

# ANNUAL REVIEW

## 2014–2015

APRIL 2014 TO MARCH 2015



*A thriving community  
of*  
**115**  
*family physicians*  
*delivering*  
*quality primary care*  
*to the residents of*  
*White Rock–South Surrey*



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

## Providing Quality Primary Care

# 60%↓

**ER Transfers from Residential Care**

A dedicated team of family physicians has provided enhanced clinical care and 24/7 access for the residential care facilities in the community since 2011. This timely access to physicians has resulted in a 60% reduction in unintended ER transfers from facilities. Facility staff no longer have a difficult time reaching a physician when they need one.

# 29

**GPs Provide Hospital Care for their Patients**

Seventeen physicians provided night time on-call coverage at the local hospital for all community physician-managed patients. This supported 29 local physicians to provide hospital care for their patients. The continuity of care provided by these family physicians enhances the patient's experience and strengthens the patient and physician bond.

# 600

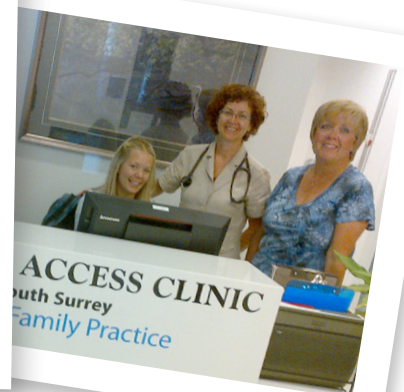
**Patients at Primary Care Access Clinic**

The Primary Care Access Clinic, started in 2010, has been referred to as one of the most dramatic improvements in supporting vulnerable patients in the community. This inter-professional practice clinic provides primary care for over 600 patients, many whose needs cannot be met in a traditional fee-for-service environment. In the words of one physician: *"It is quite amazing the kind of attention these people are getting for the first time ever".*

# 43+

**Collaborators for Child & Youth Mental Health**

Planning for a local action team under the Provincial Child and Youth Mental Health Collaborative was initiated. More than 43 representatives from 11 organizations have come together to address the need for improved child and youth mental health services in White Rock–South Surrey. The Local Action Team of physicians, community workers, school staff, counsellors, administrators, parents and youth will focus on improving access to resources and building mental health capacity within the community.



## Sustainable Work Environment

# 24

**Locum Requests Filled**

Thanks to five local physicians, the Division was able to fill 24 locum requests over the year, providing family physicians with much valued practice coverage during illnesses, family emergencies, vacations and leaves of absence.



**Physicians Advocating Wellness**

The local Physicians Advocating Wellness group hosts activities that focus on promoting all aspects of physician wellness. The Hello Goodbye BBQ promoted the community atmosphere by welcoming new family physicians and specialists and thanking those who retired.

## Scholarly Activities

# 11

**Education Events**

"Delirium in Hospitalized Seniors" and "Ten Advances in Rheumatology That a Primary Care Physician Should Be Aware Of" were two of the 11 education events hosted by the Division. These events offered opportunities for all members to gain valuable knowledge while earning continuing medical education credits.

## Timely Access to Primary Care

>12,000

**Patients  
Attached**

A recent evaluation of the Division's attachment efforts estimated that over 12,000 patients have been attached to local physicians as a result of our multi-faceted work within the provincial A GP for Me initiative. In fact, for a third year in a row, we have been able to provide a list of local physicians accepting new patients to all inquiries to the Central Registry (604-531-3111).

8

**New Physicians  
Recruited**

Recruitment and retention of family physicians remained a top priority for the Division with eight new family physicians welcomed to the community in the last year; four to staff the new Highroads Clinic and the balance to augment staffing at other clinics with the retirement of four long-time family physicians.

90%

**GPs in Team  
Environment**

Ninety percent of the family physicians have had the opportunity to work in a team-based primary care environment thanks to the support provided by the Division, which enables clinics to hire nurses to work with their GPs, and to access pharmacist and counselling services. Access to these providers has enhanced patient care and improved practice efficiency.



**Primary Care  
Utilization**

The "Right Care Right Place" collaborative with Fraser Health is underway to develop, implement and evaluate a public education campaign. Its aim is to shift the reliance from the hospital for non-urgent emergency department care to the most appropriate community care setting. With appropriate community capacity in place, evidence supports that both acute and emergency utilization can be reduced by patient education.



## Working Collaboratively

91,220

**Healthy Community  
Residents**

The strategic plan for "South Surrey + White Rock Our Healthy Community" was endorsed by the Division, the City of White Rock, Peace Arch Hospital and Community Health Foundation, and several other local community groups. It sets clear objectives and actions for all 91,220 residents to work towards becoming a community where people are committed to physical, social and mental well-being.

