

ANNUAL REPORT

2022-2023



We acknowledge that our workplace is within the ancestral, traditional, and unceded territory of the Syilx Nation. We acknowledge the Metis Nation and their contributions to Aboriginal ways of being and knowing in Canada.

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Vision

Excellence in care, vibrant communities, strong collaborative family medicine.

Mission

The Central Okanagan Division of Family Practice is a non-profit society governed by local family physicians who identify areas to improve care of patients and work with partners towards improving health in our community.

Values

Quality and integrity in medical care
Advocacy: for patients and for the role of the family physician as a key component of primary care
Visionary planning
Transparent communication
Collaboration: among family physicians, partners and patients

2022-2023 HIGHLIGHTS

341

PHYSICIAN MEMBERS

LIVE WORK PLAY



21
NEW MEMBERS



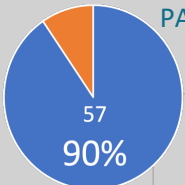
PRIMARY CARE NETWORK



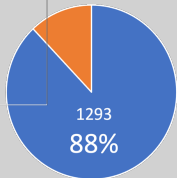
INCLUDES 70% OF ELIGIBLE MEMBERS & 65% OF FAMILY PRACTICE CLINICS

LTCI REACH

PARTICIPATING PHYSICIANS



BEDS COVERED BY THE LTCI



15 CME EVENTS
(9 IN PERSON)

2 LEARNING EVENTS

2 FIRESIDE CHATS

2 MOA EVENTS

3 NEWSLETTERS

28 EDITIONS



613 SOCIAL MEDIA FOLLOWERS



OUR PROGRAM HAS ATTACHED

2,597 PATIENTS

TO

27 ACCEPTING PHYSICIANS



Pathways
www.pathwaysbc.ca

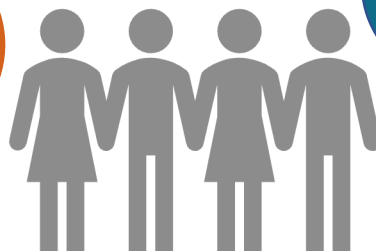


211,574

PATHWAYS VIEWS LAST 12 MONTHS

I can spend more time with the patient and worry less about what needs to happen in the background or spend less time doing things in the background and have more active time with the patient. So, I do think it gives you that focus. You can actually sit and listen to the patient and talk to them"
- Primary Care Provider

"...having a nurse available for visits or calls to discuss questions and concerns while waiting for further tests and appointments has made a huge difference to my emotional well-being."
- Patient



Continuing Medical Education Events

- Hosted **15 CMEs** - 9 events in person, on a range of member identified clinical topics

Newsletters for Members + Locums

- Division (monthly)
- Locum Matching (monthly)
- PCN (quarterly)

Clinic Contact Information

- Division supports members by hosting clinic contact information on Division webpage for 43 family practice clinics and 14 specialty clinics.

MOA Recruitment and Retention

- Division supports members by posting for MOA vacancies, screening applicants based on member priorities
- Recruited **12 positions** and over **40 candidates** screened

MOA Networks and Supports

- Division hosted **2 events** for MOAs including presentations by CMHA and PCN

Member Benefits

- Local maintenance of Pathways content, clinic websites, UpToDate membership

HR Support

- Division members can access HR templates and handbooks to support HR practices. Resources can be found on our website

Social Media

- Division is actively developing our social media presence to build connections and promote recruitment: Join us!
 - Part of 2 local Facebook MOA groups
 - Instagram - 538 followers
 - Facebook - 75 followers

ATTACHMENT

FIND A FAMILY DOCTOR CENTRAL OKANAGAN



- From April 1, 2022 to March 31, 2023, the Division Find a Family Doctor Program has attached 2,597 out of 14,071 patients.
- **27 family physicians accepted new patients.**
- Up to 100 patients attached monthly.

Our team continues to attach as many patients as capacity allows and works with local partners with priority attachment needs.

