

# Annual Review 2011



**White Rock-South Surrey**  
**Division of Family Practice**

A GPSC initiative

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## The White Rock-South Surrey (WRSS) Division of Family Practice works to promote:

- Full-service family practice
- Family practice perspectives
- Improvements in patient care
- Development of physician and patient health programs

A board of directors comprised of local, practicing family physicians (FPs), who represent the ideas and opinions of its members, govern the Division. Thirty-two members actively participate on various working groups that report to the board. As of March 31, 2012, the Division had 92 members, representing 100 per cent of practicing FPs in the White Rock-South Surrey area.

## Message from the Board



Dr. Charles King  
Physician Lead

This has been a remarkable year for the White Rock South Surrey Division of Family Practice. Projects conceived in previous years have been brought to life and are becoming established. Programs already begun have matured and become a mainstream part of our practice in this community.

With the recognition of the complexity and ambition of our Division last year, and with the help of the provincial Divisions office, we were able to hire our first executive director, Lisa Dwyer. Prior to that, our coordinator Kathie Edwards and her staff did an amazing job managing our projects, keeping the books, paying the bills and acting as executive assistant to everyone on the board.

With Lisa Dwyer's arrival last September, we were able to really focus on strategy, program evaluation and a proper division of labour. Lisa's skills helped us immensely in making great strides this past year.

It's surprising to realize how many changes have occurred in the landscape of practice over the last three years.

Our Residential Care Program is an established fact in our community now. Our initial evaluation showed patient care in our community's long term care facilities has improved, and there are fewer trips to emergency. As well as improving quality of care for our patients, physicians in the community recognize efficiencies in their own practices.

What began as an idea to bring together practices to improve our skills and the effectiveness of our Electronic Medical Record (EMR) has become a functioning Community of Practice (CoP), with physician representatives from most practices meeting with Physician Information Technology Office (PITO) support, and communicating directly with Intrahealth. With the enthusiasm and expertise of André Bredenkamp, educational sessions for our physicians and staff are happening regularly.

The collaboration of PITO and the Practice Support Program (PSP) is a brilliant next step in bringing clinical and EMR education into our practices, tailored to meet our specific needs.

Jennifer Scrubb's hard work at recruitment has brought new doctors to our community, with more to come in July. The challenge of developing a summer locum pool is not completely solved but has started to be addressed. The goal of the Attachment initiative, having a primary care

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*Continued from page 3*

physician for every person in our community by 2014, is well on the way to being realized.

The Division has been instrumental in offering education to doctors in the community including a recent Advanced Cardiac Life Support (ACLS) update which attracted 22 participants. Working with board member Dan Beegan, we have developed a teaching program for fourth year medical students with our community physicians. It may prove to be the seed of a program to support family practice resident teaching in our community and hospital.

Division members also made great efforts to help address the massive changes in hospital care at Peace Arch. With the development of the Night Doc program, supporting the House Doc program and numerous hours spent with Fraser Health and Ministry of Health representatives, we have worked to keep our physicians engaged in hospital work, and address the challenge of unassigned orphan hospital patients.

For all their wonderful work, huge thanks are due to our hard-working board members, working group members, Lisa Dwyer, Jennifer Scrubb and our excellent and dedicated staff Kathie Edwards and Helen Torrance.

It has been most gratifying to see how the efforts of the Division have brought the various family doctors of our community together - developing collaborative projects, sharing care of our patients, improving our skills, and developing new professional and social opportunities.

**BELOW** - White Rock-South Surrey Division board meeting.



# Year in Review - Our Highlights

(April 2011-March 2012)

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## April

- Dr. Brenda Hefford and Jennifer Scrubb began a series of in-practice Attachment initiative meetings, connecting with 94 per cent of the practices by the end of June.

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## May

- New locum from Quebec began a five-month placement covering seven physicians at four practices.

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## June

- Comprehensive practice/physician survey tested with five local physicians and medical office assistants.
- Dr. Dan Beegan and Jennifer Scrubb attended UBC's Practice Survival Skills Conference in Vancouver to promote locum and permanent practice opportunities.

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## July

- Night Doc Program launched July 1.
- Dr. David Zayonc began his practice at White Rock Medical Clinic.
- Dr. Toma Timothy began five-month locum work at several practices before starting his new practice at Uptown in December.
- Exploratory meeting was held with Health Link BC (HLBC) regarding potential for improved linkages of existing HLBC services with current and proposed Division programs.

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## August

- Physician survey modified based on pilot results and then converted to electronic format to optimize response rate.

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## September

- Lisa Dwyer hired as Division's first executive director.
- Attachment Multi Disciplinary Care grants application process announced.
- Dr. Parminder Ghura joined Hilltop Medical, replacing Dr. Amrish Joshi at the Ocean Park location.
- Dr. Rangappa Balakrishna joined Hilltop Medical, replacing Dr. Seamus McGlynn at the Hilltop Central location.
- Physician survey distributed to all members in community family practice, 74% of physicians returned completed surveys.
- Division facilitated implementation of 12 Community Healthcare and Resource Directory



**ABOVE** - Physicians Advocating Wellness (PAW) group (left to right) Dr. Caroline Ferris, Dr. Steve Larigakis and Dr. Connie Ruffo at the Division "Blues Night" in January.

