



DoFP

DELTA

ANNUAL REPORT 2017/2018

REPORT FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

Dr. Sandy Chuang and Geri McGrath

This year we have had the opportunity to visit each of you in your clinics. During the first round of visits, we brought Home Health, looking for your input in their redesign delivery of services. In the second round of visits, Dr. Richard James and Geri came to talk more about PMH (Patient Medical Home). As a result of these visits, with your help, we identified the needed EMR data on chronic diseases in our community. We were so grateful to every clinic; you all delivered the data we needed to craft our community report that was highlighted at our April 26th event. The outcomes were of no surprise to any of you, however, we now have quantitative data to support our work ahead. The input we received from all of you informed the next steps we took, gathering data developing a qualitative report that informed the complexity of your patient panels and the needed potential supports.

We have received funding to engage with you, our membership, and will do our best to respond to and support you as we explore the development of how South Delta will do PMH. Once we have worked together to have more clarity of issues and how tangible change would look, we will be in a position to develop tools to design and gather information on outcomes of our PMH, with your needs at the center of our plan.

With PMH in our sights, we are prepared to support our members as we move into this next chapter for South Delta, building supportive networks, strengthening communication and referral processes, and supporting office efficiencies, to name a few.

As our physician community ages, we continue to help plan for retirements. We have recruited 5 new physicians and 1 new locum. Our patient waitlist is growing as our community grows, and like most other communities in the province, we continue to be challenged with recruiting and replacing family physicians.

Education continues to be an important part of our membership's goals. We will continue to plan educational opportunities for our physician community that are relevant.

Elder care is another area of focus. The Residential Care program reports positive trending data and has 35% of our FPs involved. Assisted Living is another project that has many potential benefits for FPs and helps prevent onset frailty in patients.

We look forward to the exciting work ahead in 2018/19.

With gratitude

Dr. Sandy Chuang, Chair

Geri McGrath, Executive Director

OUR MISSION

Ensure access to timely, comprehensive, high-quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community.

OUR VISION

An actively engaged, healthy community responsive to the needs of patients, providers and the public

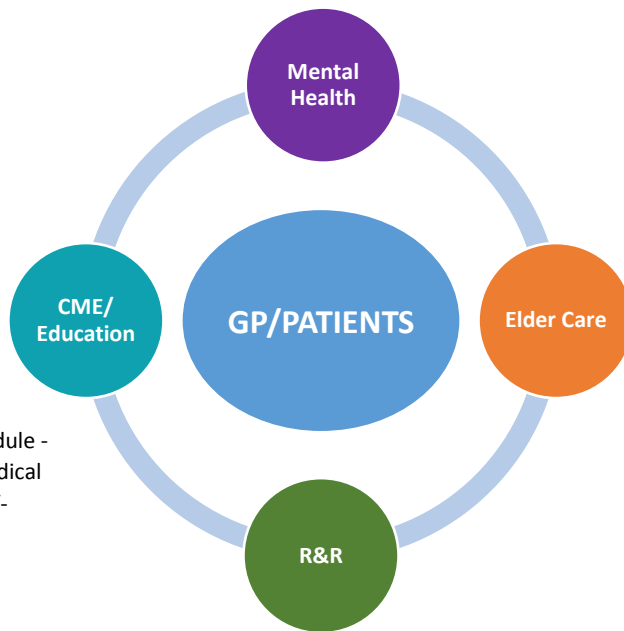
Delta Division Strategic Plan 2017 – 2018



2 CYMHSU LAT public education events; created dedicated website for mental health resources, GP membership on provincial committee



Billing Education Session, PSP Module - Small Group Learnings: Group Medical Visits/Patient Literacy/Patient Self-Management