2014

**Bylaw  
Amendment**

At the September 2014 Annual General Meeting, members overwhelmingly supported a change in the bylaws to enable nurse practitioners and family practice residents to join the Division as associate members.

13

**Specialists  
Provide Input**

The Division heard from 13 specialists and multiple family physicians on ways to enhance relationships between each other. A "Transitions in Care" initiative is now underway where issues will be explored and solutions developed and tested. The aim will be to improve communication between physicians in hospital (specialists, hospitalists and emergency physicians) and community physicians.

## Message from the Board Chair



The Division has accomplished much to be proud of over the last six years. We have continued to build a col-

legality amongst physicians that embraces every physician's special skills and unique contributions to the community. We have branched out from a largely office and hospital based work focus to encompass broad aspects of community health including supporting the health of the most vulnerable populations.

We have established and maintained the capacity to provide a family physician to every person who wants one. That is no small feat, and is a testament to the hard work of meaningful attachment which encompasses everything from recruitment to team-based care and practice improvement.

The Division endeavours to improve physician work-life balance with locum support and social activities. We have partnered with the Peace Arch Hospital and Community Health Foundation to recruit new physicians and to raise awareness and funds for hospital and community initiatives. We have provided leadership on the implementation and extension

of the Pathways project and improved linkages with specialists. We have prototyped a new model for Residential Care and assisted with the provincial expansion that has the potential to transform the care of our frail elderly.

On the development block is the Child and Youth Mental Health project which is building awareness, services and partnerships for our youth. On the other end of the spectrum is the care for the homebound elderly in a GP/NP partnership. The Right Care Right Place project will help with the responsible use of scarce resources. We are also exploring the opportunity to build a family practice teaching unit.

I have had the privilege of serving as Lead for four of the last six years and now need to provide the opportunity for a new leader with their own style, skills and vision. This is a strategic juncture for our community as family practice goes through its next transformation over the coming years. We hope the ongoing participation and leadership of every person in this Division will make it as exciting as the last six years.

Dr. Steve Larigakis  
Board Chair

## Our Vision & Mission



- Timely Access to Primary Care
- Providing Quality Primary Care
- Supporting a Sustainable Enjoyable Work Environment
- Working Collaboratively
- Scholarly Activities

## Our Board

Dr. Steve Larigakis – Chair  
Dr. Connie Ruffo – Vice Chair  
Dr. Rummy Dosanjh – Secretary  
Dr. Grace Park – Treasurer  
Dr. Debra Harper – Director  
Dr. Albert Lamprecht – Director  
Dr. Martin Lebl – Director  
Dr. Jeff Purkis – Director  
Dr. Werner Spangehl – Director

## Our Staff

Nancy Mathias – Executive Director  
Kay Abelson – Program Coordinator  
Eric Chi – Program Coordinator  
Helen Torrance – Administrative Coordinator

## Division Working Groups

### Residential Care

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

### Physicians Advocating Wellness

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

### Education

Dr. Micky Cooner  
Dr. Rummy Dosanjh  
Dr. Steve Larigakis  
Dr. Lourens Perold  
Dr. Valerie Raffle

### Recruitment & Retention

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

### Attachment

Dr. Debra Harper (Lead)  
Dr. Bert van Donkersgoed  
Dr. Carolyn Icton  
Dr. Martin Lebl  
Dr. Grace Park

### After Hours Care

Dr. Gerry Roberts (Lead)  
Dr. Bernice Brits  
Sandra Fikus  
Janet Gulbrandsen  
Dr. Brenda Hefford  
Dr. Steve Larigakis  
Yvonne McLeod  
Teri Parker  
Kathie Torhjem  
Dr. Ben Tyrell  
Dr. David Zayonc

### CYMHSU Local Action Team Planning Committee

Dr. Rummy Dosanjh (Lead)  
Terry Cardle (Ministry of Child and Family Development)  
Erin Corry (Fraser Health)

### Community of Practice

Dr. Martin Lebl (Lead)  
Melissa Baron (MOA Peer Mentor)  
Dr. Wendy Chin  
Laura-Lee Goodwin (MOA Peer Mentor)  
Dr. Steve Larigakis

### Right Care Right Place

Dr. Grace Park (Lead)  
Dr. Amir Behboudi (Fraser Health)  
Martha Cloutier (Fraser Health)  
Erin Corry (Fraser Health)  
Bonnie Irving (Fraser Health)  
Jodi Kortje (Fraser Health)  
Erin Labbe (Fraser Health)  
Wendy Newson (Fraser Health)  
Clare O'Callaghan (Doctors of BC)  
Amrit Rai (Fraser Health)

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.

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

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All photos: White Rock–South Surrey Division