



2019–2020

ANNUAL REVIEW

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



Highlights of the Past Year



Enhancing Professional Practice



- Provided recruitment services to assist members with their practice needs from coverage needs, to joining a practice or work in a clinic
- Recruited 10 family physicians new to Richmond for work in member practices and supported the placement of five clinical trainees
- Supported three physicians to successfully transition towards retirement, two of whom were able to transition their practice to an incoming physician
- Hosted 10 education events, two EMR User Groups and two member socials
- Launched a Richmond MOA Network, bringing MOAs together for learning events and sharing
- Through the LTCI Physician group, supported 13 physicians who provided enhanced care to 565 patients at five Richmond long-term care facilities

Supporting Members in the Care of their Patients



- Addressed member identified learning interests through events for clinical education, practice operations and community resources and supports
- Hosted four COVID-19 learning sessions to support education and capacity building
- Accelerated and enhanced communication to ensure members received information on changing guidelines and needs
- Supported practice operations through member access to the provincial emergency supply of PPE. Delivery of PPE and cleaning supplies to clinics offering in-person care during the pandemic.
- Instituted a new model of care in Richmond long term care facilities to reduce visits to each facility while ensuring residents' primary care needs were met. Richmond LTCI physicians provided all in-person care and call coverage to all patients in Richmond care facilities during phase one of the pandemic.
- Assisted members with rapid transition to virtual care, hiring of staff, relocation to new clinics and forming of new partnerships
- Engaged seven Richmond specialist physicians in shared learning opportunities as experts through Clinical Pearls events



Highlights of the Past Year

- **Advocated** for our physician members by participating in local, regional and provincial settings, committees including several collaborative committees with Vancouver Coastal; through partnership with fellow Divisions and in various community initiatives
- **Continued co-leadership with VCH-Richmond** through the Richmond Long Term Care Initiative and Richmond Primary Care Networks (PCN)
- **Successful launch of Primary Care Networks in Richmond**, a multi-year initiative to strengthen primary care through the addition of health professionals and nurses to support family practice, recruitment of new FPs and NPs and increased attachment of Richmond residents to an FP or NP
- **Formed new community partnerships** through PCN engagement and participation in the Richmond Community Services Advisory Committee and Senior's Advisory Committee.
- Through the **Richmond Attachment Program (RAP)**, linked Richmond residents seeking a family physician for longitudinal care to physicians with capacity to take on more patients.

Influencing and Shaping Health Care Delivery



- Invited eight technical providers to a **Technology World Cafe** to highlight enabling technology to members and their staff
- Continued responsibility for Richmond information on **Pathways** including the new **Virtual Care Directory**
- Hosted **six EMR user group sessions** to support physicians and MOAs in use of their EMR in practice
- **Provided a workshop on EMR office security** to ensure physicians understand security requirements and best practices
- Partnered with the Practice Support Program (PSP) to support members with **implementing panel management**
- Assisted members **in trouble shooting various IT challenges** including virtual care

Supporting the Optimization and Use of Information Technology



Primary Care Networks



Primary Care Networks in Richmond kicked off spring 2019, with Minister of Health Adrian Dix announcing Richmond as the first group of communities to implement Primary Care Networks. Co-led by RDFP and VCH-Richmond, this initiative is by far the largest endeavor our organization has undertaken to date.

Highlights of PCN Year One include:

- Launch of governance structures to support the design and implementation of PCN, including PCN Steering Committee, Advisory Committee and ongoing active leadership by Richmond family physicians in the development of PCN
- Successful launch of a Living Labs initiative to place PCN allied health and nursing staff into Richmond practices, prior to the pandemic
- Overwhelming demand for free and accessible Mental Health Counselling as provided in PCN
- Hiring of PCN staff including mental health counsellors, social workers, chronic disease nurses, physiotherapists, occupational therapists and support team.
- Successful pivot of entire PCN team to provide COVID-19 triage, as practices became overwhelmed in the early days of the pandemic

BULLETIN FOR PEOPLE WHO ARE PATIENTS OF RICHMOND GPs

RICHMOND PATIENTS COVID-19 SUPPORT SERVICES

If you are sick
If you think you may have COVID-19, follow the steps below to get the latest information and to help prevent the spread of the disease.

In a pandemic, it's important that we all take steps to lessen the burden on our health care system. Accurate information and a self-assessment tool are available online and by phone at any of the following health resources:

PLEASE HAVE PATIENCE DUE TO HIGH CALL VOLUMES

- 1 visit HealthLinkBC healthlinkbc.ca
- 2 call 811 for advice and to be connected to resources
- 3 visit the B.C. Centre for Disease Control bccdc.ca
- 4 call the Richmond PCN Phone Triage Service

The Richmond Primary Care Network (PCN) Phone Triage Service provides health information and resources, Monday to Friday, 9am-6pm, dependent on staff availability. THIS SERVICE IS OPEN TO PEOPLE WHO ARE PATIENTS OF RICHMOND GPs.

