

2016–2017 ANNUAL REVIEW

April 2016 – March 2017



OUR MISSION

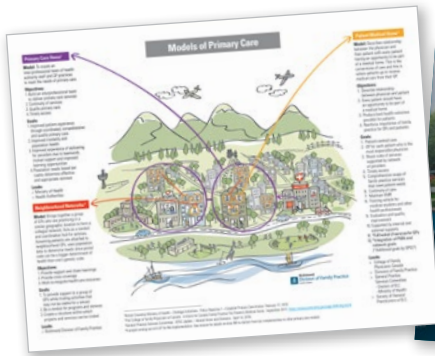
*A medical community
that protects, promotes
and expands the role
of family physicians in
caring for their patients.*



Richmond
Division of Family Practice

A GPSC initiative

HIGHLIGHTS OF THE YEAR BASED ON OUR CORE VALUES



Value #1: Beneficial to our membership and patients

160
Members

A thriving community of 160 members with 18 members in leadership roles on divisional committees, working groups, projects and Board.

23
Member Events Hosted

CMEs, Pearls-Clinical and Psychiatry, consultation events and user groups brought members together for learning, sharing and connecting with one another.

6
New GPs Welcomed to Richmond

Recruitment and retention of family physicians remains a top priority for the Division. 6 new GPs have replaced retiring physicians' practices, joined existing practices or provided locum support.

Value #2: Efficiency and sustainability of our work as physicians and as an organization

4
Neighbourhood Networks Supported

Since launching as part of our A GP for Me work, 4 GP networks continue to find ways to collaborate to receive additional resources and work on network-specific initiatives.

2
New Initiatives Launched to Support Physician Practice

73% of Richmond residential care beds are covered by physicians participating in the Residential Care Initiative. Primary Care Home for Frail Seniors provides participating GPs additional supports to maintain their frail elderly patients in the community.

1
Year of Pathways

Since launching in April 2016, Pathways use by Richmond members and their office staff remains strong. In the past year our members have made 9000+ page views for specialists and 1300+ page views on clinics and services.

Value #3: To influence and shape health care delivery at the practice, community and regional levels

32
Collaborators in Our Projects and Initiatives

32 individuals from 9 organizations have contributed their time and expertise to identify priorities and co-design strategies and solutions to health care challenges.

34
Richmond Specialists Engaged

34 Richmond specialists have provided input, expertise and contributed to divisional initiatives to provide quality patient care and improve access to specialty care.

24
Opportunities to Provide Input

Divisional representatives participate in a range of local, regional and provincial tables /committees to represent the interests of Richmond physicians and provide advice and recommendations.

INITIATIVES: NEIGHBOURHOOD NETWORKS

Neighbourhood Networks continues to be successful beyond our expectations. Both the Ministry of Health and the General Practice Services Committee (GPSC) took notice and the project was even referenced on the floor of the BC legislature. You can see elements of the Neighbourhood Networks in the pillars of the Patient Medical Home (PMH) and in the Ministry's white paper on the future of primary care.

Members from the Blundell and Westminster neighbourhoods formed their own Networks in May 2016, doubling the number of Networks in Richmond from two to four. Since then,

Richmond's four Networks have:

- Expanded the chronic disease nurse and pharmacy service to three Networks and the psychiatry service to all four,
- Collaborated with Vancouver Coastal Health's Public Health data team to better understand our neighbourhoods,
- Created an after-hours call group consisting of members from three Networks and,
- Increased practice coverage through sharing locums, cross coverage between practices and recruitment of new physicians to take over existing practices.



Neighbourhood Networks meeting

In 2017, we will continue to build our existing Networks according to member input, and seek opportunities to build new ones within Richmond.

INITIATIVES: SHARED CARE

GOAL

Improving Primary Care Access to Psychiatry

INTENDED OUTCOMES

- Improve patient health outcomes
- Improve patient and provider experience
- Improve cost efficiencies

APPROACH

1. A new model of care: co-location of psychiatrists in GP offices
2. Capacity building: providing knowledge and skill building sessions to GPs

1. The Psychiatry Service

OVERVIEW:

- Community placement of psychiatrists in family physician offices
- Pre-consultation face-to-face meeting between GP and psychiatrist
- Psychiatrist provides one-time consultation (with a limited number of follow-ups)
- Post-consultation face-to-face meeting between GP and psychiatrist to co-develop a plan of care
- GP provides ongoing follow-up and care for patient

THE SUCCESSES:

- Built with sustainability and scalability from the start
- No additional facility costs (GPs offer in-kind office space)
- Administrative support provided by MOAs to book appointments
- IT workarounds for EMR access, data sharing and privacy - psychiatrists chart in PARIS, consultation reports sent to GPs, GPs document case conference in their EMR
- VCH provided in-kind dictation and transcription services
- One-time project management support to onboard psychiatrists and GPs
- Repeatable and scalable across GP practice settings: soloists, multi-GP practices, blended practice models and full-time or part-time practice hours
- Service is now an ongoing program supported by the Division and VCH-Richmond Mental Health Services

2. Capacity Building

LEARNING SESSIONS:

- Let's Talk Addictions
- Psychiatry Pearls
- Six Extreme Personalities
- Psychiatry Pearls 2

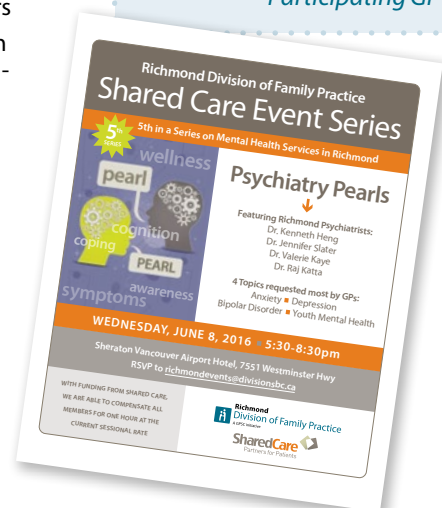
HIGHLIGHTS

- 11 participating specialists
- 10 topics delivered
- 35 resources shared
- 4 learning sessions
- 34 average number of participants
- 64 unique participants
- 156 total number of participants

"This has been an invaluable service. My patients benefit from the quicker access."