(CHARD) orientation sessions at 11 practices for GPs and office staff (Sept 8 – Oct 20).

- Partnership developed between PITO, PSP and the Division to develop new in-practice coaching model proposal.

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## October

- Drs. Werner Spangehl, Dan Beegan, along with Jennifer Scrubb, hosted a successful recruitment reception and exhibition booth at the Family Medicine Forum in Montreal; 22 delegates attended the reception; 51 GP prospects were identified.
- PITO began work with Dr. André Bredenkamp to design and implement a patient portal.
- Dr. Brenda Hefford and Lisa Dwyer presented on Division and Attachment work to the White Rock Health and Social Planning Committee.
- Drs. Grace Park and Brenda Hefford, along with Jennifer Scrubb, presented on WRSS's attachment innovations at the Provincial Divisions Roundtable in Vancouver. Kathie Edwards and Lisa Dwyer were also in attendance.

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## November

- Residential Care Program Agreement extended to March 31, 2012.
- Local Patient Voices Network representative, Sheila Allison, recruited to Division-PSP-PITO steering committee.



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## December

- Dr. Toma Timothy, WRSS's first physician at Uptown Medical Centre, started his new practice on December 12, 2011.
- Primary Care Access Clinic moved to the new Centre for Active Living.
- Christmas Open House held at Uptown Medical Clinic. Special guests included three new GP candidates and their families, and Dr. Steve Larigakis (who had been on medical leave since May).
- Dr. Barbara Davidson, of Oceanside Family Practice, retired after four years of full service family practice in the community.

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## January

- Dr. Carolyn Icton of Morgan Creek began her maternity leave and welcomed baby Isaac on January 26.
- PITO-PSP-DFP Integrated Practice Coaching proposal approved by Collaborative Services Committee (CSC) and General Practices Services Committee (GPSC).
- January Blues Night held with 90 physicians, specialists and guests in attendance.
- Second visioning session held with Division physicians, support staff and clinicians at Primary Care Access Clinic (PCAC)
- Attachment funding awarded to all eligible WRSS practices/applicants in recognition of longitudinal care.

**BELOW** - (left to right) Drs. Robyn McKnight, Werner Spangehl and Anna Chlebak.



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## February

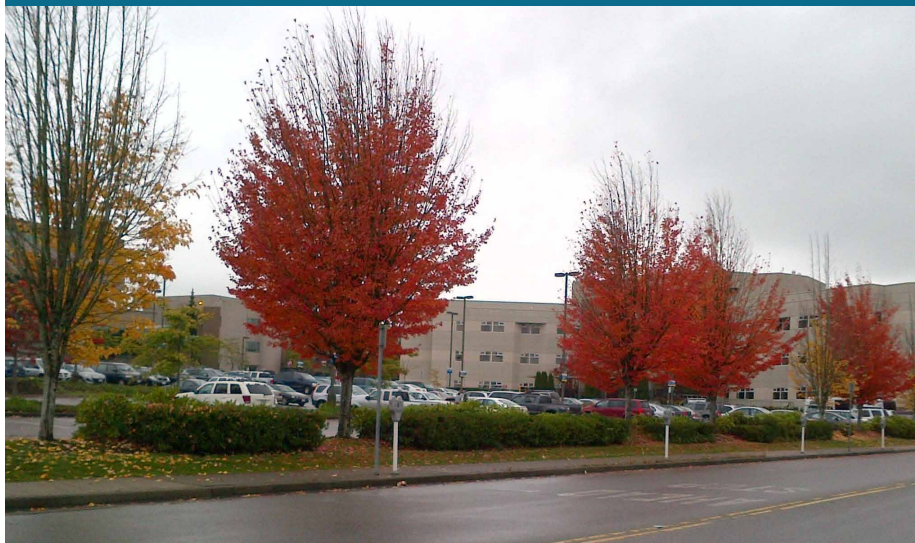
- Division infrastructure and Attachment funding confirmed for another year (1 April 2012 - 31 March 2013).
- Dr. Brenda Hefford, Dr. Grace Park, Jennifer Scrubb and Lisa Dwyer attended an Attachment retreat with three prototype Divisions (WRSS, Prince George and Cowichan Valley) to review and prioritize goals, practice supports and formalize the vision for attachment.
- Ran an advertisement in the spring White Rock Leisure Guide promoting the Primary Care Access Clinic as the main contact for unattached patients seeking a family physician.
- Held an all members' meeting on February 29th with focus on Attachment, 29 community physicians attended.
- Darcy Eyres, lead for the Provincial GP Hospital Care Strategy, presented findings to date and facilitated discussions at CSC meeting and at the all members' meeting.
- GP residential care experience survey circulated to GPs and residential care staff.
- In-practice pilot of tools and approach to Integrated Practice Coaching at Windsor Square Family Practice.

