



Central Okanagan

Division of Family Practice

A GPSC initiative

Annual Report

November 2018

March 2019

Table of Contents

Message from the Physician Lead	3
Message from the Executive Director	4
Activities and Highlights	5
Recruitment and Retention	6
Attachment	6
Pathways	7
GPSC Long Term Care	8
Patient Care Networks	9
Collaborative Services Committee	10
Summary of Committees	11
Statement of Operations & Changes in Net Assets	12
Statement of Financial Position	13
Notes	14 - 15
Board of Directors and Staff	16

Message from the Physician Lead – *Dr. Michael Koss*



This year, as in past years, the Division of Family Practice has divided its attention between local initiatives and projects. These projects are grassroots driven and larger top-down Provincial and Ministry of Health initiatives that we try to keep relevant and beneficial to our local members and our patients.

I would like to thank our Central Okanagan Division Board, our Executive Director Tristan Smith, and our staff, for their hard work this past year, and their ongoing enthusiasm and willingness to tackle new projects.

Local initiatives include our ongoing LTC initiative, which has been very successful in providing care for LTC patients, while improving the work load of our physicians who care for them. We continue to meet with KGH to improve issues such as communication, patient registration and FP representation at the hospital level. The Seniors Health and Wellness Centre and Cedar Sage Clinic are helping us care for our frail elderly, and those with mental health and substance use issues, respectively. The Division continues its attachment work to assist in finding patient medical homes for the many unattached patients in the Central Okanagan, and our ongoing physician recruitment and retention program is one of the most successful in the province. We are continuing work with various specialist groups to improve communication and access to specialist services for our patients and make the referral process easier, through projects such as Pathways, the new Shoulder algorithm, and the IBS algorithm.

Provincially, the Ministry of Health, Interior Health and Divisions are collaborating on two major projects – Primary Care Networks (PCN) and an Urgent and Primary Care Centre (UPCC). Our goal is to make sure that the effects of these initiatives are beneficial to our patients and members locally. So far, I believe we are succeeding in this goal. Improved access to Team Based Care will unburden our members in the office, lead to better access for our patients, and allow us to better deal with the unattached population in the Central Okanagan. Stay tuned as these projects roll out in the next year.

Finally, thank you, to our Division members, for supporting your Division of Family Practice. As always, if you have any comments or suggestions, please contact us.

Sincerely,
Dr. Michael Koss
Physician Lead

Message from the Executive Director – *Tristan Smith*



The Central Okanagan Division of Family Practice Cooperative annual report for 2018-2019 has marked our first year as a Cooperative and our ninth year as a not-for-profit organization serving local family physicians. Future of Family Medicine discussions related to the Patient Medical Home and Primary Care Networks was much in focus this year. In addition, we are continuing to maintain gains through past collaborative work, such as, with the Seniors Health and Wellness Centre, Cedar Sage Clinic, Nurse in Practice, our Attachment mechanism, and physician Recruitment/Retention.

I would like to acknowledge our staff and consultants that continue to provide support for all of our initiatives including: Monica McLean, Corinne Heslop, Jennifer Bitz, Melissa Faraguna, Karen Kopp, Leslie Leitch, and Izabela Szelest. Your efforts and commitment are most valued by our organization and our members!

The MoH has announced significant funding through the vision of Primary Care Networks. This is a valued opportunity to partner with Interior Health and Indigenous populations to co-develop a plan that adds services for support family physicians and your patients. Our engagement with members through past and recent surveys plus office visits formed the Division strategic vision, including: understanding clinical needs of patients attached to family physicians, identifying clinical team members who can support family physicians, and understanding the business components to this endeavor (such as impact on overhead or workflow). Also, we value working with community partners such as Westbank First Nations to better understand the needs of indigenous populations.

Again, this year we saw success for our communities through our respected and valued recruitment team led by Monica McLean and Dr. Milt Stevenson. Congratulations again and thank you on behalf of all the patients attached to new doctors in our area. In addition, Dr. Milt Stevenson has some exciting work with the UBC residency program with the hopes of creating urban R2 residency spots for the Central Okanagan.