PHYSICIAN RECRUITMENT, RETENTION & RETIREMENT

Recruitment

- **21 physicians** were recruited to longitudinal family practice
- **7 physicians** were recruited to support locums in longitudinal family practice
- There were over **15 recruitment advertisements** posted on Health Match BC

Retention

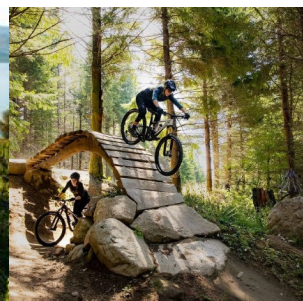
- Division provided clinic “thank you” visits for BC Family Doctor’s Day, Staff Appreciation Day and Christmas
- We continue to provide our “Red Carpet” approach to recruitment as we welcome new members to the community

Retirement

- **15 physicians** retired from longitudinal family practices
- **3 retirements** had another physician recruited to take over their panel.

Locum Matching Program

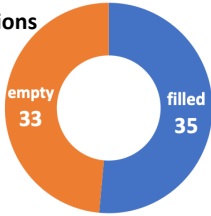
- Received **42 locum requests** through our locum matching program
- **Over 50% filled** through our local locum pool, other positions were filled externally.
- BC Family Doctors website continues to help increase awareness around locum opportunities.
- **12 Monthly locum newsletters** were sent out to a pool of locums to assist with requests.
- Pathways has linked our locum posting to their main page with a plan to develop a platform for the entire province.



LONG-TERM CARE INITIATIVE

CURRENT PROGRAMS

House Physician Positions
(1 per 25 LTC residents at each home)



484 acceptance fee
claims submitted

"If it weren't for the LTCI, there would be no house physician set up, I'd have random patients all over town, no call group, no promotion of 5BPPEs or a goal in mind. No coordination of care conferences and med reviews, no roadshow to provide education to care home workers, I can't imagine what it would be like without it. Without LTCI I wouldn't be doing this, I would have retired" – FP

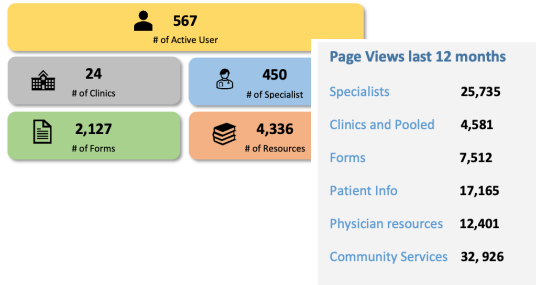
LTCI Activities in 22/23

- **Launched a LTC after-hours call service** which supports ongoing quality improvement efforts and provides data on the number and nature of after-hours LTC calls.
- **Hosted a strategic planning workshop** with physicians to identify priority needs for the upcoming year.
- **Launched quarterly Community of Practice Events** which include a CME component.
- **Ongoing efforts to cluster patients** through recruitment of additional house physicians at each facility via a one-time retention fee, and matching physicians who want to cluster with those who want to transfer.
- **Delivery of 12 LTC Home Roadshows** to bring together facility staff with family physicians to discuss process and the 5 Best Practice Expectations of the LTCI.

