

APRIL 2012 TO MARCH 2013



2012 Annual Review

Vision

A thriving community of family physicians delivering quality primary care

Mission

- Ensure all patients in our community have timely access to a primary care provider
- Support family physicians to provide quality primary care in all settings
- Support a sustainable, enjoyable and collaborative work environment for family physicians
- Work collaboratively with other health care providers, community partners and patients
- Promote scholarly activities

Values

- Continually strive for excellence
- Ensure transparency and accountability
- Be inclusive and respectful of diverse opinions and perspectives
- Be innovative



White Rock-South Surrey
Division of Family Practice

A GPSC initiative



Valerie Raffle

Message from the Board of Directors

We can finally say it: "Anyone who wants a family doctor in White Rock–South Surrey can have one."

This is a huge achievement for our community in a relatively short period of time. It would not be possible without the dedication and commitment of each physician. We have worked well together on the various initiatives, supporting each other and strengthening our commitment to develop our community even further, as we work towards our vision:

'A thriving community of family physicians delivering quality primary care.'

Our next challenge is to focus on the second half of that statement and explore how we can enhance the quality of primary care provided in our community. Areas we will examine are after-hours care,

linkages between the community GPs and specialists, and communication with the hospital. We will also look to enhance learning opportunities within our community.

Another initiative starting to take shape in our community is the Healthiest Community in BC initiative. As the Division takes part in its development we need to ask ourselves "How do we empower

our patients to take responsibility for their own health and well-being?"

During the last year we experienced some staff changes. Nancy Mathias joined the Division in July 2012 as our new Executive Director. The expertise and skills she brings to the Division have strengthened our leadership team and helped us clarify our priorities and direction. We sadly said good-bye to Kathie Edwards,

who retired from her position as Division Coordinator in March 2013. Her hard work and dedication to the Division since its inception have been invaluable.

We appreciate the opportunity to have served as co-chairs of the Division, and wish the incoming board members success for an exciting year ahead.

Valerie Raffle and Bert Van Donkersgoed Board Co-Chairs



Bert Van Donkersgoed



Community partners Howard Schein (left) and George Passmore (right) from Sources BC discuss the new Division-sponsored Counselling program with Dr Grace Park (centre).

unattached patients, but also manages a central phone number (604-531-3111) that residents can call to find out which local family doctors are accepting new patients. They received over 50 requests per month during the last year.

The Division has developed partnerships which focus on enhancing access to services which complement those provided by family physicians. Partnerships with Sources BC to enhance access to counselling and with Fraser Health for medication review services were launched. In addition, the team was successful in our joint Division/Fraser Health applications for additional 1.5 FTE of nurse practitioner resources. With this staffing, the Division will implement a new program that will work with physicians to ensure continuous primary care for homebound frail elderly, and work with patients of the Patient Assessment

and Transfer Home (PATH) Unit to facilitate early discharge with follow-up in patients' homes.

The successes experienced by our Division, as well as the other two prototype communities, supported the province's decision to give the green light to expand the initiative across B.C. with a \$132.4 million investment. However, this means the White Rock South Surrey Division is no longer considered a "prototype" community and must now transition the programs under the Attachment Initiative to meet the new provincial guidelines and its reduced funding envelope. For this Division, the plan is to build on our success. We will evaluate the programs that have been implemented and review the community needs to inform the transition process for the coming year.

Overview — Looking Back, Looking Forward ...

Attachment

During the Division's second year as one of three Attachment prototype communities in BC, we continued to build capacity within the primary care system by:

- Continuing to support the Primary Care Access Clinic in partnership with Fraser Health;
- Providing a second year of grants to support multi-disciplinary providers within practices, enabling nine practices to enhance their scope with the addition of RNs or LPNs;
- Working collaboratively with the provincial Physician Information Technology Office (PITO) and Practice Support Program (PSP) to support and create efficiencies in physician offices through the Integrated Practice Support program; and
- Continuing to support local physicians with a locum program.

