

ANNUAL REVIEW 2013–2014

APRIL 2013 TO MARCH 2014

After only **5** *years*

we are **105** *members strong*

providing over **15** *initiatives*

to build

A THRIVING COMMUNITY
OF FAMILY PHYSICIANS
DELIVERING QUALITY PRIMARY CARE

OUR VISION



White Rock-South Surrey
Division of Family Practice

A GPSC initiative

TIMELY ACCESS TO PRIMARY CARE

Our three years as a prototype Attachment community are over. During the last year, our A GP for Me work has been a transition towards maintaining priority activities. These activities have worked in partnership with all other Division activities to ensure ongoing access to primary care for local patients.

We have successfully recruited eight new family physicians to our community. During this last year replacement of physicians retiring

or leaving the community has been (and will continue to be) the priority with Dr. Andras Iso taking over for Dr. Jeff Purkis and Dr. Beverley Saul-Duke joining Crescent Beach Medical Arts.

The **Uptown Medical Clinic** recruitment initiative concluded March 2014 with the **three** recruited physicians taking full responsibility for the clinic. This initiative successfully attached over 4,000 patients.

We continue to operate the **Primary Care Access Clinic**

(PCAC) in partnership with **Fraser Health**. The clinic serves patients who are difficult to attach and benefit from a multi-disciplinary team approach made up of nurse practitioners (NPs) and a mental health worker with support and mentoring by local physicians. Currently over 600 patients are attached through the clinic. The PCAC also maintains our **Central Registry**, a fluid list of community physicians accepting patients. The clinic receives calls from an average of three

>6,200 patients attached

unattached patients per day.

Additionally, we welcomed **two NPs** to the community. Kristi Panchuk provides primary care for the **homebound** frail elderly. Physicians can refer patients for home visits and can work in partnership with Kristi or choose to hand over care. The second NP, Kelly Hicks, provides primary care



for the unattached patients on the **PATH** (Patient Assessment and Transfer Home) Unit at Peace Arch Hospital with the aim of getting these patients relocated with appropriate

supports as soon as possible. A dedicated group of local family physicians work in partnership with the NPs, offering mentoring, support and backup when required.

Our **Residential Care** team continues to look after patients in Fraser Health residential care facilities, building relationships with residents, their families and care facility staff. Team members also care for those unattached patients transferring into the facilities. The facility staff find it invaluable being able to call a central number 24/7 for access to team physicians. ●

SUPPORTING A SUSTAINABLE, ENJOYABLE WORK ENVIRONMENT

39 physicians



Supporting physicians in providing hospital care was a priority for the Division. We worked closely with the Peace Arch Hospital administration to address issues and practice obstacles, and managed a call

roster for night time coverage of all community physician-managed patients. These programs support the **39 local physicians that continue to provide hospital care for their patients**.

The local **Physicians Advocating Wellness (PAW)** group was very active with the support of the Division and Fraser Health. Activities focused on all aspects of physician wellness guiding physicians to stay healthy, manage stress and support each other through challenging times.

One activity was a combination of a physical assessment and a mindfulness exercise, emphasising how important it is to be physically active and be present in the moment. Social events such as curling brought physicians together in a relaxed atmosphere.

Multi-disciplinary Care Practice Grants were awarded to 12 practices to support a nurse to work collaboratively with the physician(s) in the practice. The nurses augment the physicians' ability to provide chronic disease management and education, as well as support

and follow-up of complex patients. The reported benefits are increased capacity within the practice for doctors to take on more patients, increased efficiency, better time management and enhanced patient care. ●

WORKING COLLABORATIVELY

The WRSS Division members collaborated with many partners in the community to ensure better health care, including **Peace Arch Hospital and Community Health Foundation (PAHCHF), Sources, Fraser Health and Doctors of BC**.

Division staff participate with many other community groups on the working group for the local **Healthy Communities Initiative**, helping to develop a strategic plan to make South Surrey/White Rock "a healthy community committed to physical,

mental and social well-being." The Division's Dr. Grace Park worked with the **Seniors Come Share Society** to establish a local **Seniors Health Network** to explore health issues and resources available to seniors. Once again we partnered with the **City of White Rock**

to promote physical activity with the hosting of our third annual **Walk with Your Doc** on Move for Health Day and we entered a Division team in the PAHCHF's fall **Great Pumpkin Run Walk**.

In the coming year, we will focus

6+ partnerships



PROVIDING QUALITY PRIMARY CARE

4 new initiatives

The Division's **Counselling program** (delivered by **Sources**) was one of three new programs launched in 2013/14. It offered the physicians a resource to refer patients whose ability to pay was a barrier to accessing short-term counselling. Patients could access six sessions for immediate assistance to develop strategies to effectively manage their life challenges. 302 patients received services within the first year of the program, with 227 completing the

program. 69% have shown significant improvements.

In July 2013 the Division started an **Enhanced Pharmacist program** that seconded a seasoned clinical pharmacist from Fraser Health to be available four days per month for physician-requested consultations for patients with complex medication needs. The pharmacist was available for hour-long medication reviews and education sessions with patients. During the first nine

months 85 patients were seen by the pharmacist.

The Division was the first to adopt the Fraser Northwest Division's **Pathways** database and launch it to our members. Pathways provides physicians with fast, easy access to detailed information regarding specialists, their areas of practice,



referral process and wait times. It also provides access to many physician and patient resources. The database adopts a distributed model for data management

with each Division responsible for keeping local information current and accurate.

The **After-Hours Care** working group

has been exploring coordinated options for ensuring community access to after-hours care, with reviews of various established options including local walk-in clinics, the provincial 811 Health Link line, and public education regarding appropriate use of the local hospital emergency services. Recommendations will be rolled out in 2014.