Finally, to note, our Nurse in Practice Program is leading the way in understanding how to integrate a publicly funded nurse into a fee-for-service primary care setting. We'd like to thank the eight offices who have these nurses in your practice for your visionary thinking and for your time to help us learn and grow with this model.

Over the coming year we anticipate much more interest from the health system towards primary care. The Ministry of Health and the General Practice Services Committee are investing in your work. I truly hope that the interest in primary care from provincial entities is a reflection of everyone's value for family physicians and the care you provide your patients!

Sincerely,
Tristan Smith
Executive Director

Divisions Activities and Highlights

Community Engagement

Interior Health
City of Kelowna
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

November 8 2018	Geriatric Pearls for the Non-Geriatrician
December 4, 2018	Adult ADHD and TransCare Youth
February 5, 2019	Short topics in FP Obs
February 5-6, 2019	Oscar EMR Training
February 12, 2019	Suboxone Training
February 15, 2019	Care of the Elderly
February 27, 2019	Med-Access Training
March 5, 2019	Med-Access Training
March 11, 2019	Physician Health
April 5, 2019	Prescribing in the Elderly
May 1, 2019	Ortho Shoulder Assessment / PCN Update

Division Newsletter

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

During the November 2018 to March 2019 year, we had Newsletter editions for: December 2018, February 2019 and March 2019.

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.

Recruitment and Retention

Date initiated: June 2014

Physician Leads: Dr. Milt Stevenson

R & R Administrators: Monica McLean, Tristan Smith

Update:

1. Recruitment efforts for November 2018 to March 2019 has seen 4 FT GP's added to the Division attaching patients and 3 FT GPs recruited to start later in 2019.
2. Collaboration has been established with Interior Health for opportunities for Return of Service IMG's and International IMGs. With 1 ROS IMG for 2019, we are continuing to be able to create more access in our community for patient/physician attachment.
3. Continuing to improve on the "Red Carpet" program created to assist visiting physicians looking for Family Practice opportunities.
4. Recruitment Administrator directly communicates with physicians looking to come to the community for a recruitment visit.
5. Working with long-standing clinics to review recruitment needs and reviewing clinic spaces to create more work spaces for physicians.
6. Continually working on advertising for locums for our Division and keeping up with the members only locum page.
7. Ten (10) Physicians will retire in 2019 from Family Practice. Physician Lead and Administrator are continuing to liaison with retiring physicians and clinics for patient disbursement.

Attachment "Find A Family Doctor"

Date initiated: August 2018

Physician Lead: Dr. Milt Stevenson

Attachment Administrator: Monica McLean

Update:

1. The **NEW** "Find A Family Doctor" program began on August 16th, 2018. This was created from the base idea of the "A GPforMe" program. Our aim is to have capacity to attach between 5,000 and 10,000 people to family physicians.
2. From August to October, we have attached 575 people and will continue our efforts to attach as many patients as capacity allows.
3. From October to May we have attached an additional 1,672 people to family physicians bringing our total thus far to 2,247.

Pathways

Date initiated: November 2015

Physician Lead: Dr. Milt Stevenson

Pathways Administrator: Melissa Faraguna

Update:

1. With 1.8 million page views last year, Pathways continues to be recognized as an excellent clinical tool for up to date information regarding the province's 3400+ specialists and clinics, referral forms / requisitions as well as vetted physician resources and patient information handouts.
2. 95% of the Province is using Pathways with the final 2 Divisions, South Okanagan Similkameen and East Kootenays, coming on board in 2019!
3. Over 350 Central Okanagan users access an average of 1800 page views every week!
4. The Community Services section of Pathways has been refined to support primary care providers in the growing trend of social prescribing. Public access to Community Services to launch in the fall of 2019 for Central Okanagan users.
5. Pathways is now used by Specialists and hospital based physicians to find and help attach patients to primary care providers.
6. New access keys have been developed to support Primary Care Networks.