Through these efforts, coupled with the community's recruitment of eight new physicians, four of which replaced physicians who left the area and four who opened new practices, more than 4,500 patients have been attached to local family physicians. As of March 31, 2013, anyone who would like access to a family physician is promised access to one!

The Primary Care Access Clinic not only serves those hard to attach and



Nancy Mathias

Message from the Executive Director

Since joining the Division in July 2012, I have been on an exciting journey, made easier by Kathie Edwards and consultants, Jennifer Scrubb and Helen Torrance. Their commitment to excellence, coupled with the dedication and drive of the community physicians, has enabled the Division's many achievements.

When I joined, the board had four new members and a change in leadership had occurred. This was an ideal time to take a step back and lay some groundwork to support the Division's accomplishments and the future planning of innovations. The board

undertook strategic planning; setting the vision, mission and values for the Division that was confirmed at the All Members meeting in February. They then reviewed the Division's progress and started to define new priorities for the

future. A review of the governance policies and procedures was also undertaken.

During the year, we have worked with many community partners, presented on the Division at a Patient Voices

Network orientation, and developed new partnerships with Sources BC and Fraser Health Authority. We also served on the strategic planning committee for the WRSS Healthiest Community Initiative, spearheaded by the City of White Rock and the Peace Arch Hospital and Community Health Foundation.

With a strong foundation in place, and exciting plans for the future, the

staff and I look forward to serving the 94 Division members in the coming year.

Nancy Mathias
Executive Director

GP Hospital Care

Supporting community GPs in providing hospital care has always been a priority of the Division. Thirty Division members participated in a May 2012 meeting which discussed issues that discouraged GPs involvement in hospital care, and explored ideas to support GPs providing hospital care. Division representatives participated in regular meetings with Fraser Health to address the challenges and improve communications. This will continue to be a focus for the coming year as the Division works to improve communications with specialists, and build linkages between the hospital and the community GPs.

Formalization of the Hospitalist program at Peace Arch Hospital occurred in the summer of 2012. Hospitalists provide daytime coverage for unassigned patients, while community GPs provide the overnight coverage for all hospital

patients through the Night Doc program. Many GPs have said that the night time coverage being provided by a dedicated group of community GPs has enabled them to keep their hospital privileges.

Although the program model will change slightly in the coming fiscal year, the essence of the program will be retained with a pool of GPs providing night time coverage for all assigned patients.

Residential Care

Ten physician members of the Residential Care program continued to provide enhanced clinical care and 24 hour coverage to nine different residential care facilities for a second year. Thanks to pharmacist, Carolyn Bubbar, for providing the monthly physician education sessions reviewing medication topics of interest for treating the elderly.

It was obvious at a dinner meeting between the program physicians and facility representatives that the program is making a difference. Benefits noted by facility representatives included the ability to contact a Family Physician when needed, improved patient

care and patient and family experience, staff education opportunities provided by the physicians and reduction in emergency room transfers. In conjunction with Abbotsford and Chilliwack, the other two communities with similar programs, a full evaluation of this

program has been initiated. In addition, the members of the Residential Care program will focus on improving connections with community family physicians and geriatric teaching/mentoring during 2013.

Welcoming Micky Cooner (left), and saying goodbye to Elizabeth Cant (right), two of the many doctors honoured at the very successful "Hello – Goodbye" dinner hosted by PAW (Physicians Advocating Wellness).



Division physicians met with Residential Care facility representatives to discuss the positive impact of the Residential Care program.

Education and Scholarly Activity

Teaching rounds at the hospital were re-introduced in March of 2013, being held the first non-holiday Monday of each month. The first session saw 15 family physicians and other hospital care providers gathered at 7:45 am to hear local expert Ashdin Tavaría speak on "Treatment of Osteoporosis." In addition, the Division hosted an ALCS course and has been regularly distributing news regarding CME events in the area. Thanks to Dr. Dan Beegan, Division members have been actively involved in teaching medical students and family practice residents both from UBC and out-of-province. In fall 2013, we will co-host (with the Langley division) an educational module on how to teach medical students and residents.