Call 604.278.9711 ext 4153
At this time, this service will be available until at least Friday, April 3, 2020.

Available in many languages

- ENGLISH
- CANTONESE
- MANDARIN
- HINDI*
- PUNJABI*

*dependent on staff availability

IF YOU ARE NOT A PATIENT OF A RICHMOND GP VISIT healthlinkbc.ca OR DIAL: **811**

Vancouver Coastal Health | Richmond Division of Family Practice

The amount of work that has been accomplished since the announcement has only been achieved due to the commitment of several key people, including our partners at VCH Richmond led by Yogeeta Dosanjh, Carole Gillam and newest to the team, Marta Filipski. The Division's efforts have been led by Dr. Rachila Sharma-Aucone, whose unflagging commitment to this work has made a meaningful difference to the development of PCNs.

In the next phase of continued PCN development, we encourage all RDFP members to contribute to the development of Richmond PCN in ways that meet your interests and availability; from offering feedback on services being developed to opportunities leading certain areas of work.



Board & Committees

Board Members

(from left to right)

Dr. Adam Chang, Chair
Dr. Angela Shen, Vice Chair
Dr. Barry Koehler
Dr. Rachila Sharma-Aucone
Dr. Tyler Ngai, Secretary
Diane Bissenden, Treasurer

Support Team

Denise Ralph, Executive Director
 Linda Jung, Administrative Lead
 Kim Tsang, Administrative Coordinator
 Louise Corral, Meetings Coordinator
 Sherry Wang, Member Support Coordinator
 Alan Hill, PCN Community Developer
 Amrit Kang, PCN Practice Coach
 Sonya Narayan, PCN Administrator



Committees and Working Groups

CME Committee

Dr. Ki-Sun Kim
 Dr. Barry Koehler
 Dr. Alexander Li
 Dr. Boon Wong

Collaborative Services Committee

Dr. Adam Chang – Co-Chair
 Laura Case – Co-Chair
 Dr. Meena Dawar
 Dr. Tyler Ngai
 Dr. Angela Shen
 Dr. Ed Wong
 Karen Barclay
 Marta Filipski
 Jennifer Hunter
 Debbie Nider (Patient Rep)
 Carin Plischke
 Kathryn Wozny

Facility Representatives

Jacqueline Corona, Rosewood
 Nicky Dhugga, Minoru
 Jo-Anne Kirk, Richmond Lions Manor
 Avril Taylor, Frasersview
 Sharon Wang, Pinegrove

LTCI Quality Improvement Working Group

Dr. David Fung, LTCI Chair
 Dr. Ana Ortiz
 Dr. Luke Tse
 Krista Carlson
 John Con
 Laura Frisby
 Jennifer Hunter
 Joan Pham
 Laura Sato

LTCI Steering Committee

Dr. David Fung, LTCI Physician Lead
 Jennifer Hunter (Co-Chair)
 Dr. Alexander Li
 Dr. Ana Ortiz
 Dr. Patricia Wong
 John Con (Patient Rep)
 Laura Sato
 Lori Sidjak

Pathways Working Group

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

PCN Advisory Committee

Dr. Rachila Sharma-Aucone
 Karen Barclay
 Queenie Choo
 Yogeeta Dosanjh
 Marta Filipski
 Carole Gillam
 Barbara Ho
 Dr. Kendall Ho
 Sophia Khan
 Jo Kontogiannis
 Carin Plischke
 Denise Ralph
 Kim Somerville
 Brian Wardleyaa

PCN Steering Committee

Dr. Rachila Sharma-Aucone
 Dr. Jennifer Beaveridge
 Dr. Adam Chang
 Dr. Meena Dawar
 Laura Case
 Marta Filipski
 Ann Hunter
 Denise Ralph
 Deb Turner (Patient Rep)



A message from the Board Chair – Dr. Adam Chang



Dear Richmond Division of Family Practice members,

At this time, our members and indeed our organization remain knee deep in the world of responding to the COVID-19 pandemic. Memories of our work in 2019-2020 feel distant given the world-wide shift from earlier this year. As your Board Chair, it is my responsibility to report back to you on the year's progress and highlight a vital year of work by your physician community.

It is encouraging to see our membership continue to grow. As of March 2020, total membership stood at 217 family physicians. We are seeing healthy increases in interest from medical students and our participation in IMG placement has added more physicians to our community. We will continue our efforts to recruit new family physicians to our community to ease the current shortage.