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## March

- Multidisciplinary Care (MDC) grants distributed to 10 practices.
- New physician, Dr. Rajeev Mangat, signed a contract with the Division to join Dr. Timothy at Uptown Medical Centre starting summer 2012.
- Residential Care Program GPs focus group held March 28 to review lessons learned and make recommendations for next year.
- Presentation by Dr. Brenda Hefford and Lisa Dwyer to Peace Arch Hospital & Community Health Foundation's board of directors regarding a grant application to support development of a RN training and education curriculum for WRSS family practices.
- Held first "EMR Tips and Tricks Night" sponsored by Division and CoP. Led by Dr. André Bredenkamp; 31 physicians, nurses and support staff attended.
- WRSS Division brochure "Working with you for Better Health" developed to increase awareness about the Division and local patient services.
- The Division recommended first year family practice resident Dr. Kasandra Harriman to receive the Dr. Al Hogg Family Practice Legacy Fund Bursary to support her elective placement in WRSS during her second year of residency.





**BELOW** - Dr. Kasandra Harriman (left), pictured with her husband Matt, was the recipient of the Dr. Al Hogg Family Practice Legacy Fund Bursary.



## Significant Progress Made on Patient Attachment

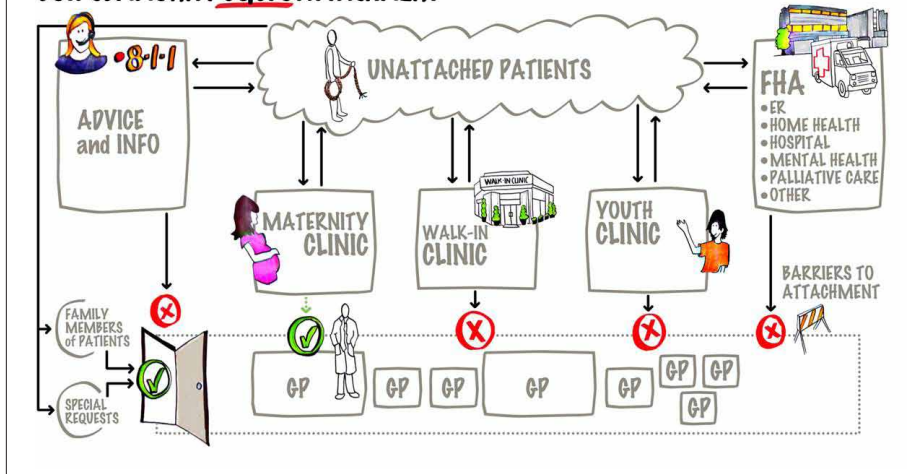
### Our Community Moving Towards Attachment: A GP for Me

As one of three divisions in BC prototyping “A GP for Me,” also known as the Attachment Initiative, the WRSS Division has made significant progress towards its goal of ensuring that anyone who needs a family doctor in the community will have one. A major focus of this work is also on improving support to family physician offices and patient care in the community through the Division’s integrated practice coaching project, multidisciplinary grants to practices, enhanced access to multidisciplinary providers, recruitment efforts, and our community locum program. The Division has also developed a vision for the Primary Care Access Clinic (PCAC) to act as the central point for coordinating the attachment of patients to local GPs. The PCAC also provides team-based care to unattached patients upon discharge from hospital or ER or for those who require urgent follow-up due to chronic or complex medical conditions. Another project this year was the establishment of a new family practice office at Uptown Medical Clinic (Dr. Timothy, soon to be joined by Drs. Mangat and Johal).

Dr. Brenda Hefford, physician lead for Attachment, and Jennifer Scrubb, strategic projects consultant, continue to lead this work along with input from the Attachment Working Group, the board of directors, and community physicians. Regular brainstorming and information sessions, in-practice meetings, docs lounge discussions, and a comprehensive electronic physician survey have ensured broad input from all our physician practices.

The Division’s Attachment work is part of the overall re-design of primary care in White Rock-South Surrey and is also supported by the Integrated Primary and Community Care work of the Health Authority. Planning for the Attachment work of the Division and the integration work of the Health Authority is supported by the Collaborative Services Committee (CSC), a group of senior level representatives from Fraser Health Authority (FHA), BC Medical Association (BCMA), and the Ministry of Health (MoH). Dr. Charles King co-chairs the CSC along with Diane Miller, executive director of Primary Care and Aboriginal Health with FHA. The Provincial Attachment Working Group (PAWG) continues to be the focus for collaboration with the other two attachment communities, Prince George and Cowichan Valley. Dr. Hefford is the co-chair of PAWG along with Kyle Pearce, provincial executive lead for “A GP for Me.” In the coming months, we hope to deepen partnerships and engagement with community groups and patients.

## OUR COMMUNITY before ATTACHMENT



**BELOW** - In October, 2011 Drs. Werner Spangehl, Dan Beegan, along with Jennifer Scrubb, hosted a successful recruitment reception and exhibition booth at the Family Medicine Forum in Montreal.







**ABOVE** - Division ACLS course.

**BELOW** - (left to right) Drs. Amrish Joshi, Elizabeth Varughese and Jeff Purkis.



## WRSS Practice/Physician Survey

The WRSS physician survey is an important data collection tool designed to assist the Division in developing and implementing programs and supports based on physician priorities and perceived patient care needs. The survey, adapted and expanded from the Practice Support Program's (PSP's) practice self-assessment survey, was developed in partnership with provincial PSP and PITO, with support from FHA, Ipsos-Reid, BCMA and others in the primary health community.

