

# 2018 ANNUAL REVIEW

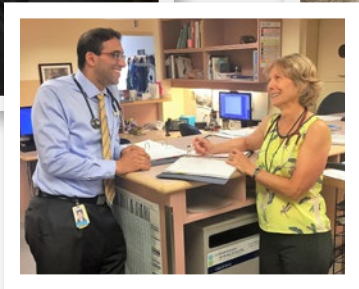


**186<sup>†</sup>**  
MEMBERS

**23**  
NEW MEMBERS  
THIS YEAR

**18**  
FAMILY PRACTICE  
CLINICS

A THRIVING  
COMMUNITY OF  
**Family Physicians**  
DELIVERING  
QUALITY PRIMARY CARE  
TO THE  
**98,398 residents\***  
OF  
WHITE ROCK-  
SOUTH SURREY



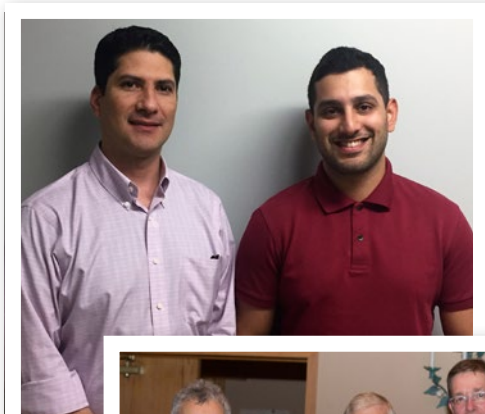
 **White Rock-South Surrey**  
**Division of Family Practice**  
A GPSC initiative

\* BCStats PEOPLE 2017-2021  
† As of August 2018

# HIGHLIGHTS OF THE

## Supporting our Physicians in Practice

- Supported **33** Active Initiatives.
- Held **educational events** on various topics including billing practices, medical marijuana, medical assistance in dying (MAID), pain, physician wellness, quality improvement and specialty medicine.
- Provided **recruitment services** to assist members with retirement, clinic relief, and growth strategies. **Seven** new GPs joined our community this year.
- Continued financially supporting local clinics to hire **nurses in practice** and enhance team-based care.
- **Enhanced** communication between GPs and hospitalists through the Transitions in Care project.
- Supported **17** GPs who provided **in-hospital care** for their patients.
- **Advocated** for our physician members by participating in local, regional and provincial committees, including several collaborative committees with Fraser Health.



## Investing in the Health of our Community

- Successfully advocated for **Opioid Agonist Treatment (OAT) services** in WRSS. The OAT Working Group identified an ideal model for OAT services and obtained approval to open a WRSS clinic in fall 2018.
- Continued participation in the South Surrey White Rock five-year **Move 4 Life** initiative, which strives to improve the health of our community through physical activity and literacy.
- Provided public education on the health effects of **Adverse Childhood Experiences (ACEs)**. Currently, ACEs screening is being used by a local family practice clinic and the Peace Arch Maternity Clinic.
- Co-hosted the **Balancing our Minds Youth Summit** to raise awareness and share resources on mental health as part of the Child and Youth Mental Health (CYMH) and Substance Use Initiative. The Summit was attended by **580** students from the Surrey School District.
- The **Triage Consulting Team** offered consultations to school representatives to develop action plans for **28** at-risk students. The team consists of a child psychiatrist, family physician, social worker, CYMH clinician, district resource counsellor and triage team coordinator.
- Relocated the **Primary Care Access Clinic** to ensure that hard-to-attach patients can continue to have their care needs met by the clinic's interdisciplinary team.

### NEW INITIATIVES

*Adverse Childhood Experiences  
Opioid Agonist Therapy  
GP/SP Referral Platform  
Patient Medical Home  
Polypharmacy Risk Reduction*

# PAST YEAR (APRIL 1, 2017–MARCH 31, 2018)

## Championing Patient-Centred Care

- Engaged our community GPs to inform the Division's **Patient Medical Home (PMH)** strategy.
- Supported **13** physicians who provided enhanced, 24/7 care to over **1250 residential care** patients.
- Engaged **38** GPs, **21** Specialists and **21** clinic managers to improve the **referral process** in WRSS by identifying and developing a patient-centred, coordinated and efficient solution.
- Supported physician access to the Provincial Health Services Authority **Telephone Interpretation Services** to help meet the diverse language needs of patients in the community.
- Worked with the Acute Care for Elders (ACE) unit in Peace Arch Hospital to improve the process of conducting **meaningful medication reviews** to reduce patient risk of polypharmacy following hospital discharge.
- Collaborated with the **Community Actions & Resources Empowering Seniors (CARES)** project team to support physicians with early assessment of seniors to delay frailty using the Comprehensive Geriatric Assessment (CGA).

