



Richmond

Division of Family Practice

A GPSC initiative



APRIL 2018 – MARCH 2019



MISSION

A medical community that protects, promotes and expands the role of family physicians in caring for their patients.



2018–2019 ANNUAL REVIEW

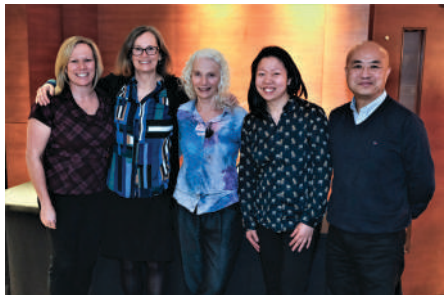
HIGHLIGHTS OF THE PAST YEAR



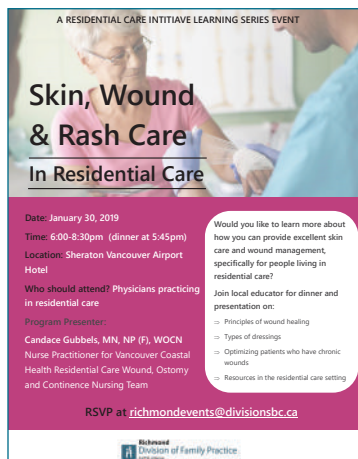
Enhancing Professional Practice

- **Provided recruitment and coverage services to assist members** with a full spectrum of practice needs from practice start up, locum relief to practice retirement
- **Recruited 20** family physicians new to Richmond
- Hosted **eight education and two consultation events, six EMR user groups and two member socials** to welcome newcomers to the Richmond medical community
- Supported the achievement of **significant successes in residential care** through the RCI physician group who met or exceeded all best practice goals. Built supportive partnerships with facilities, educators and facility teams to enable improved care in **5 care facilities**
- Attached **700 residents to 15 Richmond family physicians**
- Linked **medical students and clinical trainees** to placements in Richmond practices

Supporting Members in the Care of their Patients



- **Addressed communication issues between care facilities and physicians** through joint physician-staff meetings. Developed new processes, tools and guidelines including the streamlining of the patient admittance package
- **Addressed member-identified learning interests** through events on various topics, including maternity care, clinical pearls, clinical management of opioids and navigating WorkSafe BC claims
- **Supported physician and MOA access to the Provincial Health Services Telephone Interpretation Service** to help meet the diverse language needs of patients in our community
- **Sustained four Neighbourhood Networks**, a made in Richmond approach to Patient Medical Homes
- Successfully **advocated for electronic notification** of patients' admittance to or discharge from Richmond Hospital to family physicians
- Engaged **12 Richmond specialist physicians** in shared learning opportunities through the Clinical Pearls events



HIGHLIGHTS OF THE PAST YEAR

Influencing and Shaping Health Care Delivery

- **Advocated for our physician members** by participating in local, regional and provincial committees including several collaborative committees with Vancouver Coastal Health
- **Engaged in co-leadership with Vancouver Coastal Health** in the Richmond Residential Care Initiative (RCI) and Richmond Primary Care Networks (PCN)
- Selected by the Ministry of Health to be in the **first wave of communities in BC** to receive additional resources through the Primary Care Network initiative
- **Participated in provincial forums by way of our physician leads**, including presentations to the Joint Clinical Committees and the Ministry's committee overseeing primary care transformation
- **Formed new community partnerships** through participation in the Local Action Team for Richmond on Overdose Emergency Response and Richmond Community Services Advisory Committee



Supporting the Optimization and Use of Information Technology

- Continued administration of **Pathways led locally by two Richmond family physicians**
- Hosted **six meetings of three EMR user groups** to support physicians and MOAs to use their electronic medical records efficiently
- Partnered with the Practice Support Program (PSP) to **support members with understanding and assessing their patient panels and optimizing their use of their EMR**
- Assisted members **in troubleshooting various IT challenges** including Up to Date, Excelleris and Care Connect



