

# 2016–2017 ANNUAL REPORT

## CO-CHAIRS' REPORT TO ANNUAL MEETING



Dr. Baldev S. Dhillon  
Co-Chair



Dr. Elaine Jackson  
Co-Chair

It has been a pleasure serving as the Surrey-North Delta Division Co-Chairs this past year. Our vision, "Quality of life is improved for physicians, their patients and the community at large" guided us and focused the Division's efforts in engaging and supporting members who drive our direction.

While much of our A GP for Me-funded work ended last fiscal year after the end of the initiative, we maintained some initiatives in recruitment and retention, health promotion, attachment of patients, physician education and new models of practice. We created a New Physicians Network to promote retention of physicians new to the community. Similarly, our Masters of Medicine Network brings together physicians in their last 10 years of practice to support them in planning for retirement, encourage them to consider serving as locums in the community and to leverage their expertise to support the division in the future.

Our Division emphasizes the value of the GP-patient continuous relationship and the importance of supporting the needs of vulnerable populations. Therefore, we continue to support Embrace, a nurse practitioner-delivered program that provides follow-up care and support to patients treated for sexual and physical assault at the emergency department. In addition, we implemented a pilot project on women's health services in three family practice clinics utilizing Fraser Health (FH) nurse practitioners and registered nurses (RNs).

In response to the community opioid crisis, we partnered with the BC Centre on Substance Use and FH specialists in addictions medicine. This resulted in two educational sessions to support family physicians in caring for these patients and to promote patient attachment.

A Refugee Health Working Group was created in the past year to address the large influx of refugees to Surrey. This group is developing a primary care clinic for this population.

In July 2016 we received funding to support residential care initiative (RCI) work in six residential care facilities in Surrey and North Delta. The purpose of the program is to maintain care standards and to ensure that every resident in the facilities has a family physician.

The division, through the leadership and vision of Dr. Mark Blinkhorn, developed a proposal for a new model of practice which we called G-8. In essence, it was a prototype project that intended to implement an integrated primary care group practice consisting of four experienced physicians with existing panels, and four new physicians sharing office space and staff supported by wrap-around multidisciplinary care services. While this initiative was not implemented, it did provide the division with an excellent model to build on in the future. The G-8 is a practical model of The College of Family Physicians of Canada (CFPC) work on the patient medical home (PMH).

We established a Patient Medical Home Committee, which was tasked with informing and engaging members on this model, and determining priority areas for implementation. This has focused on the CFPC's 12 attributes of a PMH. To support this identification of priorities, PSP was enlisted to support members in their "panel clean-up" and assessment of PMH readiness. The division identified initial priorities to be: frail elderly, mental health and substance use and diabetes education and management. We are pleased to report that we are in the early stages of developing programs and services to support family physicians in each of these areas. The division organized itself around six distinct communities: North Delta,

Newton, Surrey Central, Guildford, Fleetwood and Cloverdale. Administrative staff were assigned to specific neighborhoods to assist with implementing the PMH model of care and to better respond to needs of members.

To support practices in the community, we placed priority on supporting your MOAs. This has been accomplished through the MOA Network with regular, pertinent education sessions, and with supporting 12 MOAs to complete the Advanced MOA program through the University of the Fraser Valley.

The division works closely with FH in many areas of mutual interest. This is primarily accomplished through the Collaborative Services Committee, work through the PMH committee and other processes to support redesign of the Primary Care Network of the health authority to better support care in the community in conjunction with family physicians and their practices. The PMH model of care will be the prime focus of the Division over the next couple of years. We are thankful for the excellent working relationship we have with FH since this will be essential in building a more effective primary care program in the community.

We would be remiss if we did not acknowledge the contributions of two retiring members of the Board of Directors. Dr. Mark Blinkhorn, a founding member of the division, is retiring after six years of leadership on the board. Dr. Alan Brookstone retired from the board after three years due to professional obligations, particularly with the increased workload in establishing addiction specialty clinics in other communities.

Lastly, we recognize and thank the physician leads, committee members and staff of the division. We would not be able to address our vision without the expertise and commitment of these individuals.