35% of member GPs involved in Residential Care Initiative

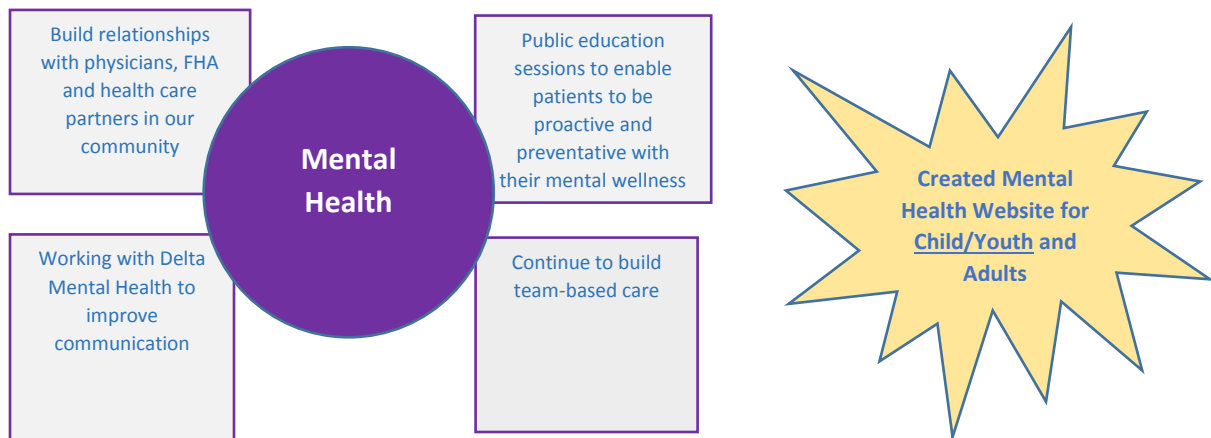
The Hub - Assisted Living / Independent Living Pilot Project to reduce ER Transfers and onset of frailty



Dr. Alex Fong
Dr. Kirn Bains
Dr. Nick Lenskyj
Dr. Raymond Ng
Dr. Helen Ryan
1 Locum

COMMUNITY, PRIMARY CARE, RECRUITMENT & RETENTION

STRATEGIES/OBJECTIVES – COMMUNITY, PRIMARY CARE, RECRUITMENT & RETENTION



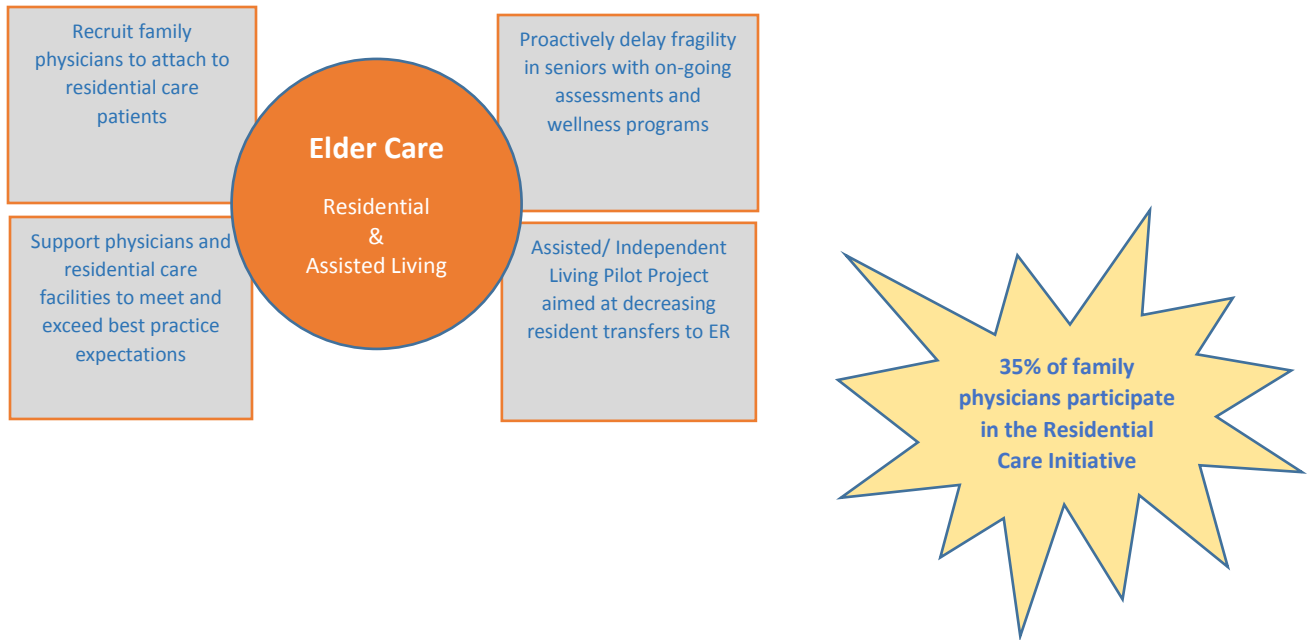
Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative

Dr. Adrian Wladichuk, Lead Physician

THE CYMHSU LAT, comprised of community service providers, Delta School District, youth, and parents, made lasting contributions to child and youth mental health information and resources for residents in South Delta. The LAT was dissolved in December 2017. We would like to express our appreciation to everyone whose dedication continues to assist youth and their families in South Delta. Dr. Wladichuk is part of a provincial working group of physicians who are continuing to work on CYMHSU.

HIGHLIGHTS:

- Sold-out public education event featured renowned speaker and author, Dr. Gabor Maté, who presented on Depression, Anxiety and Addictions
- Second public forum in November with Dr. Deborah MacNamara speaking on Making Sense of Anxiety in Pre-teens and Adolescents
- Established ongoing parent support group
- Created new website, Mental Health Delta Division, offering a wide array of comprehensive mental health resources for both youth and adults



Assisted/Independent Living – Augustine Pilot Project – The Hub

Dr. Maha Balakumar, Physician Lead, Dr. Katalin Balogh, Geriatrician

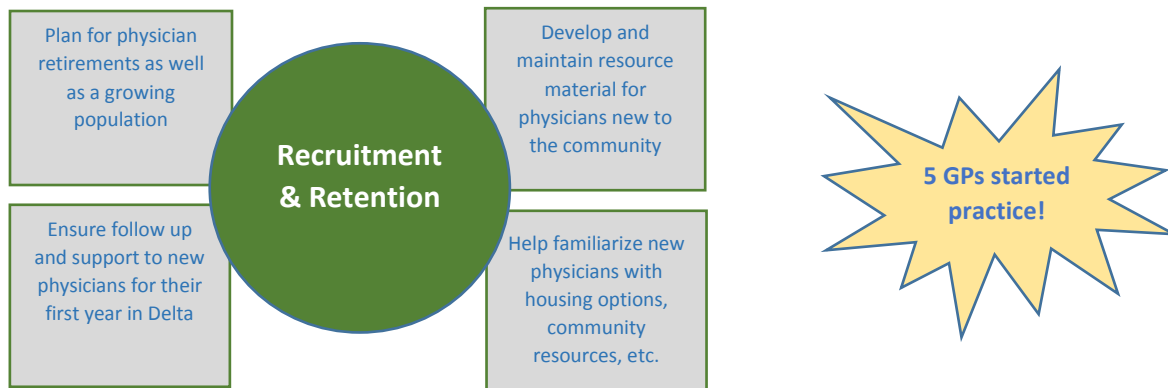
Delta Division partnered with Fraser Health, Augustine House and other allied care providers to create the Health Hub to serve residents of Augustine House on site. The Hub opened in June 2018 with the following goals:

- reduce unnecessary emergency department visits
- assist in early detection of “at risk” residents and prevent/delay the onset/deterioration of frailty
- address high falls risk early on
- improve access to multiple services in one location
- enable residents to remain independent longer by fostering healthy aging by taking an active role in their health care

Supports include standardized risk self-assessment tools, geriatrician, assistance with medication management, enhanced home health supports, chronic disease management (such as COPD through community respiratory services), and education. Delta Division is the first in BC to launch a pilot project expanding on-site support at an assisted living residence.



