

ANNUAL REVIEW 2015–2016

APRIL 2015 TO MARCH 2016



*A thriving community
of*

122

members

*delivering
quality primary care
to the*

93,358

residents

*of
White Rock–South Surrey*



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

A GPSC initiative

Providing Quality Primary Care

Multidisciplinary Care Providers in Practices Enhance Care

Currently **12 out of 18 family practices (77 GPs) work in a team-based environment with an RN or LPN** with support from the Division. This team-based care has enhanced patient care and improved practice efficiency. A community of practice was established for the nurses to enhance education and enable peer mentoring.



Homebound Primary Care Program Expands

The Homebound Primary Care Program, in operation for almost a year, has expanded to include a Nurse Practitioner. Together, the NP and GP are dedicated to providing primary care to homebound frail elderly, **enrolling over 75 seniors to date.**

New Residential Care Initiative Provides 24/7 Access

The Residential Care Initiative, under a new funding model, added coverage for two private facilities. The **program promotes the five best practices that result in quality care:** 1) proactive visits to residents, 2) 24/7 accessibility, 3) complete documentation, 4) meaningful medication reviews, and 5) regular attendance at residents' care conferences.



Timely Access to Primary Care

Right Care Right Place Launches Public Education Campaign

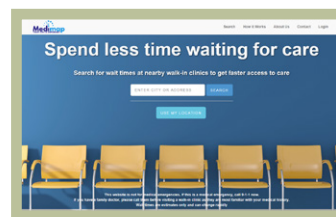
In collaboration with Fraser Health, the Division launched the "Choose the right care at the right place" public education campaign in December 2015. **The campaign has resulted in a reduced number of low acuity emergency room visits** by making people aware of the other care options available to them. Support from the Peace Arch Hospital and Community Health Foundation and other community partners has been greatly appreciated.

Choose the right care at the right place



Walk-In Clinics Launch Medimap.ca for Wait Times

The Division partnered with local walk-in clinics to launch **Medimap.ca**. Wait times are easily accessible so patients can find the most immediate access to care when their GP is not available. **Since implementation, variation in wait times between clinics has been reduced.**



4,200 Patients Attached This Year

During this final year of A GP for Me funding, the community has been able to **attach over 4,200 patients to local GPs**. The Primary Care Access Clinic continues to provide care for unattached patients on discharge from hospital and operates a Central Registry (604-531-3111) of local physicians who are accepting patients.

7 New GPs Welcomed to Community

Recruitment and retention of family physicians remained a top priority for the Division with **seven new GPs** welcomed to the community to take over retiring physicians' practices and to provide locum support.



Working Collaboratively

Child & Youth Mental Health & Substance Use Team Over 70 Members Strong

The CYMHSU Local Action Team (LAT) consists of **70+ members** and involves **12 partner agencies**. Since August 2015, the LAT has hosted public education events on mental health awareness, suicide prevention, and anxiety. It has also facilitated the implementation of a mental health education program in three elementary schools.



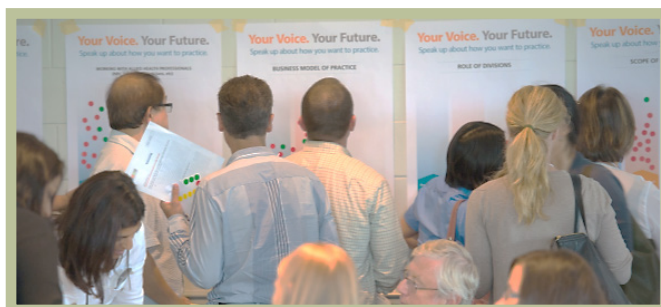
sswr.fetchbc.ca Website Launched

For Everything That's Community Health (FETCH) website was launched in September 2015 to help health care providers and the public access information about community health services. FETCH was undertaken in partnership with the Seniors Come Share Society and the Peace Arch Hospital and Community Health Foundation.



GPs Provide Input to Provincial Vision

The Division provided an opportunity for members to participate in the General Practice Services Committee's province-wide visioning process. This enabled GPs to contribute their views about how they want to practice in the future.



Transitions in Care Aims to Improve Communication

The "Transitions in Care" quality improvement initiative was started to **improve communication between hospitalists and community GPs** who do not follow their patients in hospital. A working group was formed to identify gaps in communication and find solution on how to bridge them.



100+ Community Residents at Walk with Your Doc

More than **40 GPs and specialists** participated in a doctor-led community walk held in collaboration with World Move for Health Day, the City of White Rock, and the Peace Arch Hospital and Community Health Foundation. Doctors exercised with **over 100 community residents** at White Rock Beach on May 8, 2015.

