qualify for a free shot, bill under fee item 00010. A visit fee should not be billed if the flu shot was the sole reason for the visit.

OR

- Bill the age appropriate office visit alone if both a medically necessary visit is provided as well as the immunization being administered.
- For children under the age of 19 years of age, bill under fee item 10015 plus the applicable office visit.
- For those who do not qualify for a free shot, bill privately for the injection and the serum: 00010 with a recommended fee of \$24.50 + cost of serum

For additional information please refer to the Canadian Immunization Guide Chapter on Influenza and Statement on Seasonal Influenza Vaccine for 2019–2020.

<https://www.canada.ca/en/public-health/services/publications/vaccines-immunization/canadian-immunization-guide-statement-seasonal-influenza-vaccine-2019-2020.html>



## Free pedestrian safety poster and reflective armbands for physician offices

Doctors of BC has launched a pedestrian safety campaign to help make the province's roadways a safer place for those on foot, and to let British Columbians know that the province's physicians care about their safety.

To support this campaign, Doctors of BC has developed a pedestrian safety poster for physicians' offices featuring tips on pedestrian safety, as well as branded, reflective armbands for patients to wear. These are both designed with pedestrians in mind – to help them stay safe and be seen while navigating the roads.

For any physician wanting to receive a poster and armbands, please access the online order form. <https://www.jotform.com/phiggins/Pedestrian-Safety-Orders>

Shipping fees will be covered by Doctors of BC.

## Abbotsford Division of Family Practice

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*Healthy & happy physicians providing fun & innovative healthcare*

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



## Patient Partners News

Have you heard of the new PSP Patient Experience Tool? This month we brought it to our Patient Partners table and asked them which questions they felt would be most supportive of patients and their healthcare experiences. The top 3 questions were:

1. Do you get reminders from your clinic about tests, treatments, or appointments in between visits?
2. Does your health care professional discuss your main goals or priorities in caring for your condition with you?
3. Does your doctor provide useful resources i.e. brochures, websites, contact information or other resources to help you manage?

To learn more about how the Patient Partners ranked the questions or to inquire about how the Patient Partners can support your work, contact [jkruckenberg@divisionsbc.ca](mailto:jkruckenberg@divisionsbc.ca).

## New Physician Wellness Resource

The Vancouver Division of Family Practice recently launched a new physician wellness resource webpage and column, developed and written by Dr Daniel Dodek. This collection of wellness resources is curated to promote the importance of wellness and outline practical tools for physicians. The physician wellness webpage, which also features Dr Dodek's bi-weekly column Wellness with Dr Dan, can be found at:

<https://www.divisionsbc.ca/vancouver/resources/physicianwellness>

## Upcoming Events

### Urgent & Primary Care All Member Meeting #2

**Nov 18, 2019 @ 5:30 – 8pm at the UPCC Future Site**

Join the broader discussion on site utilization and maximization toward a phased approach opening on March 31. To attend contact Marnie 604-746-3302 or email [abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca)

### Depression & Dementia in the Elderly

**Nov 20, 2019 @ 5:15 – 8:15pm at Quality Inn Hotel & Conference Centre**

Part of the Division Shared Care project; Geriatrician and Psychiatrist Speakers plus Practice Support Program will speak about opportunities to receive funding for QI work. Register on Eventbrite <https://older-adults-dementia-depression-event.eventbrite.ca>

### UPCC Dialogues: Lending Your Voice

**Weekly: starting Nov 25, 2019 @ 7 – 8pm at the Abbotsford Division Office**

Weekly dialogue sessions with a specific focus that needs physician design (see insert). Your voice is needed so please attend sessions of interest by the mode most convenient to you.

### Clinical Counsellors Education & Networking Event

**Nov 26, 2019 5:30 – 8pm at Sandman Hotel & Suites**

Meet your local registered clinical counsellors, enhance your knowledge about scope and areas of practice & learn about how to access these services for your patients. Register on Eventbrite <https://clinicalcounsellors.eventbrite.ca>

### Family Christmas Party

**Dec 1, 2019 @ 3 – 7pm at Cadet Hall at Exhibition Park (32470 Haida Dr)**

Brought to you by the ARHCC MSA and ADoFP. Bouncy castles, crafts, games, food & meet Santa! **RSVP is required:** <https://tinyurl.com/ADoFP2019> \*Please bring an unwrapped toy or non-perishable food item for the Christmas Bureau

### PMH Nurse in Practice: Human Resources

**Dec 5, 2019 @ 5:30 – 8pm at the Abbotsford Division Office**

Focus on the unique HR process for hiring and managing a nurse. It will be an interactive session of draft contracts, checking references, reviews, and more. Get the skills to do this with ease and learn how the Division can support you. Register on Eventbrite: <https://pmh-nurse-human-resources.eventbrite.ca>

### Adult Christmas Party

**Dec 7, 2019 @ 5:30pm – Midnight at Tradex in Abbotsford**

Brought to you by the ARHCC MSA & ADoFP. Networking, dinner, door prizes, table games, music and more! Limited tickets are available. **RSVP is required:** email Marnie at [abbotsford@divisionsbc.ca](mailto:abbotsford@divisionsbc.ca) to register.

## Board of Directors

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