Recruitment & Retention



UBC PRACTICE SURVIVAL SKILLS CONFERENCE

Delta Division's Recruitment & Retention Coordinator attended the 2018 UBC Practice Skills Conference, Scholarship Day and Residents Day in order to build connections with BC's newest physicians and to introduce our communities to them.



DIVISION WORKING GROUPS/COMMITTEES

Collaborative Services Committee (CSC)

Dr. Sandy Chuang, Co-chair

CSC is a collaborative working relationship between the Division, Fraser Health, Doctors of BC, General Practice Services Committee (GPSC), Ministry of Health, and a patient representative. Additional partners are invited to participate as necessary. Partners present clinical issues of concern for patient care outcomes, co-determine priorities and co-design solutions, calling on additional voices from physicians, patients and the community and sharing responsibility for the health of our community. It is at this table that we have a provincial voice, raising issues unique to our Division that are identified by our members. The CSC will provide information to GPSC on our PMH and PCN initiatives.

Residential Care Initiative (RCI)

Dr. Richard James, Physician Lead

The intent of the RCI Initiative Divisions of Family Practice is to support GP MRP enhanced services for all local residential care facilities and patients. Physicians participating in RCI are compensated for enhanced care and on call. This is an excellent opportunity for a doctor who has an interest in seniors' care, may be considering semi-retirement and/or is looking to incorporate diversity in practice.

To date, the number of unnecessary ED transfers from residential care facilities has declined and measurable care in South Delta is trending above the provincial standard.

Primary Medical Home/Primary Care Home (PMH)

Dr. Richard James, Physician Lead

Over the past few years, the Division hosted several events with Dr. Shelly Ross and Dr. Garey Mazowita presenting the regional visions of PMH. A Division PMH committee was struck with representatives from all clinics invited to participate. Clinic visits provided the Division with members' concerns and ideas, and a community profile was compiled using EMR data.

On April 26 we hosted a membership event to review the EMR data each physician had shared with the Division along with data from the physicians' PMH survey. Four major topics were identified based upon membership input:

- How to better support mental health patients
- How to increase collaborative care in South Delta
- How the Division can support practices with their functioning and workflow (e.g. EMR), and
- How to strengthen family physician networks

Next steps

Three working groups, each with a participating GP, will meet in September to build strong communication/referral patterns in three identified areas: Delta Mental Health, Emergency Department and Medical Imaging.

Engagement events and education will be developed with membership input so we can best design PMH in South Delta. We will continue to seek your guidance and as a team define the shape of primary medical home and then primary care networks, the intent of all of our work is to support you in your daily clinical practice. Your input and ideas are PMH, thank you for your continued openness and commitment to doing this work.

Practice Support Program (PSP)

Dr. Sandy Chuang, Physician Lead

As part of the province-wide Patient Medical Home (PMH) initiative, physicians across the province are engaging with local Practice Support Program (PSP) representatives in a series of patient panel activities. Known as “Understanding Your Patient Panel”, the goal of this work is to support the use of EMR tools to better understand and manage patient needs. This includes identifying panel size, creating registries for chronic and complex patients, and enhancing the patient care experience.

Within the Delta Division of Family Practice, 13 physicians and 9 MOAS are participating in this on-going activity. This panel work links with the new GPSC panel incentive that were recently announced.

Christmas Party



The Division partnered with the Facility Engagement Specialist Services Committee to host the 2017 event. Playing Physician Feud (aka Family Feud), it was a fun evening, and a great opportunity to get together and relax. Thank you to all that came out; we look forward to seeing you at this year’s party!



