



Central Okanagan
Division of Family Practice
A GPSC initiative

Annual Report

2015 / 2016

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Message from the Physician Lead – Dr. Jeanne Mace



This year we continued to do our best supporting grassroots initiatives while navigating provincial opportunities presented to us from the Ministry of Health and GPSC. These initiatives included FP Obstetrics, GPforME, Seniors Care, Residential Care, and the Primary Care Medical Home.

Over the past year we were able to balance practical in-office initiatives such as Pathways with larger strategic initiatives such as the Frail Seniors work. Also, as you may know, our prioritization of recruitment and retention has been linked to many new family physicians relocating to the Central Okanagan. We continue to refine our recruitment process by learning from visiting physicians how we can make our offices more attractive. With respect to our local Seniors work, I would like to thank physician leads Dr. Klammer, Dr. Thomasse, and Dr. Williams who have again showcased the strength of adding family physician voices to emerging healthcare strategy. Our experience with this Seniors work will help us prepare for two other major initiatives coming our way: Mental Health/Substance Use and the Primary Care Medical Home. Our strategic plan this year encompassed these 8 priorities:

- Recruitment and Retention
- In Hospital Care/FP Obstetrics
- Health Promotion
- A GP for Me
- Member Engagement
- Residential Care
- Mental Health and Substance Use
- Collaboration with Health System and Community

As Physician Lead, I am hopeful that our work through the Divisions of Family Practice will continue to support you and your patients as well as make our health system better through informed strategy. We will continue to seek out grassroots work while rising to the challenge of bigger system change with our partners. As always your Division's Board and I remain open to suggestions and continue to appreciate your support.

Message from the Executive Director – *Tristan Smith*



The annual report for 2015-16 has marked our sixth year as a not for profit society. Together we saw community level impact from physician led initiatives such as A GP for ME as well as continued gains for primary care through ongoing Division initiatives.

I would like to acknowledge our staff that continue to provide support for all of our initiatives including: Monica McLean, Leslie Godwin, Jennifer Bitz, Melissa Faraguna, Mel Clifford, Nancy Ingram, Melissa Feddersen, Tracy Wright, Bill Eager, Karin Redmond, Barbara Newman, and Anita Desjardins. Thank you all for your efforts and dedication!

Over the year our A GP for ME team was able to develop, test, and implement a process to attach over 1000 people who are over 65 years old to family doctors. This is an example of direct impact on patients as well as community level benefits from our work. Aside from the hard work that our physician leads and staff dedicated to A GP for ME, we also relied on community partners such as the City of Kelowna, Seniors Societies, and Interior Health to achieve success.

Over the last six years we have proven that our organization can assist and lead components of primary care reform. Now, the government has identified primary care as one of five key areas of focus with a specific lens on the Medical Home concept. Our Division is prepared to support our members who have an interest in defining what primary care innovation looks like in our community.

The coming year will provide an array of opportunities and challenges. We will continue to strive for improvements in Recruitment/Retention and Residential Care, conclude our A GP for ME initiative, and begin our journey towards the Medical Home. As always, we will work hard to build connections with our members, your offices, and the service you provide your patients.

Divisions Activities and Highlights

Community Engagement

Interior Health
City of Kelowna
City of West Kelowna
District of Peachland
District of Lake Country
Regional District of Central Okanagan
University of British Columbia-Okanagan
Ministry of Children and Family Development
School District 23
Canadian Mental Health Association
Other Provincial Divisions of Family Practice
Practice Support Program (PSP)
Local Aboriginal organizations
United Way

Continuing Medical Education

May 21, 2015	GPSC Residential Care Meeting
May 26, 2015	Meet the Specialist – Round table
June 11, 2015	A GP for Me – MOA event – Managing crisis in office
July 18, 2015	Shared Care Breastfeeding event (Maternity/Child)
August 11, 2015	GPSC Visioning CME
October 22, 2015	A GP for Me – MOA event – Mental Health
November 5, 2015	Palliative Care
November 19, 2015	Clinical Management of the Frail Elderly – Round table
December 1, 2015	Dr. Paul Mick – ENT
February 18, 2016	Meet the Specialist – Round table
March 10, 2016	Pathways Launch and A GP for Me wrap-up event

Division Newsletter

The Division newsletter continues to provide meaningful information to support clinical decision-making and share information about news and events.

During the 2015/2016 year, we had editions for March, May, November, January & February.

Webpages for Division Members

Webpages are offered to members as an opportunity to share information and resources such as office hours, staff information, phone numbers, FAQ's from patients, links to clinical information and common patient handout materials.