## Supporting the Optimization & Use of Information Technology

- Represented the needs of Division members on a collaborative committee focused on finding **solutions** for information technology **access and collaborative care planning**.
- The GP/SP Referral Process project obtained funding to partner with Pathways BC to develop an **electronic referral and patient notification system** to be implemented in the fall of 2018.
- Partnered with the Practice Support Program (PSP) to support members with understanding and assessing their patient panels and **optimizing their use of EMRs**.
- Continued to administer **Pathways** for specialist referrals, **FETCH** for community resources, and promoted **Medimap** for clinic wait-times.



## MESSAGE FROM THE BOARD CHAIR

*"There are no shortcuts to any place worth going."*  
— Beverly Sills

When we truly listen to what others are saying and attend to what is important to them, we clear the path for opportunities to present themselves. This year has been filled with many moments of listening and seizing opportunities to help us achieve our goal of creating a thriving community of family physicians.

Our Patient Medical Home work is about improving the already existing team-based care environment we have in our community. We heard from so many of you that you are already delivering care from this perspective. Our goals ahead are to build on your work and make it even easier for you to provide quality care to your patients.

Primary Care Networks will become an opportunity for us to come together as a community, broaden our team culture and work on initiatives that benefit both patients and physicians.

The OAT clinic was one of the most notable examples of listening and acting on opportunities. With a dedicated group of physicians and community partners, our community will now have a clinic to serve a vulnerable patient population and hopefully save lives.

Moving the Primary Care Access Clinic for sustainability involved extending our sights to the future and seizing the opportunity to secure long term funding with Fraser Health. It is now co-located with the Specialized Seniors Clinic and Home Health as a natural synergy of service provision.

Our Child and Youth Mental Health and Substance Use Collaborative sparked a passion in WRSS with the introduction of the Adverse Childhood Experiences (ACE) landmark study inspiring over 100 individuals to want to create a more resilient community. Future development of this initiative will be guided by the voices of our community.

All of these initiatives required thoughtful ears and paying attention to what is important to our members. I have had the pleasure of being part of many of the discussions and listening to you firsthand. I am left with an overwhelming sense of excitement of what the next year will bring. Although there will be "no shortcuts," I know where we are heading is "a place worth going."



Dr. Connie Ruffo

## BOARD MEMBERS

Dr. Connie Ruffo – Chair  
Dr. Debra Harper – Vice Chair  
Dr. Kasandra Harriman – Secretary  
Dr. Tahmeena Ali – Treasurer  
Dr. Bob Cheyne – Director  
Dr. Sanjay Singh – Director  
Dr. Rogan Thavarajah – Director

## DIVISION STAFF

Nancy Mathias – Executive Director  
Kay Abelson – Program Coordinator  
Rasmeet Channey – Project Manager (PMH)  
Veera Grewal – Program Coordinator  
Cary Sheppard – Program Coordinator  
Helen Torrance – Administrative Coordinator

## COMMITTEES AND WORKING GROUPS

### Adverse Childhood Experiences

Dr. Tahmeena Ali  
Dr. Rummy Dosanjh  
Dr. Kasandra Harriman  
Representatives from:  
Alexandra Neighborhood House  
Families with lived experiences  
Family Smart  
Fraser Health  
Ministry of Child & Family Development  
Sources  
START Program  
Surrey School District

### Collaborative Services

Dr. Debra Harper (Co-chair)  
Teresa O'Callaghan (Co-chair)  
Joanne Charles  
Dr. Mitch Fagan  
Dr. Grace Park  
Dr. Gerald Roberts  
Dr. Connie Ruffo  
Dr. Michael Schwandt  
Wendy Scott