Dr. Baldev S. Dhillon and Dr. Elaine Jackson



**Surrey-North Delta**  
**Division of Family Practice**

A GPSC initiative

## RECRUITMENT AND RETENTION



Dr. Majid Hussain, Dr. David Luk and Dr. Art Willms

- Matched **four IMGs** for Return of Service with four recruiting clinics (2016-2018)
- Supported clinics in recruiting **17 physicians**
- Supported **24 externs** studying abroad during fall/winter and spring/summer externship program with 24 family physicians

## RESIDENTIAL CARE

- Established our work under the **Residential Care Initiative (RCI)** in July 2016 with 24/7 availability, on-site attendance when required, meaningful medication reviews, completed documentation, and attendance at care conferences. Regular education sessions about residential care and care of seniors will be held and will be available to all members.

## VULNERABLE POPULATIONS

- Partnered with BC Centre on Substance Use and Fraser Health to provide **two educational sessions** in response to opioid crisis
- Created **refugee working group** to establish primary care clinic for refugees
- Provided telephone language interpretation in physician offices with **2,960 interpretations in 11 languages**
- Continued to support **EMBRACE** program

- Promoted **recruiting physicians** at FMF and Practice Survival Skills conference
- Hosted **3rd recruitment mixer** to connect residents with practices
- Held **“How to Retire” workshop** and provided retirement guide
- Held **sessions** entitled: “Keep Your Money in Your Pocket”, “Avoid an Audit”, and “Billing Sessions with PSP”
- Held **physician fair** in June to promote awareness of health and community services available in community
- Established **New Physician Network** to support newly arrived physicians
- Established **Masters of Medicine** to support physicians nearing and following retirement

*“It is nice to know that your input is recognized and you have a say in tailoring medical care for your patients and community at large.”*



Physician Fair

## PRACTICE SUPPORT PROGRAM (PSP)

Partnered with PSP to host **several education modules** and small group learning sessions, initiate panel “cleanup”, and conduct GPSC PMH Assessments.

## MOA NETWORK

- **221 medical office assistants (MOAs)** participating in the network
- Enrolled **12 MOAs** in the Advanced MOA program at The University of the Fraser Valley
- Held **education sessions** on “Billing Basics”, “Workplace Efficiencies, Teamwork and Stress Management”, “Billing for Complex Care”, “Tips for Workplace Efficiencies”, “Referrals Simplified”, “Rejected? The AG to YY of Billing Rejections”, “How to Build an Office Manual”, and “Communicating with Aggressive Patients, Identifying Drug Seeking Behaviours, and How to Keep Yourself Safe”
- Held **tour of JPOCSC** to create awareness of outpatient services and procedures for access

## PATHWAYS

- Added **37 members** to Pathways
- GP and NP **user access increased to 88%** compared to 79% in previous year



*"I like to be involved. I really feel like I have a lot of support and can turn to colleagues."*

## PATIENT PORTAL

- Launched updated **electronic patient portal** in March
- The tool will help with **attachment** and to track public's preferences for physician characteristics and preferred practice locations
- The patient portal has received **342 requests**

## PATIENT MEDICAL HOME (PMH)

- Created **PMH committee** to determine priorities to support practices and further implement 12 attributes of a PMH, while recognizing practice autonomy
- Collaborated with Fraser Health in **data analysis** and identified opportunities to further support team-based care (specifically relating to frail elderly and addictions and substance use populations)
- Created a **Women's Health pilot project** in three practices
- **Organized division** to best serve needs of each neighborhood (North Delta, Newton, Surrey Central, Guildford, Fleetwood and Cloverdale)
- Reassigned staff responsibilities to **engage and support physicians**

## HEALTH PROMOTION

**Key messages:** "You are a leader in your health and your community's health" and "Your doctor is your partner in health".

- Held successful **"Walk With Your Doc"** on May 10, and despite inclement weather, **100 people participated**
- Promoted **Live 5-2-1-0 for children and**

**youth** (5 servings of fruit and vegetables, maximum of 2 hours of screen time, 1 hour of physical activity, and 0 sugar-sweetened drinks each day)

- Highlighted **health promotion activities** regularly on Twitter
- Sponsored **"Be Active Every Day"** at Sullivan Elementary School



Resource Fair

## SHARED CARE

- Completed **Phase II of RACE project**, with a focus on increasing uptake amongst GPs and specialists throughout Fraser Health
  - i. Number of users: **338 family physicians, 83 specialists, 25 nurse practitioners, and 31 residents**
  - ii. **Eight specialties locally** (cardiology, endocrinology, general medicine, geriatrics, infectious disease, nephrology, otolaryngology, and psychiatry) plus 11 provincially
  - iii. Average of **1.25 to 1.5 calls per day**
  - iv. Users reported, on average, **83% reduction** in emergency room visits, **72% reduction** in specialty referral consults, and **99% satisfaction** with RACE app
- **RELAY project** closed May 2016
  - i. Overarching goal to **support CKD patients** to delay the need for dialysis while improving care and quality of life for those already on dialysis
  - ii. **80% of family physicians** reported making changes to CKD patient management
- The **Child and Youth Mental Health and Substance Use (CYMHSU) Local**