A GP FOR Me

Date initiated: November 2013

Project End Dates: March 31, 2016

Project Extension: Navigation to Community Resources - implementing of FETCH

GPSC Impact Funding for attachment model: MAU (April 1, 2016 – March 31, 2017)

Physician Leads: Dr. Gayle Klammer, Dr. Jan McIntosh, Dr. Rosalie Swart & Dr. Milt Stevenson

Major Issues Identified:

1. Approximately 20% of people in the Central Okanagan do not have a family doctor.
2. Need to build office capacity in the system for complex care patients.
3. Addressing sustainability of the Mobile Assessment Unit following March 2016.

A GP FOR ME Goals:

1. Confirming and strengthening the GP-Patient continuous relationship
2. Better supporting the needs of vulnerable and underserved patients in our community
3. Increasing the capacity of the local primary health care system
4. Enabling patients who want a family physician to find one as capacity in the system increases

Accomplishments: See A GP for Me Evaluation Summary in AGM folder

Next Steps:

1. Attachment Mechanism: Work with Interior Health on sustainable operational programming for the attachment mechanism as Divisions Project Funding ends March 2017.
2. Continue to attach seniors in the Central Okanagan via the Mobile Assessment Unit until funding cycle is complete.
3. Continue to maintain the physician attachment registry
4. Implement FETCH (For Everything That's Community Health) which is a public facing online resource directory vetted by the CODFP, easy to navigate, current community health related resource directory

Recruitment and Retention

Date initiated: June 2014

Physician Leads: Dr. Milt Stevenson

R & R Administrator: Monica McLean

Major Issues Identified:

1. Lack of physicians being recruited into the area
2. Pending retirement of many Central Okanagan GPs
3. Lack of locums for Physician coverage
4. No integration for new GPs into the community

Progress:

1. Communication & information stream from Interior Health and Health Match BC directly to the Division Administrator.
2. Central Okanagan Division website redesigned with a full recruitment page.
3. Division Administrator directly communicated with Physicians looking to come to the community for a recruitment visit.
4. “Red Carpet” program created to assist visiting Physicians.
5. Confirmed Chamber of Commerce support for recruitment efforts.
6. Continued surveying local physicians to understand recruitment needs.
7. Engaged with Family Medicine Residents.
8. 10 Physicians recruited to the community within April 2015 to March 2016.
9. Facilitated 17 visits during April 2015 to March 2016.

Next Steps:

1. Continue to advertise recruitment opportunities.
2. Build on relationships with Interior Health Recruitment.
3. Continue the “Red Carpet” program to recruit physicians.
4. Network with other Divisions for new strategies on recruitment.

Pathways

Date initiated: November 2015

Physician Lead: Dr. Milt Stevenson
Pathways Administrator: Melissa Faraguna

Project Scope:

1. Implement Pathways into the Central Okanagan Region.
2. Provide physicians with useful information regarding the referral process in effort to streamline and optimize patient care.
3. Collaborating with Specialists and Specialty clinics, endorsing Pathways as a communication vessel to inform GP's about practice information and referral requirements.

Challenges:

1. Collecting and entering specialist and clinic information during a short implementation period. (November 2015 – March 10th launch date)
2. Surveys completed by specialists required or clinic not in compliance with privacy and consent policies.
3. Attaining information from programs in the Health Authority.

Successes:

Pathways launched with:

1. 154 specialists entered into the data base
2. 99 Family practitioner surveyed and entered
3. 97 active users

Pathways Launch event with 155 participants from Central Okanagan Family Practices (March 10th 2016 at the Coast Capri Hotel)

GPSC Residential Care

Date Initiated: September 2015 (transitioned from the RC Steering Committee which was initiated in Nov 2012)

Physician Leads: Dr Rob Williams, Dr Bernie Lewke, Dr Willie Mackle, Dr Tara Sebulsky

Major issues identified:

1. System challenges when aiming for 24/7 availability and attendance at a care home when required.
2. MRPs are often unable to attend care conferences given scheduling challenges with the care homes.
3. Polypharmacy continues to be a concern with patients in residential care.
4. Challenge for many GPs to provide regular on site visits to residents spread across the geographic range of facilities in Central Okanagan.