Drs Catherine Giles, Chris Dawkins and Michael O'Brien are three of the 42 members who attended the All Members meeting on February 27, 2013.



Dr Steve Larigakis discussing how to involve more GPs in the Residential Care program at the All Members Meeting.

Community of Practice (CoP)

By fall 2013, all but one physician office will be on an Electronic Medical Record (EMR) system. Also, the majority of community physicians will have completed PITO's clinical values assessment module to enhance their clinical usage of EMRs. This is quite an accomplishment for the community of practice, led by the Division's Physician Peer Mentor, Dr. André Bredenkamp. During the year, the CoP peer mentors have hosted Tips and Tricks nights for physicians, nurses, and MOAs, tested the accession patient portal, and are ready to roll out e-referrals (or e-messaging) between family physicians.

A major project for the coming year (funded through PITO) is the development and testing of a "provider portal" that will enable EMR communication between the hospital providers (ER, specialists, hospitalists) and community family

physicians. This project will enhance the linkages between community family physicians and hospital providers, provide up-to-date patient information (procedures, consults, adverse events), and should prevent the costly duplication of

investigations and procedures.

The CoP will also actively engage specialists in the future to enhance the transfer of information between family physicians and specialists.



Division board, working group leads and staff spent a Saturday in October immersed in strategic planning for the Division.

Division Working Groups

ATTACHMENT

Dr. Brenda Hefford (Lead)
Dr. Carolyn Icton
Dr. Debra Harper
Dr. Martin Lebl
Dr. Grace Park
Dr. Bert Van Donkersgoed

RECRUITMENT AND RETENTION

Dr. Werner Spanghel (Lead)
Dr. Dan Beegan
Dr. Jeff Purkis
Dr. Ben Tyrell
Mildred Chang
Glenn Anderson

RESIDENTIAL CARE

Dr. Steve Larigakis (Lead)
Dr. Antonio Benitez-Gomez
Dr. Bob Cheyne
Dr. Wendy Chin
Dr. David Fletcher
Dr. Larry Gustafson (Fraser Health representative)
Dr. Martin Lebl
Dr. John O'Brien
Dr. Lourens Perold
Dr. Daryl Samoil
Dr. Ravi Vanukuru

COMMUNITY OF PRACTICE — CORE ADVISORY TEAM

Dr. André Bredenkamp (Lead and Physician Peer Mentor)
Ms. Melissa Baron (MOA Peer Mentor)
Dr. Wendy Chin
Dr. Chris Dawkins
Ms. Laura-Lee Goodwin (MOA Peer Mentor)
Dr. Brenda Hefford
Dr. Steve Larigakis
Ms. Yvonne McLeod
Dr. Alan Pretty
Dr. Jeff Purkis
Ms. Terri Thompson

HOSPITAL CARE (NIGHT DOC PROGRAM)

Dr. Connie Ruffo (Co-Lead)
Dr. Gerry Roberts (Co-Lead)
Dr. Mildred Chang
Dr. Wendy Chin
Dr. Brenda Hefford
Dr. Raj Johal
Dr. Martin Lebl
Dr. Val Raffle

PHYSICIANS ADVOCATING WELLNESS

Dr. Connie Ruffo (Lead)
Dr. Liz Varughese

White Rock-South Surrey Board of Directors

(at March 2013)

Dr. Val Raffle — Co-Chair
Dr. Bert Van Donkersgoed — Co-Chair
Dr. Martin Lebl — Treasurer
Dr. Lourens Perold — Secretary
Dr. Dan Beegan — Director
Dr. Charles King — Director
Dr. Susan Lee — Director
Dr. Grace Park — Director
Dr. Ravi Vanukuru — Director

Staff

Nancy Mathias — Executive Director
Helen Torrance — Administrative Consultant
Jennifer Scrubb — Strategic Projects Consultant
Kathie Edwards — Coordinator (retired February 2013)
Lisa Dwyer — Executive Director (resigned May 2012)



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1545 Johnston Road, White Rock, BC V4B 3Z6
604.531.1888
wrssdfp@divisionsbc.ca