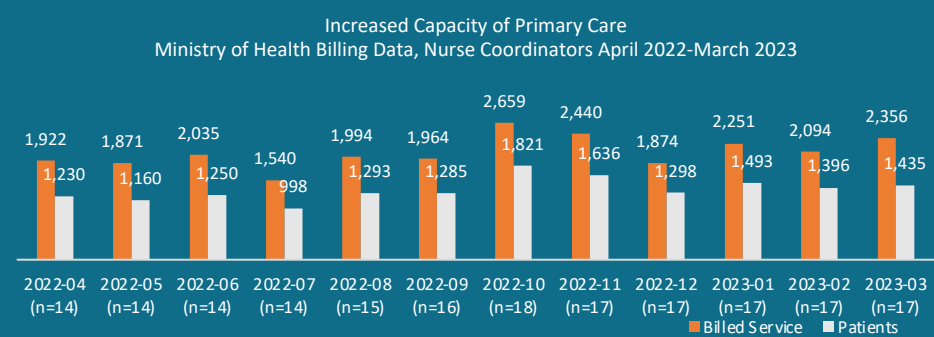
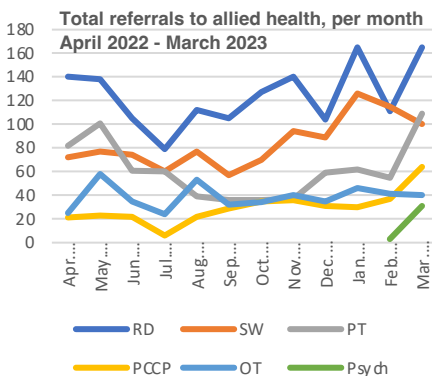
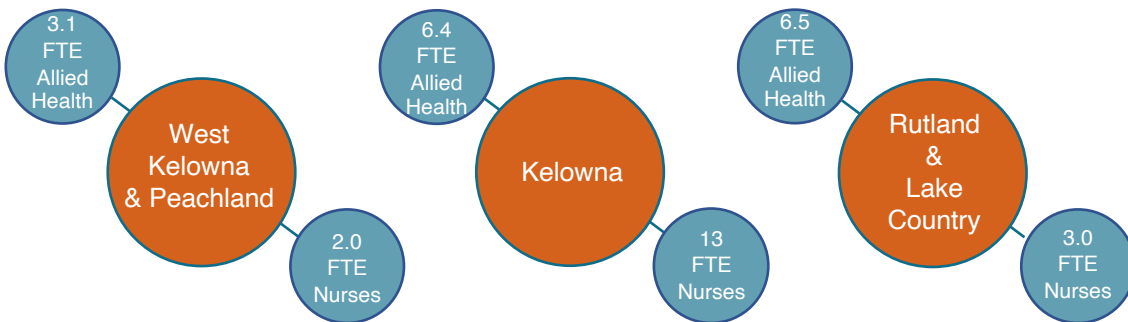
The LTCI is structured around 5 best practice expectations and 3 system level outcomes. [Click here for more information.](#)

PATHWAYS

- With over **100,320 local page views** this last year, Pathways continues to be an excellent clinical tool for current information regarding our local specialists and clinics, referral forms, physician resources and patient information handouts.
- Since April 2022 12 new specialists have been added.
- New access keys continue to develop to support Primary Care Networks with 60 active accounts at present.



PRIMARY CARE NETWORK



** 10% INCREASE IN CAPACITY OF NURSE COORDINATORS COMPARED TO PREVIOUS YEAR **

Dr. Christine Hoppe Physician Lead



FROM OUR BOARD

In gathering my thoughts for this year's Physician Lead report, I reviewed what I wrote a year ago in this space. An excerpt from my July 2022 report:

"It is an understatement to say this is a difficult time for family physicians in BC. The myriad challenges facing family physicians are well recognized, and the impacts on physicians, staff members, patients, the larger health care system and our communities are more and more evident and distressing.

The Central Okanagan Division of Family Practice team acknowledges this reality, and your Division Board members are living this experience; all are committed to helping on a local level. We know many of you may be, as one member put it, "one bad day away from a total career change." Our goal is to keep that one bad day at bay for every Division member long enough for meaningful system change to occur."

Many of the same challenges remain, but some of that hoped-for "meaningful system change" actually did occur in the last year. For many of us, the Longitudinal Family Physician payment model has improved reimbursement and simplified billing related to patient care. Significant reimbursement issues remain, especially related to long term, inpatient, palliative and maternity care, but progress has been made and we can anticipate more. After hours call and locum coverage are also front burner items for action at the provincial level. And by the time we meet for our AGM, re-referral requests from specialists will be a thing of the past, as the new MSP rules go into effect July 1.