### It includes questions about:

- GP professional satisfaction
- How practices are set up and operate
- Electronic medical record (EMR) use and challenges
- Clinical and professional practice challenges
- Support required by the Division of Family Practice

The information collected in this survey is being used to improve efficiencies with the support of coaching staff through the Division, PSP and PITO.

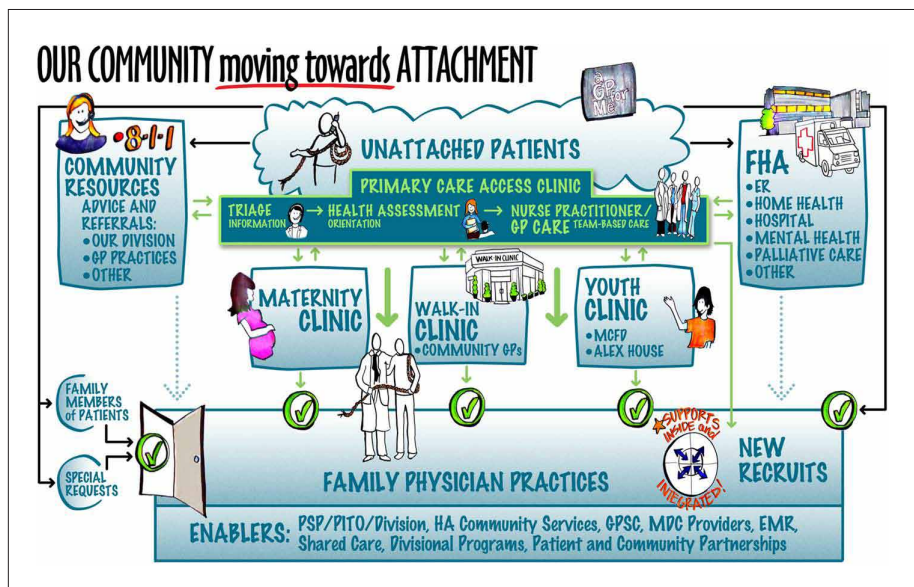
At a community level, the information is useful for physician resource planning, developing CME programs and training modules, and planning for increased incentives and support, such as additional multidisciplinary providers for the community. The survey has also helped to better understand clinical needs to inform the Division's collaboration with the health authority's Home Health and Mental Health Integration work.

Fifty-one of the 69 physicians in family practice responded to the survey.

### Highlights include:

- The average number of years local GPs have been in practice is 20 years (range 1-42 years).
- The average number of years practicing in WRSS is 13 (range .5 – 37 years).
- Eight physicians anticipate retiring in the next five years.
- Seventy-two per cent of physicians surveyed indicated they routinely perform daily tasks that could be effectively and safely done by non-physician staff. Collectively, over 32 hours a day could be saved if these tasks were performed by non-physicians - the equivalent of more than four full time GPs.
- Physicians' priorities for the Division were locum recruitment, attracting GPs to replace those retiring, and net new GPs. Respondents also cited Attachment and the integration of multidisciplinary team members into both practices and the community as priorities.

## Attachment Vision for our Community



On February 29, Division members (29) participated in a half-day session to:

- Hear Attachment and integration updates and highlights.
- See and provide input on the Attachment vision.
- Provide input on MDC providers in practice.
- Receive an overview and provide input on the provincial hospital care strategy.

Other attendees included representation from PSP, Provincial Divisions Office, Ministry of Health PITO, PCAC mental health nurse clinician and PCAC psychiatrist.

Member feedback from this meeting was very positive with 100 per cent saying they agreed or strongly agreed the discussion improved their understanding of attachment and 74 per cent agreed or strongly agreed they were able to provide input into the attachment vision.

The following pages highlight the major accomplishments in support of the goals of the Division:

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## Primary Care Access Clinic (PCAC)

This clinic, a partnership project with Fraser Health Authority, and Peace Arch Hospital & Community Health Foundation, opened in November 2010 at the new Uptown Medical Centre. In December 2011, the PCAC relocated to the Centre for Active Living leaving space at Uptown Medical Centre for new family physician recruits to the community.

The PCAC is administered by the Division of Family Practice. It is staffed by 1.5 full-time nurse practitioners, a part-time mental health nurse clinician, and a psychiatrist from Fraser Health Authority. Other support includes a full-time medical office assistant and community GPs. It provides care for some of the community's most vulnerable patients who don't have a family doctor and serves as the central contact point for those seeking a local family physician. Through a triage process, patients are referred to both newly recruited and community GPs who are accepting new patients. Those best served by a multidisciplinary team are enrolled at the PCAC, which has already attached 600 new patients to GPs.

The Primary Care Access Clinic physicians, nurse practitioners and clinical support staff engaged in several brainstorming sessions over the last year to develop a visioning and evaluation framework to guide the ongoing development and expansion of the clinic. As the clinic assumes greater responsibility for providing care for and linking patients with family physicians, additional opportunities and needs will arise in the community. As such, the PCAC is working to establish itself as Attachment headquarters and intends to provide more community services, including continuing medical education events and better integration with Fraser Health chronic disease programs and community-based services.

