



2010

Annual Report



Central Okanagan
Division of Family Practice

A GPSC initiative



Table of Contents

- 3 Message from the Chair
- 4 Message from the Executive Director
- 5 Highlights of the Division
Report on Initiatives
- 6 Palliative Care
- 7 In-Hospital Care
- 8 Shared Care
- 9 Primary Care Obstetrics
- 10 Unattached Patients
- 11 Financial Statement

Message from the Chair



Dr. Gayle Klammer
Chair of the Board

Welcome to the first Central Okanagan Division of Family Practice Annual Report. Since incorporating in July 2010, it has become clear that together we can make a positive difference to primary health care through hard work and partnerships with our health authority and community.

I am excited about the opportunities the Division of Family Practice provides to physicians in the Central Okanagan to improve patient care and physician satisfaction.

With your support, we have begun to accomplish many good things including improved access to diagnostic imaging for urgent case management, increased parking for physicians who maintain privileges at Kelowna General Hospital, group purchasing prices for office supplies, and the continuing medical education events.

Over the next year, we hope to have many other success stories in areas such as palliative care, obstetrics, unattached patient services and the streamlining of communication between GPs and specialists.

Looking ahead, I know there will be many other opportunities to improve patient care while supporting our community of GPs to create a sustainable health care system for us all.

I'd like to thank the Board of Directors and the many physicians involved with our working committees and pilot projects for their dedicated efforts. Your contributions are vital to our success.

To all 149 members, thank you for joining us and for supporting the Central Okanagan Division of Family Practice.

Message from the Executive Director

Over the past year, the Central Okanagan Division of Family Practice has begun to establish a very strong platform to support family physicians and primary care in our community.

We have worked hard to establish relationships with vital stakeholders such as Interior Health, local mayors and municipalities, and Aboriginal groups. We have also made a concerted effort to stay connected to members through our members' meetings and events.

As Executive Director, I have had the pleasure of supporting the Board of Directors in establishing key structural components such as the Division's mission, vision, strategic direction, budget planning, policies and procedures, society status, insurance coverage, AGM planning and human resources.

Over the next year, I look forward to learning more about the needs of your practice and your patients.

I truly believe this is a unique opportunity to reshape our primary care health System. Thank you for the opportunity to collaborate with you as we work towards this goal.



Tristan Smith
Executive Director

Highlights of the Division

July 2010

Incorporation of the Central Okanagan Division of Family Practice as a not for profit society

August 2010

Hired Executive Director Tristan Smith

September 2010

Hired bookkeeper Nancy Ingram

October 2010

Membership reached 34

November 2010

Began talks regarding Shared Care Initiative with Radiologists

December 2010

- First members' meeting attended by 89 members
- Membership grew to 141

January 2011

- First Collaborative Services Committee
- First meeting with Kelowna Mayor Sharon Shepard

February 2011

Palliative Care Initiative began

March 2011

In-Hospital Care Conversation initial meeting attended by 47 out of 59 physicians with active privileges

April 2011

Interior Health (IH) Divisions leads start regular meetings via teleconference

May 2011

- Primary Care Obstetrics meeting
- Meeting with BC MLA Norm Letnick

June 2011

- Fifty members attended a meeting with RCMP liaison, addictions experts, community resources groups and Interior Health program representatives (on a Stanley Cup game night)
- Presented to Regional District Hospital Board
- IH Divisions leads meet with IH senior administration and GPSC representatives

July 2011

First meeting with Aboriginal community - Westbank First Nations Health

August 2011

Division initiative leads to more parking for morning rounds at Kelowna General Hospital

Palliative Care Committee Report

The Palliative Care Committee seeks to define gaps in the palliative care offered in the Central Okanagan and to work with the Collaborative Services Committee and Interior Health to achieve solutions.

The committee's goals are to:

- Establish a sustainable palliative care system.
- Support GPs with end of life decision planning.
- Establish clear criteria for admission and discharge to Hospice House.
- Work towards a palliative care assessment service.
- Work towards a pain and symptom management service for non-cancer patients.

The committee is in the process of establishing a larger working group with representation from Interior Health so work can begin on sustainable changes to meet the growing needs for this service in the Central Okanagan.

The Palliative Care Committee is currently comprised of Dr. Mike Banwell, Dr. Gillian Fyles, Dr. Claire Young, Dr. Mike Penney, Dr. Marianne Morgan (Divisional rep), Dr. Tara Sebulsky and Tristan Smith.

In-Hospital Care Support for Family Practice

Over the last year, the Division hosted many meetings aimed at supporting physicians who continue to maintain active privileges with Kelowna General Hospital (KGH).

This began with a members' event in March 2010 that was attended by 47 out of 59 physicians with active privileges. This meeting resulted in a report with key findings that were shared with Interior Health, the Ministry of Health and the KGH Medical Advisory Committee.

A working group has continued this conversation on three key issues:

- Ward staff communication with GPs.
- On-call communications.
- Parking.