### CYMHSU Local Action Team

Terry Cardle (Co-Chair)  
Dr. Rummy Dosanjh  
(GP Lead / Co-Chair)  
Dr. Tahmeena Ali  
Dr. Doug Maskall  
Dr. Julie Milligan

### Education

Dr. Mildred Chang  
Dr. Rummy Dosanjh  
Dr. Steve Larigakis  
Dr. Valerie Raffle

### GP/Specialist Referral Process

Dr. Susan Lee (GP Lead)  
Dr. James Rudnik  
(Specialist Lead)  
Ashley Chin  
Laura Lee Goodwin  
Dr. Adam Gruszczynski  
Dr. Kasandra Harriman  
Dr. Roy Jackson  
Dr. Jeffrey Kwee  
Corina Matei  
Kathy Poropat  
Dr. Sanjay Singh  
Dr. Ashdin Tavarai

### In-Patient Care

Dr. Tahmeena Ali  
Dr. Christine Athwal  
Dr. Harminder Bolina  
Dr. Wendy Chin  
Dr. Larry Darby  
Dr. Niamh Darby  
Dr. Sidney Field  
Dr. Jennifer Griffiths  
Dr. Martin Lebl  
Dr. Carlos Montiel  
Dr. Jeff Obayashi  
Dr. Denis O'Leary  
Dr. Grace Park  
Dr. Werner Spangehl  
Dr. Rogan Thavarajah  
Dr. Jatinder Tiwana  
Dr. Ben Tyrell  
Dr. David Zayonc

### Opioid Agonist Therapy

Dr. Stephanie Crompton  
Becky Doherty  
Dr. Debra Harper  
Dan Kim  
Heidi Konig  
Dr. Robyn McKnight  
George Passmore  
Jessica Prakash  
Dr. Michael Schwardt  
Dr. Elena Terekhova  
Dr. Rogan Thavarajah  
Dr. Sharon Vipler  
Greg Whalen

### Patient Medical Home

Dr. Rogan Thavarajah (GP Lead)  
Dr. Harminder Bolina  
Dr. Kristin Mitchell  
Dr. John Phillips  
Dr. Sanjay Singh  
Dr. Liz Varughese

### Polypharmacy Risk Reduction

Dr. Chris Rauscher  
(Clinical Physician Lead)  
Dr. Carolyn Bubbar  
(Pharmacist Lead)  
Dawn Benson  
Jennette Coates  
Heather Essu  
Dr. Allison McKnight  
Dr. Mary Grace Parr

### Recruitment & Retention

Dr. Werner Spangehl (GP Lead)  
Dr. Haneen Abu-Remalieh  
Dr. Glenn Anderson  
Dr. Mildred Chang  
Dr. Bob Cheyne  
Dr. Mariola Januszewska  
Dr. Martin Lebl

### Residential Care

Dr. Darryl Samoil (Chair)  
Dr. Sandra Derkach  
(Medical Coordinator)  
Dr. Antonio Benitez-Gomez  
Dr. Preeti Bolina  
Dr. Bob Cheyne  
Dr. Sidney Field  
Dr. David Fletcher  
Dr. Martin Lebl  
Dr. Robyn McKnight  
Dr. Fiona O'Brien  
Dr. John O'Brien  
Dr. Lourens Perold  
Dr. David Zayonc

### Social Committee

Dr. Elizabeth Clarke  
Dr. Liz Varughese  
Dr. Yasmin Wadia

### Transitions in Care

Dr. Mildred Chang  
(Hospitalist Lead)  
Dr. Kasandra Harriman  
(GP Lead)  
Dr. Isaac Amankwe  
Silvia Brunner  
Dr. Robyn McKnight  
Dr. Valerie Raffle  
Dr. Sonia Singh



White Rock-South Surrey  
Division of Family Practice  
A GPSC initiative

Suite 304, 1688 152nd St  
Surrey, BC, V4A 4N2

Tel: 604.531.1888

Email: [wrssdfp@divisionsbc.ca](mailto:wrssdfp@divisionsbc.ca)  
[www.wrssdivision.ca](http://www.wrssdivision.ca)

All photos: White Rock-South Surrey Division

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.

