

# Annual Report

APRIL 2021 - MARCH 2022

## Our Organizational Development

“The reason we do Organizational Development is because it is a way to build strength in the organization. It is needed to facilitate, support change, and develop system wide capacity for effectiveness and vitality.” **DR. ROGAN THAVARAJAH**

### BUILDING OUR CULTURE

WE

- » Build relationships.
- » Are inclusive.
- » Invite many voices to the table and listen with openness.
- » Are welcoming, thoughtful, and kind when we connect with others.
- » Are compassionate in the most difficult circumstances.
- » Challenge our assumptions and beliefs.
- » Act quickly.
- » Are nimble.
- » Have a bias towards ‘yes’.
- » Are willing to go first.
- » Look at successes outside of our field.
- » Try new things.
- » Are willing to make mistakes and learn from them.
- » Share our learning with others.

### DEVELOPING OUR LEADERS

11

PHYSICIANS ATTENDED THE INAUGURAL LEADERSHIP SESSION TO SUPPORT PHYSICIAN LEADERSHIP JOURNEYS AND THE COLLECTIVE IMPACT WE CAN MAKE AS INTENTIONAL LEADERS

#### SUPPORTING OUR PEOPLE

- » 3 all-day team development sessions
- » Improved onboarding and orientation



#### REAL CONVERSATIONS WITH ROGAN

Sharing stories to inspire and cherish our evolving community and the positive impacts we make with podcast host Dr. Rogan Thavarajah



## Transformative Reconciliation

BEGAN OUR JOURNEY OF TRANSFORMATIVE RECONCILIATION

» 19

PHYSICIANS ATTENDED A CULTURAL SAFETY AND HUMILITY WORKSHOP HOSTED BY WRSS DOPF

“Health leaders in organizational governance have a key role in enacting the Truth and Reconciliation Commission’s Calls to Action.” **DR. ROGAN THAVARAJAH**

# Support for family physicians, your practices and your patients

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## Long-term Care

24/7 COVERAGE WITH A DEDICATED PHYSICIAN GROUP

HEARING ABOUT POSITIVE CHANGE WITH LONG-TERM CARE

12 PARTICIPANTS

## Recruitment, Retention and Succession

SUPPORT FOR CLINICS

### SUPPORTING ELDERLY COMMUNITY MEMBERS

14

LTC FACILITIES SUPPORTED

13

PHYSICIANS IN GROUP

1420

PATIENTS CARED FOR

“Care conferences — an opportunity to reflect on patients’ clinical, social, psychiatric, psychological and functional health.” DR. ROGAN THAVARAJAH

12

FAMILY PHYSICIANS RECRUITED

6

RETIREES

39

PHYSICIANS IN A WHATSAPP SUPPORT GROUP FOR NEW PHYSICIANS

“We have a dedicated recruitment team member that works closely with our clinics to recruit physicians and help with succession planning.”

DR. ROGAN THAVARAJAH

## Maternity

PART OF A COLLECTIVE COMMUNITY VOICE TO KEEP MATERNITY OPEN

COLLECTIVELY STOPPED PEACE ARCH HOSPITAL MATERNITY UNIT FROM BEING CLOSED

## Patient Medical Home (PMH)

SUPPORTING FAMILY PHYSICIANS AND IN-CLINIC EFFICIENCIES

“Community came together to speak as one voice to keep the maternity unit open.” DR. ROGAN THAVARAJAH

### SOLUTIONS

» Plan to recruit more pediatricians and open a pediatric Rapid Access Clinic at PAH

### ADVANCING MATERNITY PHYSICIAN SKILLS

» 9

PHYSICIANS ATTENDED ACORN TRAINING WORKSHOP FOR ACUTE CARE OF AT-RISK NEWBORNS

“Excellent course would recommend to all team members.”

## Physician Wellness

SUPPORTING PHYSICIAN WELLNESS



95%

OF PHYSICIANS REPORTED THAT THEIR WORK-LIFE BALANCE HAS WORSENERED DURING THE PANDEMIC

SUPPORT WITH: » Roundtables » Journal Clubs

INFORMATION TECHNOLOGY FOR PRODUCTIVITY | VIRTUAL CARE | EMR OPTIMIZATION

### FAMILY PHYSICIAN BUSINESS GROUP

7

PHYSICIANS

6

SESSIONS

100%

WISH TO CONTINUE

### EDUCATION SESSIONS

14

PHYSICIANS ATTENDED A MOTIVATIONAL INTERVIEWING SESSION

10

PHYSICIANS ATTENDED A DEMENTIA EDUCATION SESSION



# Primary Care Network

## BUILDING A TEAM AROUND THE PHYSICIAN

APRIL 2021 - MARCH 2022



White Rock-South Surrey  
Primary Care Network

### HELPING MORE PATIENTS

DEC 2020 TO MARCH 31, 2022

**668** **363**

REFERRALS TO  
NEIGHBOURHOOD  
NURSES

REFERRALS TO  
NEIGHBOURHOOD  
SOCIAL WORKERS

### GROWING TEAM OF CLINICIANS



**5** NEIGHBOURHOOD  
NURSES (TARGET=14)



**3** NEIGHBOURHOOD  
SOCIAL WORKERS  
(TARGET=5)



**2** PATIENT EDUCATORS  
(TARGET=2)



**1** PHARMACIST  
(TARGET=1)

UP TO  
**44**  
FAMILY PHYSICIANS  
IN PCN

### LEARNING FROM PCN CLINICIAN INPUT

**11** INTERVIEWS

**80%**  
JOB SATISFACTION



### SUPPORTING VULNERABLE COMMUNITY MEMBERS WITH PRIMARY CARE ACCESS CLINIC (PCAC) & HOMEPAGE



**1** PHYSICIAN FOR PCAC



**1** REGISTERED NURSE FOR  
PCAC AND HOMEPAGE

**647** RN PATIENT VISITS

### BUILDING TEAM-BASED CARE SKILLS

**4** TEAM-BASED  
CARE SESSIONS

**54** PHYSICIANS  
ATTENDED



### DEVELOPING RESOURCES TO HELP NAVIGATE SERVICES

Social Isolation  
& Loneliness on  
all Pathways



### SUPPORTING COMMUNITY MEMBERS WITH COUNSELLING

**2,283**

SOURCES COUNSELLING  
SESSIONS DELIVERED



### LEARNING ABOUT MENTAL HEALTH SUPPORT

» Mental Health transitions-in-care  
research project to inform new Mental  
Health clinician role

» Talked to 9 FPs and 16 service providers



White Rock-South Surrey  
Division of Family Practice  
A GPSC initiative

SUPPORTING HEALTH CARE NEEDS THROUGH COLLABORATION LOCALLY AND PROVINCIALLY



AND MANY MORE COMMUNITY PARTNERS...