The Division continued to offer a **Locum Support program** filling over 20 physician requests

to have a locum physician work in their practice during their absence.

Support for use of electronic medical records was available through the **Community of Practice** and local peer mentors. A pilot project to test a provider portal for Profile was undertaken by eight physicians. Preliminary results show potential for sharing patient information with colleagues providing hospital coverage. ●

OUR MISSION

- TIMELY ACCESS TO PRIMARY CARE
- PROVIDING QUALITY PRIMARY CARE
- SUPPORTING A SUSTAINABLE, ENJOYABLE WORK ENVIRONMENT
- WORKING COLLABORATIVELY
- SCHOLARLY ACTIVITIES

on improving communications and connections with our **local specialists** to enhance patient outcomes and improve their journey through the health care system. To address this we will pursue local priorities under **Shared Care**, a jointly funded

initiative of Doctors of BC and the Ministry of Health.

The Division is committed to continuing to explore opportunities for collaboration and partnerships that further enhance the health of our local community. ●

The **Education Working Group** identified priority topics and planned educational sessions to meet the needs of Division members. **Seven Morning Rounds** were hosted on a broad range of topics including the newest guidelines and advances in cardiac rehab, knee and shoulder injection and the tale of misconstrued blood pressure and LDL targets.

Three evening events were held. Dr. Douglas Drummond presented on **The Aging Physician**. An **Addictions Evening** explored the treatment of addictions from a pharmacological perspective by Dr. Paul Sobey and an addictions specialist,

George Passmore, presented on different therapeutic models used in the treatment of addictions. Also, Dr. Romyne Gallagher presented on **Pain Management for Seniors**.

Eight Residential Care education sessions included presentations by pharmacist Dr. Carolyn Bubbar, who focused on treating the elderly with topics including C Difficile, gout, recurrent UTIs and use of new anticoagulants. Geriatric psychiatrist Dr. Fiona Johnson answered questions about psychiatric medications.

Through our **preceptorship program**, managed by Dr. Dan Beegan, our Division is

pleased to support physicians in the community who teach **first and second year** University of British Columbia medical students in their offices and give the students exposure to family medicine.

A formal **fourth year family medicine elective** for UBC medical students through the Uptown Medical Clinic and Peace Arch Hospital was offered. It provided senior medical students with four weeks of intense clinical education in family medicine prior to starting their residency.

Family practice residents regularly rotate through the Peace Arch Maternity Clinic with supervision by

18 events



Division members. Other opportunities exist for family practice residents to work in our community both in and out of the hospital. To date, the preceptorship program has received positive feedback from family physicians, students and patients. ●

MESSAGE FROM THE BOARD CHAIR



Dr. Steve Larigakis, Board Chair

The Division has had another amazing year, completing our fifth year since inception. I didn't think we could add anything more to our plate, but we now have more projects than I can list — all with a focus on providing quality primary care to our community, only made possible by the hard work of Division members and dedicated staff.

For the big projects like A GP for Me (Attachment) we have moved into the maintenance and evaluation phases. Having set up Uptown Medical Clinic under nail-biting circumstances to recruit new doctors to the community, it has now come to fruition with the independence of the clinic as of March 31, 2014. We are now

expanding the locum program and will continue to focus on recruitment and retention while supporting retiring physicians.

We were excited to adopt Pathways for our members and will work hard to make it more robust. In addition we welcome the continued evolution of the roles for nurse

practitioners in our community with the support and mentorship of local family doctors. With PITO funding for electronic medical record (EMR) support ending (as anticipated), the Division is seeking innovative ways to support meaningful EMR use.

As our projects become consolidated, the Division is

expanding its scope over the next year reaching out to specialists and strengthening partnerships with local community groups to enhance patient care.

DIVISION WORKING GROUPS

ATTACHMENT

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



AFTER-HOURS CARE

Dr. Brenda Hefford (Lead)
Dr. Tahmeena Ali
Dr. Bernice Brits
Ms Sandra Fikus
Dr. Steve Larigakis
Ms Yvonne McLeod
Ms Gayle McRae
Ms Teri Parker
Dr. Gerry Roberts
Ms Kathie Torhjem
Dr. Ben Tyrell
Dr. David Zayonc

COMMUNITY OF PRACTICE — CORE ADVISORY TEAM

Dr. Andre Bredenkamp (Lead and Physician Peer Mentor)
Ms Melissa Baron (MOA Peer Mentor)
Dr. Wendy Chin
Ms Laura-Lee Goodwin (MOA Peer Mentor)
Dr. Steve Larigakis

EDUCATION

Dr. Micky Cooner
Dr. Rummy Dosanjh
Dr. Steve Larigakis
Dr. Val Raffle

PHYSICIANS ADVOCATING WELLNESS

Dr. Connie Ruffo (Lead)
Dr. Dorothea Bergen
Dr. Liz Varughese



RECRUITMENT AND RETENTION

Dr. Werner Spangehl (Lead)
Dr. Glenn Anderson
Dr. Mildred Chang
Dr. Bob Cheyne
Dr. Mariola Januszewska
Dr. Martin Lebl

RESIDENTIAL CARE

Dr. Steve Larigakis (Lead)
Dr. Antonio Benitez-Gomez
Dr. Bob Cheyne
Dr. Wendy Chin
Dr. David Fletcher
Dr. Larry Gustafson (Fraser Health)
Dr. Martin Lebl
Dr. Robyn McKnight
Dr. John O'Brien
Dr. Lourens Perold
Dr. Darryl Samoil
Dr. David Zayonc

BOARD OF DIRECTORS



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Helen Torrance – Administrative Coordinator
Kay Abelson – Project Coordinator

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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