**BELOW** - *The Primary Care Access Clinic's new home at the Centre for Active Living.*





## Recruitment of New Family Physicians to our Community

Over the past year, Dr. Werner Spangehl, physician recruitment lead, Jennifer Scrubb, strategic projects consultant, and a dynamic recruitment working group of local physicians have worked collaboratively to achieve success in recruiting new GPs. Through their efforts, the WRSS Division is welcoming seven new family physicians to the community: three to replace departing physicians and four additional new physicians. Three of the new family physicians will practice at the Uptown Medical Clinic. This new family practice will be fully operational by the end of summer 2012. Nineteen hundred new patients have been attached already through two of the new recruits.

Recruitment efforts have been strongly supported by the following local and provincial partners:

**The Peace Arch Hospital & Community Health Foundation** is in its second year of awarding the Division up to \$10,000 annually for a rolling period of three years from the Foundation's Magnet Hospital Designated Fund to support the family physician recruitment and retention partnership, including the locum program.

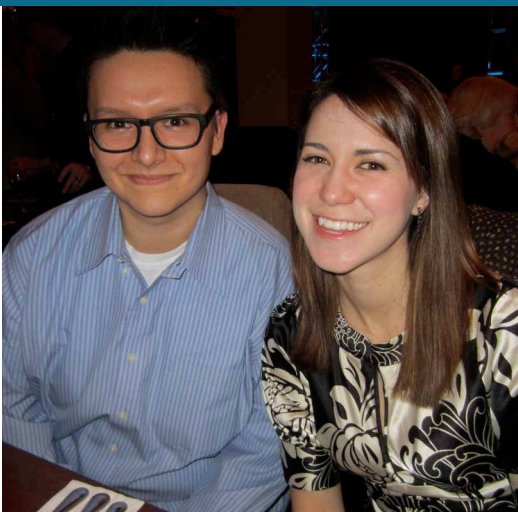
The Foundation also offers the Dr. Al Hogg Legacy Fund Family Practice Bursary to attract medical residents to practice long-term in the WRSS community. First year residents who are interested in spending up to eight weeks in WRSS during their second year elective can apply for the bursary which provides financial assistance. This allows the resident to experience what the community has to offer while completing their elective in family medicine.

**Fraser Health Authority** continues to offer a relocation allowance of up to \$10,000 to support new recruits coming from out of province. This allowance is only available to full service family physicians who obtain active hospital privileges.

Other partners include Health Match BC, College of Physicians & Surgeons of BC, and UBC Faculty of Medicine.

In addition to recruitment of permanent doctors to the community, the locum program continues to develop. Six new locums have been recruited, benefitting 86 per cent of the practices that requested locums. Ninety-one per cent of the locums have committed to work in the hospital.





**ABOVE** - two new physicians who have recently begun practicing in White Rock-South Surrey are Dr. David Zayonc (left) and Dr. Toma Timothy, pictured with his wife Hilary.

## Enhanced Multidisciplinary Care (MDC) Services

Through Attachment funding, multidisciplinary care grants have been awarded to 10 practices to support practice investments in multidisciplinary care providers (RNs or LPNs), with the aim to facilitate enhanced scope of practice, increase efficiencies, and ultimately to increase primary care capacity. Approved practices have agreed to quarterly reporting requirements to monitor progress, identify issues and evaluate whether enhanced use of non-physicians results in anticipated improvements to chronic disease and complex care planning and increases capacity in their practice. This grants process has the potential of resulting in the attachment of 2100 - 2200 new patients to existing practices.

The Division also plans to hire a small pool of community MDC providers to be shared amongst community physicians. In consultation with community GPs, the planned providers will contribute enhanced services in such areas as dietary counseling, clinical and social work counseling, and pharmacy consultations.

To support practices in successfully integrating MDC providers, the Division applied for and received funding from the Peace Arch Hospital Community & Health Foundation (PAHCHF) to develop and prototype an education and training program for RNs in primary care. The project entitled "Advancing Competencies in Primary Health Care Nurses" is expected to begin in September 2012.



**ABOVE** - Drs. Sidney Field, Lourens Perold and André Bredenkamp.

**LEFT** - Drs. Jeff Purkis, Steve Larigakis and Charles King.

**BELOW** - At the Christmas open house in Uptown Medical Clinic (left to right) Dr. Grant Gibbings, Dr. Jeff Purkis, Lisa Dwyer, Sue Peck (NP), Kathie Edwards, Dr. Charles King, Jennifer Scrubb and Dr. Barb Davidson.