**Action Team (LAT)** works with local community service agencies, law enforcement, school personnel, physicians, and youth and families who have lived experience of mental health/substance use challenges

- i. **Four events held** for physicians and the public focused on trauma-informed practice, adverse childhood experiences, and early intervention in mental health challenges
  - ii. **Three youth "Engage" events**, as part of a series for youth with mental health/substance use challenges
  - iii. **Two SafeTalk/suicide alertness trainings** in community
  - iv. **Stigma reduction event** held with School District for youth: "Balancing our Minds"
  - v. **Mental Health Resource Pad** distributed to over 400 physicians, school counsellors, and community service organizations to improve referral process
- Received funding to prepare proposals for a **neuro-pathways project** and a **maternity project** involving the refugee population

## STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31	2017	2016 (Reclassified)
<b>ASSETS — CURRENT</b>		
Cash and cash equivalents	\$ 797,112	\$ 972,440
Receivables	57,770	27,207
Prepaid expenses and deposits	1,303	10,956
	856,185	1,010,603
PROPERTY AND EQUIPMENT	60,996	102,843
	\$ 917,181	\$ 1,113,446
<b>LIABILITIES — CURRENT</b>		
Accounts payable and accrued liabilities	\$ 153,894	\$ 155,391
Deferred revenue	133,012	120,702
Refundable grants	224,193	618,066
	511,099	894,159
REFUNDABLE GRANTS, LONG TERM	239,077	–
	750,176	894,159
<b>NET ASSETS</b>		
Internally restricted	65,364	65,364
Unrestricted	101,641	153,923
	167,005	219,287
	\$ 917,181	\$ 1,113,446

## STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31,	2017	2016
<b>REVENUE</b>		
Infrastructure	\$ 553,664	\$ 604,297
GP for Me	359,989	678,437
Shared care	272,232	231,836
Residential care	160,351	6,245
Patient medical home	89,625	–
Miscellaneous	14,755	350
Interest	4,189	1,407
	1,454,805	1,522,572
<b>EXPENSES</b>		
Advertising	3,397	18,389
Amortization	52,282	56,874
Human Resources	742,898	918,911
Insurance	6,470	4,881
Meeting and event costs	120,672	76,226
Office	63,314	78,611
Physician costs	425,182	213,276
Professional development	1,358	160
Professional fees	38,932	24,407
Rent	40,379	137,206
Travel	12,203	19,526
	1,507,087	1,548,467
<b>DEFICIENCY OF REVENUE OVER EXPENSES BEFORE THE UNDERNOTED</b>	(52,282)	(25,895)
Loss on disposal of property and equipment		(10,759)
<b>DEFICIENCY OF REVENUE OVER EXPENSES</b>	\$ (52,282)	\$ (36,654)

*"It feels like I'm working along-side people, rather than doing things on my own."*

## BOARD OF DIRECTORS

Baldev S. Dhillon, M.D. – Co-Chair  
 Elaine Jackson, M.D. – Co-Chair  
 David Luk, M.D. – Secretary  
 Mark Blinkhorn, M.D. – Member at large  
 Joan Fujiwara, M.D. – Member at large  
 Hala Ahmed, M.D. – Member at large  
 Jit Singh, M.D. – Member at large  
 Baldeep Toor – Member at large

## HUMAN RESOURCES

Brian Kines – Executive Director  
 Susan Kreis – Office Manager  
 Natasha Raey – Director of Operations, Communications and Evaluation  
 Edoye Porbeni – Project Manager, Shared Care  
 Anita Attwal – Recruitment and Retention Coordinator  
 Toni Adams – Recruitment and Retention Coordinator  
 Megan Shymanski – Administrative Assistant  
 Sunnie Hwang – Administrative Assistant, Shared Care  
 Jody Schuurman – Lead, Physician Engagement and Support



Physician Wellness Paint Night

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.

[www.divisionsbc.ca/snd](http://www.divisionsbc.ca/snd)

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