Progress:

1. The mandate for the Residential Care Support Group (RCSG) has been revised following the change of payment administration from IH to the division (July 2015). Given the occasional ongoing challenge for care homes to reach a MRP or their delegate after hours, the RCSG members have agreed to be a back up to all RC doctors for urgent calls. However, these incidences are to be reported to the RCI project manager in a concerted effort to ensure that in the future the correct doctor can be reached in a timely fashion, and to reduce the number of avoidable transfers into Emergency.
2. Work was initiated to collect information on how care homes can access doctors, i.e. through a call group, independent listing at the KGH switchboard, calling their office voice mail etc.
3. From the RCI launch in autumn 2015, data was being collected from care home representatives and MRPs on what works and what doesn't, and how to improve the following processes:
 - a. Care conference scheduling and formatting, and
 - b. Submission and response to the fax to MRP form.Work began in March 2016 to prepare two knowledge exchange documents providing an opportunity to share information in an effort to improve practice.
4. A method for administering quarterly payments to RC doctors was designed and implemented. Three rounds of payments were administered between Sept 2015 and March 2016. There has been a steady increase in participating doctors who agree to work toward the 5 best practices outlined in the RCI.
5. The project manager has made site visits to all the care homes participating in the RCI. Through the project she has acted as a broker of information between the homes and the doctors via email, phone, and attendance at care home leadership meetings. Anecdotal information from care home representatives indicates that this extra level of communication is appreciated. Additional communication links have been made with KGH switchboard leadership and the KGH transition team.

Child and Youth Mental Health Family Doctors, Pediatricians and Psychiatrists

Date Initiated: April 2013

Physician Leads: Dr Marianne Morgan, Dr Fernando Diaz, Dr Jeanne Mace, Dr Jim Ketch, Dr. Tom Warshawski, Dr Mike Ocana, Dr Stan Szombathy,

Partners: MCFD, SD 23, FORCE, CMHA, IH, RCMP, Bridge, KCR, ARC Resources for Youth, Moms Stop the Harm, CO Division of FP, Public Health, WFN, United Way, UBC Okanagan, Boys and Girls Club, and many more.

Major issues identified:

1. Lack of coordinated services for CYMH in the Central Okanagan
2. Lack of addictions services for youth in area
3. Lack of knowledge regarding current services available

Progress:

1. BC Integrated Youth Service Initiative to launch in March 2017. Learn more at www.bciysi.ca
2. Community assessment of needs for substance use
3. Advocacy for increased training for nurses in pediatrics as well as renovations to current space within the Pediatric ward of KGH.
4. Prevention information sent out in all report cards in SD 23
5. Referral decision tree for front line service providers
6. Quick Guide for Clinicians for referring to CYMH services

Future of Family Medicine

Date initiated: April 2015

Physician Leads: Dr. Jeanne Mace, Dr. Gayle Klammer, Dr. Jan McIntosh

Major Issues Identified:

1. Practice style within family medicine is changing
2. Recruitment efforts will benefit from providing modernized practice opportunities in our community
3. With significant un-attachment rates and not enough family physicians, the Division would like to support system changes that increase capacity while respecting the role of the Family Physician.

Future of Family Medicine Goals:

1. Begin to explore future models of practice with members and stakeholders
2. Work with provincial groups to identify possibilities of investment into future models
3. Strategize how the Medical Home concepts apply to our communities

Next Steps:

1. Work with GPSC Primary Care Medical Home leads
2. Continue to engage members regarding future models of care
3. Identify how MoH and IH can support future models as they emerge

Low Risk FP Obstetrics Service

Date Initiated: April 2011

2015 - 2016 Planning Phase Physician Leads Dr Jeanne Mace, Dr Cara Wall,

Major Issues Identified:

1. Current trends show a high risk that there will be an insufficient number of family physicians to meet the demand for primary obstetrical care within the community.
2. For medical learners, there is not a dedicated clinic to teach obstetrics and gynecology.
3. There are fewer students adopting the specialty into their practice which will reduce the number of family physicians practicing obstetrics.
4. Inadequate pre-natal obstetrical care could lead to increased risk of maternal mortality due to a lack of appropriately trained physicians.

Progress:

1. Separating active privileges from FP OBs privileges agreed and in operation
2. Clinic business case reviewed and agreed to progress with IH/KGH support.
3. Additional funding secured to commence the implementation and opening phase of clinic
4. Clinic location agreed within KGH
5. IH/KGH and Division in kind support established for sign off
6. Division members surveyed and individual commitment received to operate the clinic

Next Steps:

Divisions team to work through the implementation phase during 2016- 2017 with support from Mel Clifford, project manager, and Dr Lynne Tereposky, Lead Physician.

Health Promotions

Date initiated: October 2012

Physician Leads: Dr Roger Crittenden, Dr Mike Koss, Dr Angela Andruchow, Dr. Grant Pagdin

Major issues: Incidence of chronic disease and other illnesses related to lifestyle.