## Integrated Practice Coaching

As one of three communities prototyping BC's Attachment initiative, "A GP for Me," the Division was invited by the General Practice Services Committee (GPSC) to test a new way of partnering with Fraser Health's PSP as well as PITO. PSP provides opportunities to family physicians and their staff to increase their knowledge and awareness of office improvements and new chronic disease management guidelines/strategies by offering accredited learning modules (e.g. mental health, end of life care) supported by in-practice improvement coaching in the community. PITO, on the other hand, works closely with physicians to help support them in their adoption and use of EMRs. Recognizing the potential for synergy, these two initiatives, in partnership with the Division, will collaborate to provide support to family physicians and will coordinate their activities to maximize their combined effort. This integrated, flexible approach will help local family practices to optimize clinical workflows and efficiencies, and improve overall capacity in practices, contributing to enhanced access to quality primary care services for all patients in the community. To date, the team has visited and provided coaching support to seven local practices. The types of support being provided include developing registries in Profile (the EMR used by the majority of local physician practices), maximizing billing using EMR tools, exploring team building in the practice and developing a "made for WRSS" adult mental health module.

## Community Engagement

### Patient involvement

Sheila Allison and Kay Abelson, local Patient Voices Network representatives, were integral in the development of a new Division brochure, "Working with you for Better Health", that informs the public about the Division, local primary care and other health services that are available to them. The brochure will be distributed to all community practices and will be available to other community organizations. Sheila is also working with the Division on its integrated practice coaching project. We anticipate increased participation of patient representatives in the development of our projects over the next several months.

### Exploring Community Partnerships

The Division hosted meetings with representatives from Fraser Health's Healthy Living/Healthier Communities program, Healthlink BC and Sources Community Resource Centres to explore partnerships aimed at optimizing community resources for physicians and patients. The Division also hopes to increase partnerships with other community organizations to further streamline community services.

## Integration with Health Authority Services

The mental health and substance abuse (MHSU) program continues to support integrated, primary team-based care. Ardith McNeil, a MHSU nurse clinician, and Dr. Fiona Johnson, psychiatrist, provide valuable support for the patients at PCAC with ongoing issues. Ardith is also a valuable resource for the community GPs regarding MHSU community services supporting GPs with their difficult cases. The rapid access psychiatry program with Dr. Dorothea Bergen has been extremely well received as GPs have access to a local psychiatrist for urgent consultations for their patients in a shared care model.

Home health integration is into its second year with all GPs having one case manager to call and meet with regarding their frail elderly patients. Having a relationship with a knowledgeable and caring Home Health professional in the community provides GPs with much needed support for these complex patients. Together, GPs and case managers work to provide a more coordinated, proactive approach to helping seniors to keep living independently as long as possible.

## Residential Care Program

This program, which was launched in March 2011, has 10 family doctors providing enhanced clinical care and 24 hour coverage to nine different residential care facilities in the community. In partnership with FHA and the Ministry of Health Services, the Division is in the process of evaluating early outcomes from this program. Goals include reducing the number of unscheduled transfers from residential facilities to the emergency department and reducing the number of residents taking nine or more medications. The program also aims to improve the experience of family physicians and residential care facility directors of care and their front line staff in these facilities. The Division is compiling existing data as well as feedback from surveys. Early indicators show identified goals are likely to be met.

Recently, the Residential Care medical directors participated in a focus group to document lessons learned from the first year of implementation. They also used this opportunity to identify potential program improvements for future years should it continue to be funded by the partners.

The funding for the program has been extended by the MoHS for another year. It is anticipated that the working group will continue to monitor its progress and report back to its partners.

## Changes Implemented in the Hospital Care Program at Peace Arch Hospital

Due to increased volumes of patients admitted to Peace Arch Hospital without a GP who works in the hospital, the Division had liaised with our partners in the health authority, Ministry and BCMA to make changes to the Hospital Care program at Peace Arch Hospital. This process has led to a revised service agreement whereby the Health Authority has assumed responsibility for the administration and oversight of a daytime Hospital Care program for unassigned patients, and the Division of Family Practice provides evening and overnight coverage to all patients in the hospital through the new Night Doc program instituted in July. This night program provides one physician on call for all acute beds in Peace Arch hospital from 5 p.m. to 7 a.m., as opposed to the previous model of one physician for each call group (equalling four different MDs per night). Proactive rounding is done from 8:00 – 10:00 p.m. Thirty physicians continue to be active in this program. It has been well received by the physicians, who appreciated being on overnight call only once in every 30 days, hospital nursing staff, who appreciate the increased support of physicians in the evening hours, and patients and families, who comment frequently about the comprehensive attention that is provided around the clock.

In addition to working with our partners to develop solutions to hospital care in the community, the Division has continued to engage with its members and partners to find ways to support GPs who continue to provide care for their own patients in hospital. Darcy Eyres from the Ministry of Health Services has been leading the development of a provincial strategy for GP hospital care, and led discussions at the divisional all members' meetings in February and May 2012. Dr. Charles King and Dr. Brenda Hefford also participate on the provincial task force looking at GP hospital care in B.C.

**RIGHT** - Dr. Werner Spanghel interacts with medical residents who expressed a strong interest in hospital work at the Family Medicine Forum in Quebec.





## Community of Practice

The Division, in partnership with PITO, supports a local Community of Practice (CoP). Over the last year, the CoP has worked with family physicians and their support staff to optimize their use of EMRs. Education sessions and one-on-one tutorials have occurred between the PITO supports and local family practices. Two “Tips & Tricks” events were held, led by Dr. André Bredenkamp. In-practice coaching sessions also took place.