Sustainable Work Environment

Physicians Advocating Wellness: A Division Priority

The Division hosted activities that focus on promoting collegiality and physician wellness in the community. The "Hello Goodbye" dinner and social event welcomed new physicians and said goodbye to four retiring specialists and GPs. Members also enjoyed a "Night at the Museum", a social event and exhibit on the history of the local Peace Arch Hospital, as well as a workshop on "Life After Medicine".



Scholarly Activities

18 Education Events Hosted

In collaboration with the Practice Support Program, the Division hosted **eight interactive Small Group Learning Sessions** on EMRs, billing, opioid use, advance care planning, and dementia care. These events offered opportunities for all members to gain valuable knowledge while earning continuing medical education credits. The Division also offered members **10 Morning Rounds** delivered by pharmacists, fellow family physicians, and specialists.



Message from the Board Chair



Wow! When I reviewed our year's goals and accomplishments I realized that these endeavours were possible

not only because of Divisions, but because in WRSS our physician community honours collegiality and connectedness. Our membership now includes not only retired GPs but also NPs and specialists, setting the stage for collaborative team-based care. My wish in this first year as Chair was to be able to connect more personally with our members – to hear their needs and keep them

up to date on what opportunities are available through Divisions. The Board has made great strides in reaching out and our monthly newsletter has matured as a means to keep our members informed.

One of the key events hosted by our Division focused on identifying what our members need to provide optimal care for our patients: what additional support is needed in their practices, how to improve access to and collaboration with specialists, how to sustain access to allied health providers, how to maintain work-life balance, and what support is necessary for physicians to continue to provide in-hospital care. What we heard was the fuel required by the Board to create a strategic plan that will steer the Division over the next three years.

Many of the programs created by our GP4ME initiative continue to flourish. Our physicians continue to take on new patients, we continue to attract physicians to our community, and we care for many vulnerable unattached patients through our primary care access clinic which has become a model of the Patient Medical Home.

Perhaps this year's most notable community-wide undertaking has been the Child and Youth Mental Health Substance Use project. We brought together family physicians, specialists, allied health workers, youth and parents, teachers, and other community partners to work together to improve services. This epitomizes the power of collaboration.

And now, as we are being asked to enter the next phase in the evolution of Division work, we come prepared with some well-practiced skills in place. We will further enhance our work with a team-based approach and collaborate with specialists and allied health providers to co-create an integrated system that is more aligned with what our members have told us they need to make their work enjoyable and sustainable while providing optimal patient care.

Dr. Connie Ruffo
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. Connie Ruffo – Chair
Dr. Debra Harper – Vice Chair
Dr. Rummy Dosanjh – Secretary
Dr. Jeff Purkis – Treasurer
Dr. Tahmeena Ali – Director
Dr. Kasandra Harriman – Director
Dr. Martin Lebl – Director
Dr. Grace Park – Director
Dr. Werner Spangehl – Director
Dr. Steve Larigakis – Past Chair

Our Staff

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

Division Working Groups – at March 31, 2016

After Hours Care

Dr. Gerry Roberts (Lead)
Melissa Baron
Dr. Bernice Brits
Heidi Brown
Carol Doiron
Sandra Fikus
Dr. Raj Johal
Yvonne McLeod
Gayle McRae
Teri Parker
Dr. Nicholas Perri
Shawn Sangha

Attachment

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

CYMHSU Local Action Team Planning Committee

Dr. Rummy Dosanjh (Lead)
Dr. Tahmeena Ali
Terry Cardle (MCFD)
Dr. Wendy Chin
Dr. Doug Maskall (Specialist)
Dr. Julie Milligan (Specialist)
Dr. Michelle Murti

Education

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

Physicians Advocating Wellness

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

Recruitment & 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. Sandra Derkach
Dr. Sidney Field
Dr. David Fletcher
Dr. Martin Lebl
Dr. Robyn McKnight
Dr. Fiona O'Brien
Dr. John O'Brien
Dr. Lourens Perold
Dr. Darryl Samoil
Dr. David Zayonc

Right Care Right Place

Dr. Grace Park (Lead)
Erin Corry (Practice Support Program)
Teresa O'Callaghan (Fraser Health)
Jessie Saran (Fraser Health)
Dr. Amir Behboudi
Elaine Lowes (Fraser Health)
Bonnie Irving (Fraser Health)
Clare O'Callaghan (Doctors of BC)

Transitions in Care

Dr. Mildred Chang (Hospitalist Lead)
Dr. Kasandra Harriman (GP Lead)
Dr. Isaac Amankwe
Silvia Brunner (Fraser Health)
Dr. Sandra Derkach
Dr. Robyn McKnight
Teresa O'Callaghan (Fraser Health)
Dr. Valerie Raffle
Dr. Sonia Singh

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.

All photos: White Rock–South Surrey Division



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

www.wrssdivision.ca

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

Tel: 604.531.1888

Email: wrssdfp@divisionsbc.ca