Due to the efforts of this working group, as of August 12, KGH now has more parking available to physicians for morning rounds.

In addition, meetings have been held with KGH Nursing Staff to develop a standardized process for effectively communicating with physicians to support efficient ward rounds while also attempting to decrease phone calls to their offices.

The members of this working group are Dr. Jan MacIntosh, Dr. Jeanne Mace, Dr. Mark Sorestad, Dr. Rob Williams, Dr. Bernie Lewke, Dr. Marjorie Docherty, Dr. Gayle Klammer, Tristan Smith, Tracy MacDonald (IH) and Andrew Hughes (IH).

Shared Care

The Central Okanagan Division approached the Shared Care Committee about working with radiologists at KGH to streamline communication for urgent diagnostic imaging cases.

The chair of the Radiology Department, Dr. Cathy Staples, was receptive to collaborating on system improvements. A steering committee was developed to explore ways to:

- Streamline referral process for urgent care.
- Streamline communication patterns between Radiologists and GPs.
- Decrease emergency room visits due to lack of access to urgent diagnostic imaging.

This committee's work has resulted in many advances in a short period of time including the establishment of a direct access telephone line to radiologists and a revised urgent care referral form for diagnostic imaging.

A beta group of 25 physicians piloted the proposed changes over the summer, which resulted in 105 patients receiving streamlined access to diagnostic imaging over a period of six weeks. One of these patients received potentially life saving treatment as a result of improved access to urgent diagnostic imaging.

Over the next few months, the committee looks forward to expanding this service to all GPs in the Central Okanagan.

The shared care committee is comprised of Dr. Cathy Staples, Dr. Gayle Klammer, Dr. Wendy Wickstrom, Tristan Smith, Pam Hoeschle (KGH Manager of DI), Zeno Cescon (Regional Lead Diagnostic IH), Carey Cook (Patient Representative), and two consultants, Dave Harray and Penny Lane.

Primary Care Obstetrics

In spring 2011, a small group of physicians presented a concept regarding a Primary Care Obstetrics Centre to the Division Board. The proposed centre would provide learning opportunities for UBC students, as well as referral support for local physicians.

It was clear to the Board that this concept supported the Division's goals of providing improved patient care, improved provider and patient experience and benefits to the larger health system.

To ensure the concept was supported by the majority of area physicians providing obstetrics care, the Division sponsored a meeting on May 12 and hired a consultant to further explore opportunities of collaboration among division members.

The purpose of this Division initiative is to explore how a collective group of family physicians providing obstetrics care could offer a sustainable service to the community and to enhance opportunities for medical students at the UBC Southern Medical Program.

Initial findings showed:

- Physicians have difficulty finding locums or call coverage that includes obstetrics.
- Some physicians are looking at reducing obstetrics within their practices in the next two to six years.
- The majority of physicians are interested in helping with obstetrics rotations of UBC medical students.

The group of physicians' who met on May 12 agreed to continue this discussion in fall 2011. Each call group was asked to identify one physician to be a part of the larger working group which would report to the Central Okanagan Division of Family Practice Board.

This work is continuing to evolve with support from Dr. Mark Soresstad (Divisions board member) and Tristan Smith.

Unattached Patients

In spring 2011, Division members asked the board to explore the issue of unattached patients in the Central Okanagan.

A gap in service was identified between the services offered at Outreach Urban Health Centre and the community of family practice at large. The patients who fall into this gap often have health issues that make it difficult to attach to a clinic including acute/chronic mental health issues, complex care issues, chronic co-morbidities, socio-economic challenges or history of an addiction.

Ministry of Health data shows that 20 per cent of people in the Central Okanagan are not attached to a family practice.

The Division is currently looking at ways to address the needs of unattached patients through a partnership with Interior Health and the Collaborative Services Committee.

The initial working group includes Dr Heather MacDonald, Dr Michele Thomasse, Dr Gayle Klammer, Tristan Smith and Shannon Crowell (IH).

Central Okanagan Division of Family Practice

1605 Gordon Drive
Kelowna, BC

2010-11 Board of Directors

Dr. Gayle Klammer - *Chair*

Dr. Jan McIntosh - *Vice Chair*

Dr. Robert Williams - *Treasurer*

Dr. Wendy Wickstrom - *Secretary*

Dr. Mike Banwell - *Member at Large*

Dr. Peter Butterworth - *Member at Large*

Dr. Jeanne Mace - *Member at Large*

Dr. Dr Marianne Morgan - *Member at Large*

Dr. Mark Sorestad - *Member at Large*

Division Staff

Tristan Smith - *Executive Director*

Lisa Merrick - *Administrative Assistant*

Cover photograph of the Central Okanagan area courtesy of PictureBC.com:

Quails Gate Winery in Kelowna.

The Divisions of Family Practice is an initiative of the General Practice Services Committee, a joint committee of the BC Ministry of Health and the BC Medical Association.

www.divisionsbc.ca/cod



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