The Division supports the optimal use of EMRs for a number of reasons. The literature on EMR adoption demonstrates physicians using an EMR assume a more active role in clarifying information, encouraging questions and ensuring completeness at the end of a patient visit. The adoption of EMRs also requires in-office collaboration encouraging physicians to work more closely with their RNs and MOAs to ensure the effective transition from paper to an electronic environment.

All interested health care providers are encouraged to join the CoP. In the coming year, the Division will be working with its partners, PITO and Intrahealth, to develop improved EMR forms and templates, e-referral processes, to provide more education and training opportunities in the community.

**TOP RIGHT** - Dr. André Bredenkamp leads the “Tips and Tricks Night”.

**BELOW LEFT AND RIGHT** - The “Tips and Tricks Night” was attended by physicians and staff.





## Physicians Advocating Wellness (PAW)

The WRSS Division has chosen to include the Physicians Advocating Wellness Group (PAW) under its umbrella. In doing so, PAW has obtained administrative support which allows for easier organization of events that bring doctors together to build a better community team and to create opportunity for collegiality. Much of physician wellness revolves around connectedness, team-building, supporting one another through transitions personally and professionally, and reaching out to help each other in times of stress.

Much of what PAW promoted this year in terms of physician wellness revolved around getting doctors together. The Division joined its specialist colleagues at Belle's Restaurant for a January Blues party, where it welcomed the area's newest physicians and introduced WRSS's close-knit community to some family practice residents. This event was so popular the Division took the opportunity to get physicians together socially and professionally in other ways. After more than a year of poorly attended medical staff meetings, the Division was able to draw Peace Arch Hospital physicians together for a March meeting that provided time to socialize, catch-up professionally and deal with important business issues at the hospital.

The Division held an "Apps and Appies" evening with specialists and physicians and similar one for office staff and physicians that focus on EMRs.

The Division's connections to multiple levels of health care systems have made it more aware of what is happening in each other's personal lives and professional careers. It has strengthened everyone's awareness of balance and well-being and keeps everyone connected.



**LEFT** - Dr. Dan Beegan (left) and Dr. Jennifer Cant (anesthetist).

**BELOW** - Drs. Bob Cheyne (left) and Barbara Davidson.



## Introducing the Division Support Team

### Jennifer Scrubb



Jennifer Scrubb  
*Strategic Projects Consultant*

Jennifer Scrubb, strategic projects consultant, is responsible for strategic priorities including the Attachment Initiative, the launch of the primary care access clinic, recruitment of new physicians, locum coverage, physician engagement and community engagement. She joined the Division in August 2010, having worked in health care since 1995 at not-for-profit organizations including The Arthritis Society (Health Promotion and Education director) and Muscular Dystrophy Canada (executive director, Western Canada). Jennifer also worked in public health in the (former) South Fraser Region. Her experience covers a wide spectrum including stakeholder engagement, health promotion, public speaking, project management, program development and implementation, and fundraising.

Jennifer's education is in sciences. She has a Bachelor of Science degree in Biology and a Master's degree in Human Kinetics, with a minor focus in health promotion. This education has influenced her hobbies as well as her career. She describes her interests "as all things movement-related" and over the past 25 years she's been a fitness trainer and consultant, and taught and studied dance forms including jazz, Afro-Brazilian and Bollywood. With her daughter, a recent McGill alumna preparing to attend grad school, Jennifer will continue to pursue these interests, as well as running, hiking, travel and "tinkling the ivories." She can be reached at 604-729-5670 or [jenniferscrubb@novuscom.net](mailto:jenniferscrubb@novuscom.net).

### Kathie Edwards



Kathie Edwards  
*Coordinator*

Kathie Edwards, coordinator, is a registered nurse who joined the Division in October 2008. She's been a nurse for 32 years, 20 years in a community setting and 10 in a hospital. Her other role of managing the Peace Arch Medical Clinic helped her become adept at all aspects of administration and financial management in a multi-physician family practice.

Kathie describes herself as a "great helper" by nature who was attracted to her Division role by the opportunity to work closely with a group of physicians she has known and worked with for 20 years. She is a mom of three who loves to quilt in her spare time, saying the hobby allows her a chance to be artistic and creative while still following a pattern and

instructions. Kathie can be reached at 604-723-4129 or [kathieedwards@shaw.ca](mailto:kathieedwards@shaw.ca).

## Helen Torrance



Helen Torrance  
*Administrative Assistant*

Helen Torrance, administrative assistant, is a skilled administrator with many years' experience in the not-for-profit sector. Prior to joining the Division in November 2010, she worked for both the BCSPCA and Fraser Health. She also operated her own business providing administrative assistance to a variety of clients, many in the health care sector.

Helen helps support programs including residential care, PITO Community of Practice and the locum program. In this capacity, she draws on her past work with boards, volunteers, public sector and government agencies. Outside of work, Helen is an active community volunteer and music enthusiast — both as a listener and a choral singer. She can be reached at [htorrance@wrssdivision.ca](mailto:htorrance@wrssdivision.ca).

## Sue Baxter and Vivienne McMahan

In October the Division welcomed Sue Baxter, bookkeeper, and her assistant, Vivienne McMahan, who have brought a depth of financial reporting, knowledge of non-profit financials and record keeping that was necessary to efficiently manage a budget of over 2 million dollars annually.