At the local level, our Central Okanagan Division is restructuring to better serve our members. You will notice that our AGM this year is virtual only and that we didn't bring in outside keynote speakers, as we focus on the central work of the Division during this time of transition. We are fortunate to have Denise Ralph in the interim Executive Director role, as she brings to our community a wealth of experience and wisdom related to Division work. As we consider how to better connect with our members, understand and respond to local needs, and add to our Division staff to support this vital work, we would love to hear from you about what you want and need from your Division. There will be focused outreach in the months ahead, and the door is always open for your thoughts and ideas in the interim.

With all the changes in the organization this year, the Division board seeks stability for the next twelve months. Erika Scheffler will leave the board after seven years of bringing her wisdom and lived experience to the table – thanks Erika for all your contributions. The other eight board members have agreed to stay on during this time of transition and growth, with an emphasis on building strong committees and processes for our board work and more direct links to community physicians in the year ahead.

Even with reduced staffing for most of the last year, the Division team has done great work – expansion of PCN, support of long-term care, recruitment of new family doctors to our community, and support of CME events. I offer heartfelt thanks to our Division team for their commitment to this work.

With hopes for clear skies this summer and continued progress for family medicine, patient care, and health and wellness in the Central Okanagan, I thank you for the work that you do, and I look forward to our work together to build a stronger Division in the year ahead.

Sincerely,

Christine Hoppe
Physician Lead



WELCOME MEMBERS

NEW MEMBERS

APRIL 2022 – MARCH 2023

FAMILY PHYSICIANS

- DR. PIETER CLOETE
- DR. ANNA ROTHOVA
- DR. TATYANA WELLS
- DR. VADIEH HAMIDI
- DR. MICHAEL ABAYOMI
- DR. ALI MOFFAT
- DR. CHRISTINE BLYTH
- DR. OLAJIDE OKETONA
- DR. LARISA SAVA
- DR. LAMIS LATIF
- DR. OMOLOLA OKETONA
- DR. GARLAND REYNOLDS
- DR. JORDAN STEWART
- DR. MICHELLE DU PLESSIS
- DR. HENDRICK HENSTOCK
- DR. EMMA KING
- DR. DIANA DAS

FAMILY PHYSICIANS LOCUMS / SPECIALITY CLINICS

- DR. ASHLEY JANZEN – LOCUM
- DR. ELIZABETH MCLEMAN – LOCUM
- DR. IMLAH SHONA – LOCUM
- DR. KELSEY STEARNS – LOCUM
- DR. TESSA VAN TOL - LOCUM
- DR. JASON MCKINLEY - UPCC
- DR. DOUGLAS SMITH – UPCC
- DR. DOMINO BUCARELLI – BC CANCER
- DR. MARLILE VAN ZYL – RUTLAND CHC
- DR. PETER ZEINDLER – WORK SAFE BC

RESIDENTS

APRIL 2022 – MARCH 2023

R1

- AHMAD ABEDI
- KRISTIE CHAU
- WILLIAM CHEYNE
- CARLY EISBRENNER
- KYLE EXNER
- PHILIP GREEN
- JESSE IRVINE
- JANE LUFT
- MATTHEW LUM
- EMMA MAELDE
- JACEK ORZYLOWSKI
- ARIEL SMITH
- KRISTIN WIEMKEN

R2

- BEN ARCHDEKIN
- JENNIFER BRAZEAU
- CHRISTINA DENNEHY
- KATHRYNE DESAUTELS
- HANNAH GIBSON
- TAYLOR JESPERSEN
- AJHMAL LALI
- DORRIAN MAH
- MACKENZIE MOLESKI
- PETRUS JACOBUS RETIEF
- JOANNA RITSON
- HELEN TANG
- ALAINA TERPSTRA
- MIKAYLA WOHLLEBEN