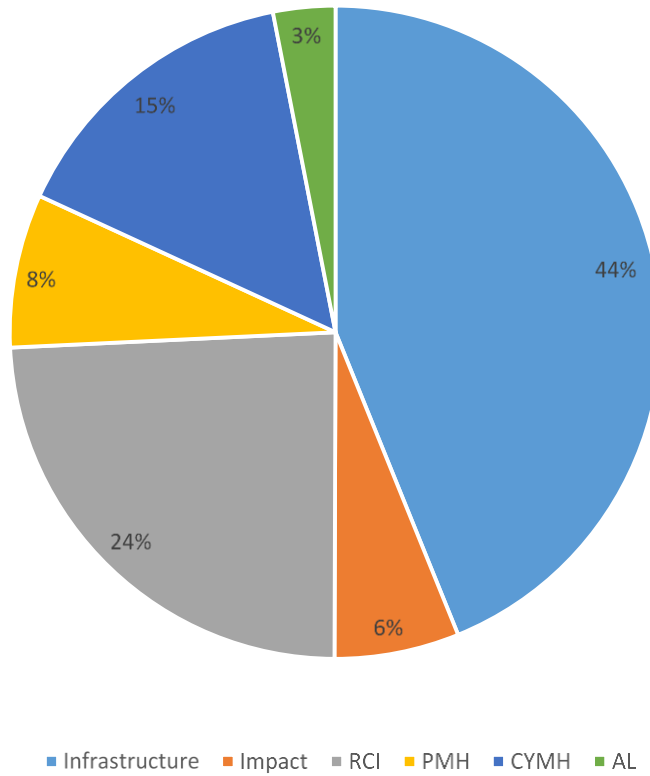
2017 AGM



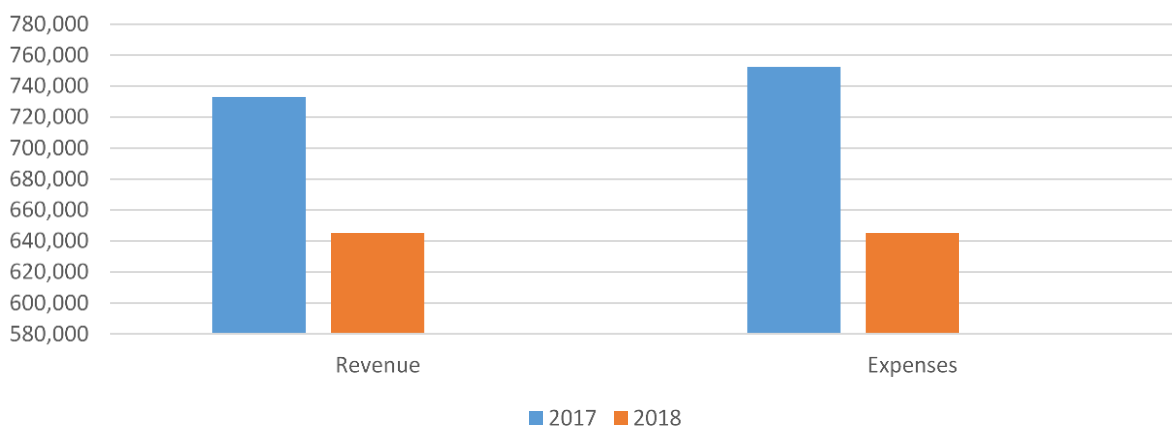
The 2016/17 Annual General Meeting was well-attended and the improv comedy entertainment was enjoyed by all. Thank you to those who attended.

FINANCIALS

Revenue 2018



2017 vs 2018



OUR TEAM

Board of Directors

Dr. Sandy Chuang - Chair
Dr. Jennifer Rogerson - Vice-chair
Dr. Barbara McFarland - Treasurer
Dr. Melissa Tan
Dr. Maha Balakumar

Staff

Geri McGrath - Executive Director
Judith McLeod - Executive Assistant
Debby McKenzie - Recruitment & Retention Coordinator
Tomas Reyes – Project Manager
Byron Salahor – PSP

Strategic Advisory Committee

Dr. Richard James
Dr. Adrian Wladichuk

The Divisions of Family Practice Initiative is sponsored by
The General Practice Services Committee, a joint committee
of the BC Ministry of Health and Doctors of BC
www.divisionsbc.ca

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