GPSC Long-term Care

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

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

Staff Support: Jennifer Bitz, Tristan Smith

Update:

1. Updated the 'Road Show' document for 2018/19 and have begun scheduling for the second round of sessions at each of the 16 local care homes. These are interactive sessions regarding the 5 Best Practice Expectations at the care home with staff and one high volume physician.
2. Organized and hosted 3 CME events:
 - a. Nov. 8, 2018: Geriatric Pearls for the Non-Geriatrician with Dr. Samir Sinah
 - b. Feb. 15, 2019: Care of the Elderly Conference, half day with Drs. Kow, Nakanishi and Okorie
 - c. April 5, 2019: Prescribing in the Elderly, half day with Dr. James McCormack
3. Continued with rolling out learnings from the 2018 Meaningful Medication Review pilot.
4. Streamlining the LTC admission process by working closely with IH admin, KGH, the Access Office, Community Home Health and care home staff. Implementation of a newly designed process happened in Spring 2019, we are now working on continued improvements and on evaluating the process. Hosting a follow up process flow mapping workshop on June 19th (this work was launched with a process flow mapping workshop in December 2017).
5. Working with the Emergency Department to improve information exchange between them, care homes and MRPs when a resident is sent to the ED and back to the care home. This work created a new ED to LTCH form which is now an active IH form.
6. Designed an attachment/acceptance into LTC fee with guidelines and sessional form for physicians taking on unattached patients. This is a capped amount to use up carry over funds from unclaimed bed incentives.
7. Had physicians who claim bed incentives commit to the 5 Best Practice Expectations formally by submitting a signed letter to the Division.
8. Assisted IH Regional Knowledge Coordinator to review and revise Clinical Practice Guidelines for interdisciplinary annual care conferences.

Patient Care Networks

Date initiated: February 2019

Physician Leads: Dr. Michael Koss, Dr. Christine Hoppe, Dr. Milt Stevenson, Dr. Janet Evans

Project Manager: Leslie Leitch

Staff: Tristan Smith

Update:

1. Central Okanagan Division of Family Practice in partnership with IH is actively engaged in planning for the implementation of Primary Care Networks (PCN) for the Central Okanagan.
2. This plan will integrate team-based care as part of the patient medical home. These are new resources available to primary care providers, which will be paid for and managed by IH.
3. A service plan will be submitted to the Ministry in July 2019 for approval. The approval process is expected to take a few months.
4. This plan will integrate team-based care as part of the patient medical home.
5. The PCN planning encompasses the Urgent Primary Care Centre (UPCC); however, UPCC planning is being done separately from the PCN, and will be up and running before the PCN implementation.

Collaborative Services Committee

Date initiated: April 2011

Physician Leads for 2018/2019: Dr. Michael Koss, Dr. Milt Stevenson

Staff: Tristan Smith

Major Issues Identified:

- System of Primary Care Network Opportunities
- System integration: Seniors, Mental Health, Substance Use, Acute Care, Long-term Care

Collaborative Services Committee Aims:

- Improved care for identified populations
- Decrease unnecessary system usage such as Emergency or Acute Care
- Improve experience of care for both providers and patients
- Increase access to care for identified populations

Progress:

- The Division has worked with Interior Health and Aboriginal Partners to draft a significant Primary Care Network (PCN) proposal for the Ministry of Health.
- The CSC has continued to improve upon the services and access to services offered through the Seniors Health and Wellness Centre and the Cedar Sage Clinic.

Next Steps:

- Finalize a Central Okanagan PCN plan.
- Support the ongoing success of the Seniors Health and Wellness Centre, Cedar Sage Clinic and other community supports for primary care.
- Continue to work on initiatives with Interior Health, the Ministry of Health, and other partners that help us improve care for patients in our 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.

Co-chairs: Dr. Michael Koss (COD), Deborah Preston (IH)

Division Members and Staff: Dr. Milt Stevenson and Tristan Smith

GPSC: Dr. Khati Hendry

Interior Health: Deborah Preston, Sharon Cook, Dr. Curtis Bell, Vanda Urban, Danielle Cameron, and Greg Cutforth.

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 Patient Medical Home along with co-leads from the Ministry of Health, General Practices Services Committee, and Interior Health.

Division Representation on ISC: Dr. Michael Koss, Dr. Janet Evans and Tristan Smith

Notes:

Notes: