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



- » 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



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





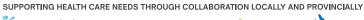
Spotify 🔗 💿 Apple Podcasts 🔗

Transformative Reconciliation

BEGAN OUR JOURNEY OF TRANSFORMATIVE RECONCILIATION

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

APRIL 2021 - MARCH 2022

Long-term Care &

24/7 COVERAGE WITH A
DEDICATED PHYSICIAN GROUP

HEARING
ABOUT
POSITIVE
CHANGE WITH
LONG-TERM
CARE

PARTICIPANTS

Recruitment, Retention and Succession

SUPPORT FOR CLINICS

SUPPORTING ELDERLY COMMUNITY MEMBERS

14

13

1420

LTC FACILITIES PHYSICIANS
SUPPORTED IN GROUP

PATIENTS CARED FOR

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

FAMILY PHYSICIANS RECRUITED

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

"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 Patient Medical Home (PMH)

SUPPORTING FAMILY PHYSICIANS AND IN-CLINIC EFFICIENCIES

INFORMATION TECHNOLOGY FOR PRODUCTIVITY | VIRTUAL CARE | EMR OPTIMIZATION

FAMILY PHYSICIAN BUSINESS GROUP

7 6 100%

PHYSICIANS SESSIONS WISH TO CONTINUE

EDUCATION SESSIONS

PHYSICIANS ATTENDED A MOTIVATIONAL INTERVIEWING SESSION

PHYSICIANS ATTENDED A DEMENTIA EDUCATION SESSION

"Excellent course would recommend to all team members."

Physician
Wellness
SUPPORTING PHYSICIAN
WELLNESS

OF PHYST THEIR W

95%

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

SUPPORT WITH: » Roundtables » Journal Clubs











SUPPORTING HEALTH CARE NEEDS THROUGH COLLABORATION LOCALLY AND PROVINCIALLY





Primary Care Network

BUILDING A TEAM AROUND THE PHYSICIAN

APRIL 2021 - MARCH 2022



HELPING MORE PATIENTS

DEC 2020 TO MARCH 31, 2022

REFERRALS TO NEIGHBOURHOOD NURSES

REFERRALS TO NEIGHBOURHOOD SOCIAL WORKERS

LEARNING FROM PCN CLINICIAN INPUT



SUPPORTING VULNERABLE COMMUNITY **MEMBERS WITH PRIMARY CARE ACCESS** CLINIC (PCAC) & HOMEPACE





NEIGHBOURHOOD NURSES (TARGET=14)



NEIGHBOURHOOD SOCIAL WORKERS (TARGET=5)



PATIENT EDUCATORS (TARGET=2)



PHARMACIST (TARGET=1)

UP TO FAMILY PHYSICIANS IN PCN

PHYSICIAN FOR PCAC



REGISTERED NURSE FOR PCAC AND HOMEPACE

RN PATIENT VISITS

BUILDING TEAM-BASED CARE SKILLS

TEAM-BASED CARE SESSIONS

PHYSICIANS ATTENDED



DEVELOPING RESOURCES TO HELP NAVIGATE SERVICES



SUPPORTING COMMUNITY MEMBERS WITH COUNSELLING

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