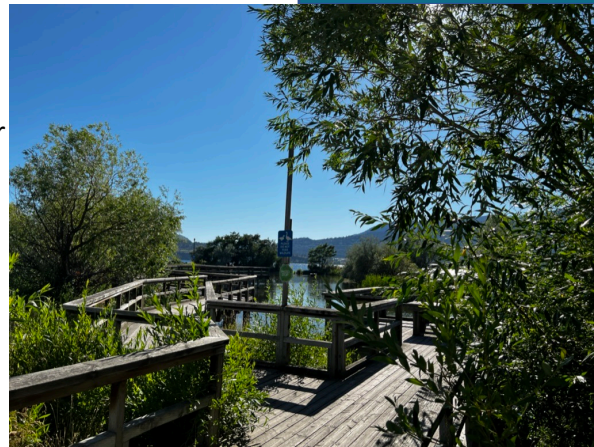
BOARD OF DIRECTORS

- Dr. Christine Hoppe (Physician Lead)
- Dr. Richard Blakemore (Chair)
- Dr. Tara Sebulsky (Secretary)
- Dr. Brian Mackay (Treasurer)
- Dr. Ed Chien
- Dr. Erika Scheffler
- Dr. Jade Dittaro
- Dr. Jen Meisner
- Dr. Megan Hill

STAFF

THE FOLLOWING INDIVIDUALS PROVIDED SUPPORT DURING 2022-2023

- Allison Manning – PCN Manager
- Amanda Oakes – Administrative Lead and Members Engagement
- Ashley Mailey – Attachment Coordinator
- Beth Whalley – Sr. PCN Manager (Mat. Leave)
- Carly Van Oort – PCN Learning & Development Coordinator
- Cath Bryce – Project Coordinator / Members Engagement
- Connie Abram – PCN Change Lead
- Jason Houiellebecq – PCN Change Lead
- Jen Bitz – Long Term Care Initiative Project Coordinator
- Julia Hunter – PCN Manager (Mat. Leave)
- Karen Kopp – Bookkeeper
- Lori Ballard – PCN Change Lead
- Monica McLean – Recruitment and Retention Coordinator
- Scott Tucker – PCN Administrative Assistant
- Suzanne Noel – PCN Change Lead
- Tara Muncey – Sr. PCN Manager
- Tristan Smith – Executive Director



APRIL 2022 -
MARCH 2023

The Central Okanagan Division of Family Practice gratefully acknowledges the funding of the Family Practice Services Committee, Doctors of BC and the BC Ministry of Health.

Of the many individuals and organizations that support our work, we express our gratitude for the contributions of staff and leadership of Interior Health, Aboriginal partner organizations, Doctors of BC, Ministry of Health, patient and family representatives, in addition to our many collaborative community partners.

Long-term Care Physician Leads

- Dr. Tara Sebulsky
- Dr. Gayle Klammer
- Dr. Willie Mackle
- Dr. Rob Williams
- Dr. Bernard Lewke

Communications Committee

- Dr. Megan Hill
- Dr. Jade Dittaro

Attachment Leads

- Dr. Milt Stevenson
- Dr. Mark Clark

Recruitment & Retention Lead Pathways Lead

- Dr. Milt Stevenson

Continuing Medical Education (CME) Committee

- Dr. Megan Hill
- Dr. Jade Dittaro
- Dr. Jen Meisner

PCN Champions

- Dr. Ben Prozesky
- Dr. Christine Hoppe
- Dr. Janet Evans
- Dr. Brian MacKay
- Dr. Edward Chien
- Lindsay Maxwell, NP
- Sydney Richardson-Carr, NP
- Marjan Vizcaino, NP
- Julia Walker, NP
- Carol Derickson (WFN Elder, patient partner)
- Jan Costa (patient partner)
- Gail Blanchard (patient partner)



Contact:

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ACKNOWLEDGEMENTS