The Residential Care Initiative has been renamed the Long-Term Care Initiative (LTCI). The group has added one new member over the past year, and there has been a further increase in the percentage of facility beds covered by LTCI physicians. With the expansion of Frasersview and Lions Manor underway, and the recent opening of the Hamilton Village facility in east Richmond, there are exciting opportunities in the LTCI.

A lot of work has been poured into the planning and implementation of Primary Care Networks (PCN) in Richmond. The past year has seen some of this work come to fruition, as community family physicians now have access to allied health professionals (mental health clinicians, physiotherapy, occupational therapist, social worker, etc.) who can support our practices. Additional resources such as IT support will be coming in the next year, please stay tuned. Thank you to Dr. Rachila Sharma-Aucone for her commitment to this work and to attending so many meetings!

The Richmond Division hosted 10 CME/learning events for our members in the past year (an increase from 8 in the previous year). Recognizing that MOAs are an integral part of our practices and that their expertise directly contributes to our work, we started organizing education events for member MOAs. We held two MOA events, both of which received excellent feedback. The COVID pandemic has changed the way we provide CME. Some of our members have attended our



COVID related virtual webinars and we plan to organize more virtual CMEs until it is safe for us to gather in large groups. We cannot wait to see you in person again!

I would like to acknowledge all the Richmond family physicians who have retired in the past year. Thank you for providing exceptional care to all your patients and for the contributions you have made to the Richmond medical community. Family practice has undergone tremendous change over the past few decades and it would not have been possible without you. We hope you stay as members of the Richmond Division and stay connected within our community.

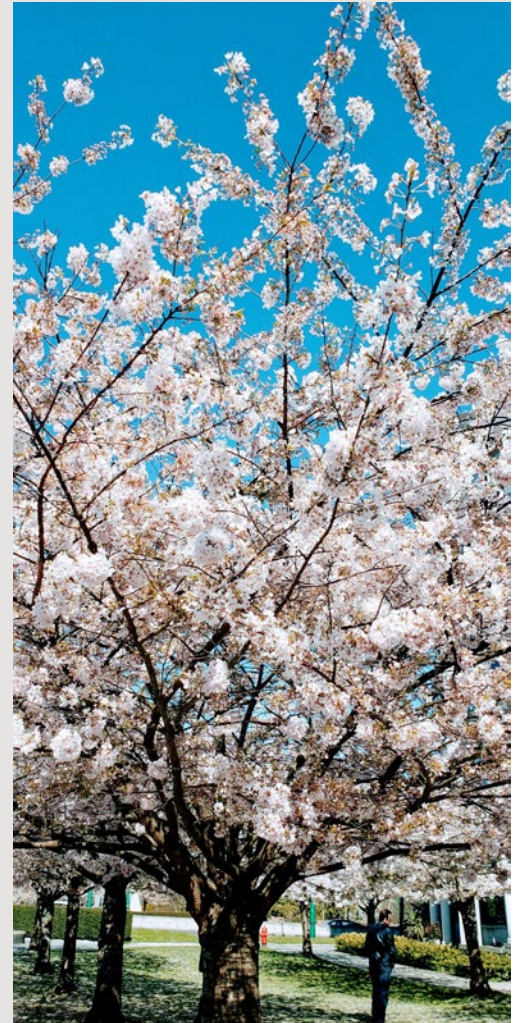
I would also like to acknowledge the entire Board for their commitment and hard work. In the past few months, in addition to all the other ongoing projects, they have been instrumental in the development of various COVID-19 related initiatives such as the PCN hotline and local testing site. Our Board is here to support all our members, so please do not hesitate to reach out to any one of us.

Physician Leads in the various committees also deserve recognition. Dr. David Fung is the current Physician Lead for LTCl, Dr. Boon Wong as our local representative to the Health Data Collaborative, Dr. Jack Kliman with the UPCC steering committee and Dr. Cheryl Nagle and Dr. Allan Horii are Physician Leads for Pathways. Dr. Angela Shen has spent countless hours supporting PCN planning.

Last but not least, I would like to graciously thank Dr. Rachila Sharma-Aucone who has decided to step down after serving on the Board for the past 6 years. She was our previous Board Chair before I assumed this role a few months ago. Through her tireless efforts, brilliant ideas and amazing leadership, Richmond has become one of the leading communities in the implementation of Primary Care Networks in the province. We warmly welcome our newest Board member Dr. Cheryl Nagle, the 15th Richmond family physician to join our Board of Directors since our inception.

Sincerely,

Dr. Adam Chang
Board Chair, RDFP





Acknowledgements

The Richmond Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Doctors of BC and Ministry of Health.

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

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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/richmond

 **Richmond**
Division of Family Practice
A GPSC initiative

Photos by Richmond DFP and Bernard Ng