— Participating GP

SharedCare
Partners for Patients



REPORT FROM THE PHYSICIAN LEAD



The Richmond Division of Family Practice Board of Directors 2016-17.
 (L-R) Back Row: Dr. Tyler Ngai, Dr. Rob McKenzie, Dr. Ki-Sun Kim, Dr. Peter Chee
 (L-R) Front Row: Dr. Adam Chang, Dr. Rachila Sharma Aucone, Dr. Boon Wong, Dr. Patricia Wong

With a bounty of gratitude, allow me to wish Dr. Patricia Wong the very best as she leaves the Board this year for personal reasons. Pat has been a fearless advocate of family practice, full of enthusiasm and spirit, and I am grateful she has done so much for us over many years.

I invite you to please join the Richmond Division on this journey to support our physician community here in Richmond.

Sincerely,

Dr. Peter Chee,
 Physician Lead

OUR TEAM



Our Team (left to right): Carrie Locke, Project Lead; Annie Hobson, Pathways Administrator; Nerissa Tai, Project Coordinator; Denise Ralph, Executive Director; Linda Jung, Administrative Coordinator; Louise Corral, Meetings Administrator; Marnie Goldenberg, Project Lead; Barinder Chauhan, Project Manager (missing)

My sincere hope as you read this, is that the Richmond Division of Family Practice continues to be a place where all family doctors in our community can find safe and sheltered harbour from the storm forces that surround us. I am reminded of our universal need, even as highly functioning physicians, for a vibrant community out of harm's way. Changes in healthcare, government, taxation laws, demographics, technology and escalating expectations can seem overwhelming, but we have the secret weapon: we have each other.

When doctors come together, we can be effective and formidable in shaping our healthcare system. Our Division is strong because many of you have chosen to get

involved; in offering up your time, expertise and passion, we create a better tomorrow as we care for the people of Richmond together.

This past year has seen a lot of change, as always. We have done our best to maintain a member-focused perspective, to name a few: clinical pearls, practice support programs, membership surveys, EMR user groups, Shared Care partnerships which embed specialists in practices, Pathways, our Rapid Read newsletter, the first Indoor Beach Party and a young doctors' social. Please feel free to send your ideas for building up our members to any of our Board of Directors.

DIVISION COMMITTEES AND WORKING GROUPS

Collaborative Services

Dr. Peter Chee
 Dr. Rachila Sharma Aucone
 Dr. Brenda Hefford, DoBC
 Diane Bissenden, VCH
 Nellie Hariri, VCH
 Jodi Kortje, VCH
 Natalie McCarthy, VCH
 Afsaneh Moradi, DoBC
 Carol Park, VCH
 Denise Ralph, RDFP
 Deborah Turner, Patient Representative

Frail Seniors – Primary Care Home

Dr. Hilary Hui
 Dr. Jack Kliman
 Dr. Ki-Sun Kim
 Dr. Robert McKenzie
 Dr. Patricia Wong
 Karen Adamson, VCH
 JoAnne Douglas, VCH
 Nellie Hariri, VCH
 Susan Lim, VCH
 Dr. James Lu, VCH
 Natalie McCarthy, VCH
 Denise Ralph, RDFP

Deb Sanderson, VCH
 Kenneth Tsang, Patient Representative
 Deborah Turner, Patient Representative

Neighbourhood Networks

Dr. Jack Kliman, RDFP
 Dr. Patricia Wong
 Diane Bissenden, VCH
 Barinder Chauhan, RDFP
 Yogeeta Dosanji, PSP
 Marnie Goldenberg, RDFP
 Denise Ralph, RDFP

Chris Salgado, VCH
 Deborah Turner, Patient Representative

Pathways

Dr. Allan Horii
 Dr. Cheryl Nagle
 Annie Hobson, RDFP
 Denise Ralph, RDFP

Residential Care Initiative

Dr. Adam Chang
 Dr. Justin Hsu
 Dr. Morton David

Dr. Sas Ghatak
 Dr. Ken Kan
 Dr. Gary Koss
 Dr. Robert McKenzie
 Dr. Patricia Wong
 Dr. Willy Wong
 Dr. Ashok Krishnamoorthy, VCH
 Natalie McCarthy, VCH
 Nerissa Tai, RDFP
 Dr. Brenda Wagner, VCH

Shared Care Psychiatry

Dr. Robert McKenzie

Dr. Ki-Sun Kim
 Bethina Abrahams, DoBC
 Dr. Rajan Chawla, Psychiatrist
 Dr. Peter Gibson, VCH
 Dr. Kenneth Heng, Psychiatrist
 Dr. Valerie Kaye, Psychiatrist
 Carrie Locke, RDFP
 Dr. Maria Theresa Mariano, Psychiatrist
 Denise Ralph, RDFP
 Dr. Mike Shabbits, VCH

We acknowledge the support and partnership of Vancouver Coastal Health and PSP in addition to our many community partners. We appreciate the commitment of our patient representatives Deborah Turner and Kenneth Tsang for ensuring the patient's voice is central to our work to improve care.

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.

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