Community Partners: Louise Roberts-Taylor (City of Kelowna), Adriane Long/Kelley Taylor (YMCA/H2O) Norm Hanson (IH-Allied Health) Kim Froom (Phoenix Medical Fitness, Danielle Noble-Brand (City of Kelowna) Julie Steffler (IH)

Aims:

1. To continue long-term health planning for our community in efforts to decrease incidence of disease related to poor activity and diet such as chronic disease.
2. Improve the health of our community including children, adults and older adults through conversation and initiatives focused on healthy activity and referring to the Exercise is Medicine and Exercise Prescription initiative.
3. Improve the long-term health outcomes of individuals in our community through lifestyle coaching related to activity and diet.
4. To establish Family Doctors as a key influencer in health promotion related behaviors in our community.
5. Collaborate with community partners who have a credible interest towards improving health outcomes through activity and exercise.

Results:

Continued collaboration with partners towards the goal of lasting change on inactivity levels using Exercise is Medicine and the Exercise Prescription.

As of March 31, 2016 the year-end total is 251 prescriptions written. The grand total since Rx Ex inception is 352 prescriptions written by 72 GP's. (Oct 2014 to March 2016)

1. Continued collaboration with Interior Health and City of Kelowna with Physiotherapy Navigators placed 5 days per week at Parkinson Rec for physicians to refer RxEx patients into recreational programs and activities with re-direct back to KGH for outpatient physiotherapy services. This has been Ideal for patients with chronic or pre-existing medical conditions. Subsequent placements for the same program are now at Johnson Bentley pool in West Kelowna.
2. More recently, new collaborations have evolved between Interior health and Kelowna Family Y/H2O and have resulted in move for your health programs now being available through the YMCA& H2O expanding capacity, locations and availability for patients who have chronic or pre-existing medical conditions.
3. COD Health Promotions hosted Dr. Mary Jung and Dr. Jonathan Little of UBCO Exercise Sciences where they shared their extensive research findings in exercise adherence and intervention in pre type 2 diabetes subjects. All RxEx navigators were also present. This initial meeting has now resulted in continuing close collaboration with the Kelowna Family Y to take the program off campus and into the community.

Summary of Committees

Collaborative Services Committee

The Central Okanagan Collaborative Service Committee (CSC) brings together representatives from the Central Okanagan Division of Family Practice, the General Practice Services Committee, and Interior Health.

These partners share issues of concern for patient care outcomes, co-determine priorities and co-design solutions to the complex and interconnected issues facing the healthcare system and the delivery of primary care. All partners work together to improve patient care and system efficiencies within their sphere of influence.

This year we worked with our partners to focus on a Seniors Strategy. Our collaboratively developed plan was presented provincially in October 2015. This plan will help frame future work with Seniors in our communities as well as connections to Family Medicine.

Co-chairs: *Dr Jeanne Mace (CODFP), Bryan Redford (IH)*

Division Staff: *Tristan Smith, Monica McLean, Arleen Miller*

GPSC: *Dr. Khati Hendry*

Interior Health: *IH Central, Bryan Redford, COK Administrator, CIHS, CO-Chair of CSC, Dr. Curtis Bell, IH Medical Executive, Practice Lead Sharon Cook, Health Service Administrator, Kelowna General Hospital, Vanda Urban, Residential Health Service Administrator Central Okanagan; Greg Cutforth, IH Allied Health Services.*

Inter-Divisional Strategic Council

The Inter-divisional Strategic Council (ISC) is a formal group representing senior executive administrators for Interior Health, all Interior Health Division Leads, the General Practice Services Committee and the Ministry of Health.

Its strength lies in the collaboration of the Divisions within IH and our ability to connect with the highest levels of IH administration as well as GPSC and the Ministry of Health. Together we endorse and sponsor initiatives including improving access to Child and Youth Mental Health services, adult MHSU, Integrated Health Network transition.

This year we focused on the Patients Medical Home along with co-leads from the Ministry of Health, General Practices Services Committee, and Interior Health.

Division Representation on ISC: *Dr. Jeanne Mace, Dr. Jan McIntosh, and Tristan Smith*

Central Okanagan 2015/2016 Board of Directors

Dr. Jeanne Mace (Physician Lead)
Dr. Mike Purdon (Chair)
Dr. Heather McDonald (Secretary)
Dr. Cara Wall (Treasurer)
Dr. Tara Sebulsky
Dr. Michele Thomasse
Dr. Mike Koss
Dr. Mark Sorestad
Dr. Milt Stevenson

Central Okanagan Division of Family Practice

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Mel Clifford – FP Obstetrics Project Manager
Bill Eager – Health Promotions Project Manager