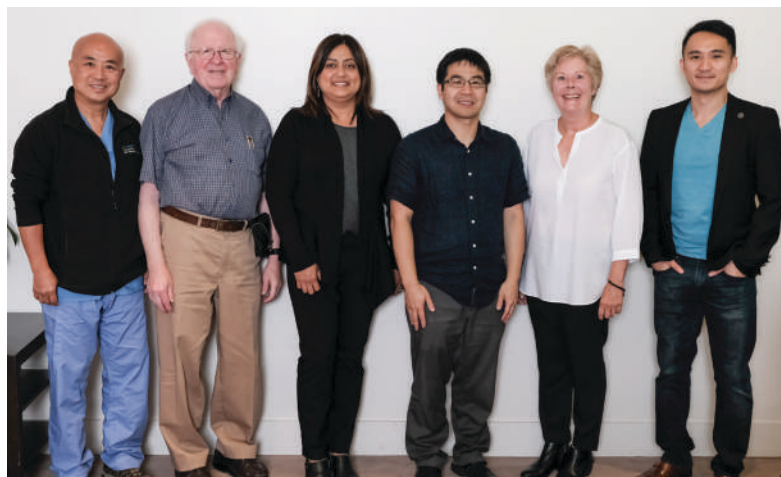
Board and Support Team 2019

Board Members

Dr. Rachila Sharma-Aucone, Chair
 Dr. Adam Chang, Vice-Chair
 Dr. Tyler Ngai, Secretary
 Mrs. Diane Bissenden, Treasurer
 Dr. Barry Koehler
 Dr. Boon Wong

Support Team

Denise Ralph, Executive Director
 Linda Jung, Administrative Lead
 Louise Corral, Meetings Coordinator
 Sherry Wang, Member Support Coordinator
 Barinder Chauhan, Project Manager
 Nerissa Tai, Project Coordinator
 Denysa Leung, Project Coordinator



Left to right: Dr. Boon Wong, Dr. Barry Koehler, Dr. Rachila Sharma-Aucone, Dr. Adam Chang, Mrs. Diane Bissenden, Dr. Tyler Ngai

Committees and Working Groups

Collaborative Services Committee

Jennifer MacKenzie, Co Chair
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 Laura Case
 Dr. Adam Chang
 Dr. Meena Dawar
 Carole Gillam
 Nellie Hariri
 Dr. Brenda Hefford
 Jillian Kratzer
 Natalie McCarthy
 Debbie Nider, Patient Rep
 Denise Ralph
 Nikita Soares
 Dr. Edward Wong

Pathways Working Group

Dr. Allan Horii, Physician Lead
 Dr. Cheryl Nagle, Physician Lead

Denise Ralph

Residential Care Initiative Steering Committee

Dr. Ashok Krishnamoorthy
 John Con, Patient Rep
 Dr. Adam Chang
 Dr. Alexander Li
 Natalie McCarthy
 Denise Ralph
 Laura Sato
 Lori Sidjak
 Dr. Patricia Wong

RCI Quality Improvement Working Group

Dr. Adam Chang, RCI Physician Lead
 Dr. David Fung
 Laura Frisby
 Krista Carlson
 Dr. Ashok Krishnamoorthy
 Natalie McCarthy

Laura Sato

John Con, Patient Rep
 Denise Ralph

Facility Representatives

Jacqueline Corona, Rosewood
 Nicky Dhugga, Minoru
 Delia Dixon, Minoru
 Jo-Anne Kirk, Richmond Lions Manor
 Sharon Wang, Pinegrove
 Avril Taylor, Fraserview
 Dr. Ana Ortiz, Fraserview
 Dr. Luke Tse



Acknowledgements

The Richmond Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Doctors of BC and the Ministry of Health, as well as the support of the Divisions of Family Practice central office.

Of the many individuals and organizations that support our work, we express our gratitude for the contributions of patient representatives, staff from all five Richmond care facilities, Richmond specialist physicians, staff and leadership of Vancouver Coastal Health and the BC Ministry of Health, in addition to our many collaborative community partners.

The Board of Directors wishes to extend its appreciation to Dr. Boon Wong for his years of service as a Board Director and for his many contributions to our medical community.