## Lisa Dwyer



Lisa Dwyer  
*Executive Director*

Lisa Dwyer, executive director, was hired in September 2011 and worked with the Division until the end of May. During her time with WRSS, Lisa was instrumental in clarifying the roles of the Division support team, leading the development of the PSP/PITO/Divisional coaching strategy, developing evaluation tools for our Residential Care Program and the Primary Care Access Clinic, leading in the Visioning for our Primary Care Access Clinic, as well as leading day to day operations of the Division. She then took on a provincial role with the Practice Support Program, and we wish her the best in this new role. As of May 2012, the Division was recruiting a new executive director.

## Division Working Groups

### Attachment

Dr. Brenda Hefford (Physician Lead), Dr. Debra Harper, Dr. Carolyn Icton, Dr. Martin Lebl, Dr. Grace Park, Dr. Bert Von Donkersgoed and Jennifer Scrubb.

### Community of Practice (CoP)

Dr. André Bredenkamp (Physician Lead), Dr. Chris Dawkins, Dr. Brenda Hefford, Dr. Charles King, Dr. Alan Pretty, Dr. Jeff Purkis, Dr. David Zayonc, Laura-Lee Goodwin (local MOA champion), Terri Thompson, Yvonne McLeod (local clinic managers), Byron Salahor (PSP/FHA), Catherine Torrance (PITO) and Helen Torrance.

### Hospital Care (HCP)

Dr. Gerry Roberts (Physician Co-Lead), Dr. Mildred Chang, Dr. Brenda Hefford, Dr. Charles King, Dr. Grace Park, Dr. Lourens Perold, Dr. Valerie Raffle (Physician Co-Lead), Kathie Edwards

### Physicians Advocating Wellness (PAW)

Dr. Connie Ruffo (Physician Lead), Dr. Liz Varughese and Kathie Edwards.

### Primary Care Access Clinic (PCAC)

Dr. Grace Park (Physician Lead), Dr. Mildred Chang, Dr. Brenda Hefford, Shannon Beer MOA, Sue Peck NP, Kathie Edwards and Jennifer Scrubb.

### Recruitment

Dr. Werner Spangehl (Physician Lead), Dr. Dan Beegan, Dr. Steve Larigakis, Dr. Jeff Purkis, Dr. Ben Tyrell and Jennifer Scrubb.

### Residential Care

Dr. Martin Lebl (Physician Lead), Dr. Antonio Benitez-Gomez, Dr. Bob Cheyne, Dr. Wendy Chin, Dr. David Fletcher, Dr. Larry Gustafson (FHA), Dr. Steve Larigakis, Dr. John O'Brien, Dr. Lourens Perold, Dr. Darryl Samoil, Dr. Ravi Vanukuru, Carolyn Bubbar – pharmacist, and Helen Torrance.

### Uptown Medical Centre (Space Optimization)

Dr. Charles King (Physician Lead), Dr. Grace Park, Melissa Baron MOA, Kathie Edwards and Jennifer Scrubb.



**ABOVE** - White Rock-South Surrey Board and Division Steering Group (back row, left to right) Drs. Leanne Schuman, Val Raffle, Dan Beegan, Steve Larigakis, Gerry Roberts, Charles King, Bert VanDonkersgoed, (front left to right) Dr. Brenda Hefford, Jennifer Scrubb, Kathie Edwards, Drs. Grace Park and Connie Ruffo.

**BELOW LEFT** - Dr. Grace Park at the all-member event.

**BELOW RIGHT** - New physicians recruited to Uptown Medical Clinic (left to right) Drs. Manraj Johal, Toma Timothy and Rajeev Mangat.



## White Rock-South Surrey 2011-12 Board of Directors

Dr. Charles King - *Co-Lead, Board of Directors*  
Dr. Gerry Roberts - *Co-Lead, Board of Directors*  
Dr. Dan Beegan - *Continuing Medical Education and member-at-large*  
Dr. Brenda Hefford - *Attachment Lead, member-at-large*  
Dr. Steve Larigakis - *member-at-large*  
Dr. Grace Park - *Primary Care Access Clinic and Integration, member-at-large*  
Dr. Valerie Raffle - *Hospital Care Program and member-at-large*  
Dr. Leanne Schuman - *member-at-large*  
Dr. Bert Van Donkersgoed - *Treasurer*

## Staff

Jennifer Scrubb - *Strategic Projects Consultant*  
Kathie Edwards - *Coordinator*  
Helen Torrance - *Administrative Assistant*  
Sue Baxter - *Bookkeeper*  
Vivienne McMahon - *Assistant Bookkeeper*  
Lisa Dwyer - *Executive Director*

## White Rock-South Surrey Division of Family Practice

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(604) 531-1888  
wrssdfp@divisionsbc.ca

The Divisions of Family Practice initiative is sponsored by the  
General Practice Services Committee, a joint committee of the  
BC Ministry of Health and Services and the BC Medical Association.

[www.divisionsbc.ca/white-rock-south-surrey](http://www.divisionsbc.ca/white-rock-south-surrey)



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

