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# Division *FOCUS*

October 2016

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Happy Halloween! The weather is getting colder as fall sets in, but we are working hard at the Division office to bring you the next edition of our Division Focus newsletter. This issue will provide you with important updates about everything that has happened since our Annual General Meeting. Read on!

## Member Update: Kamloops as a Proof of Concept Community

It's been several months since Kamloops was selected by the Ministry of Health as a proof of concept community. You've likely seen some recent news in the media about more services on the Kamloops North Shore. These announcements mainly focused on relocation and/or enhancements of Interior Health Services. It is important the Board clarify to you that the Division was not involved in decisions made around the North Shore. However, since April the Division has worked on your behalf to collaborate with the Ministry of Health, Doctors of BC, and Interior Health on developing strategies to effectively transform primary care.

Through the summer we've done our best to provide you with opportunities to

participate and directly share your perspectives with Ministry. Your physician leadership has worked tirelessly on your behalf to ensure your voice was reflected in the solutions being proposed for the Nurse and Nurse Practitioner in practice and Integrated Family Practice Incubator.

On October 6th physicians interested in having a nurse in their practice provided feedback to the Ministry on a draft contract around an alternative funding mechanism. One of the next steps coming out of that meeting was to involve Dr of BC in the negotiation process. The negotiators have recently provided feedback to the Ministry, Division, and interested physicians. We will keep you updated on the negotiations as they progress.

In the meantime we are refocusing our efforts to the priorities of our members in achieving excellence in family medicine and primary care that can be a model for other communities and look forward to the supports being offered through GPSC to do so. We welcome your involvement and input as we move forward in this refocusing on member priorities and the Patient's Medical Home.

[Click here to read the full letter sent to Division members on October 19, 2016.](#)

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## Message from the Chair

I am sure most of you have heard by now that Chris Hollstedt, our Executive Director, has retired from the Thompson Division of Family Practice. On behalf of the Board, I wish to thank Chris for her tireless, conscientious work over the past five years, bringing our Division from its earliest stages to the organized respected position we hold now. We know, as practicing physicians, that we all try and fit this important work that around our "real" working week. The Executive Director fits around our style, including early morning and late evening meetings helping to plan and mold directives in order to improve outcomes for our patients and our members.

Chris joined us very early on, guiding us through the MOU for inpatient care, to the pursuit of multiple projects of Shared Care, through the huge task of A GP for Me, and most recently, into the primary care transformation. She remained strongly focused on supporting and advocating for our members, has helped build a strong staff, and has been an invaluable support to the Board and its members.

We hope Chris will enjoy spending more time with her family, but I know she will keep a close eye on the future development of Family Practice as we have seen her develop a passion to support primary care through these years.

Your Board is working with some success in our pursuit of finding a new Executive Director. Through this transition period please direct your enquiries through me or our operations manager Brenda Phillips.

Dr Chip Bantock

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## A Message from Chris Hollstedt

After more than 5 years with the Division as your Executive Director, it is time for me to move along. It has been a pleasure and a great privilege to serve and support this physician community. Your leadership, tenacity, and wisdom's is inspiring and your mission compelling. I will continue to watch from the sidelines as the Division continues to support your community to achieve excellence in family medicine and primary care. Thank you so much for this once in a life time opportunity. See you on the trails.

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## 2016 Annual General Meeting and New Board

Our AGM was held on September 27<sup>th</sup> and was attended by more than twenty-seven Division members and their spouses. Chairman Dr. Chip Bantock presented the Chair's report and summary of achievements for the last year. Audited

financial statements were presented by Treasurer Lennard Pretorius and our auditor Norm Daley.

The evening continued with the election of the Board of Directors for the 2016/17 year. Returning Directors Drs. Chip Bantock (Chair), Graham Dodd (Vice Chair), Lennard Pretorius (Treasurer), Ben Anders (Secretary), Krista Bradley, and Servaas Swart form the Board of Directors. We thank Miranda du Preez, who had served as a Director since June 2012 and as the Division's representative working with Interior Health on Integrating Primary and Community Care.

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## **Primary Care Transformation and Your Practice: Kamloops as a Proof of Concept Community**

As part of the fifth in a series of engagement events on primary care transformation and your practice, following the AGM on September 27<sup>th</sup> more than twenty-eight Division members were joined by Doug Hughes, Assistant Deputy Minister Health Service Policy, Shana Ooms, Acting Executive Director Primary Health Care Services, and Marie Ty, Executive Director of Compensation Policy and Programs. The objective for the meeting was for members to gain a clearer understanding of the Ministry of Health director and to understand what the Division's role in the work is.

Members had the opportunity to provide feedback to the Ministry of Health and engage in a strategic dialogue around the provincial approach of Patient Medical Homes, supports through GPSC, draft contracts for RN/NP in practice, development of primary care spaces, physician recruitment, and the Minister's October announcement.

The Division has committed to continue to work with you and on your behalf as the Ministry moves forward with their transformation agenda. Thank you to everyone who participated.

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## **Family Practice Succession Workshop: Planning in advance for transitioning your business and preparing for retirement**

Are you preparing for retirement and want to know about succession planning? Join us on Tuesday, November 22<sup>nd</sup> for a Family Practice Succession Workshop. Ensure your business and patients are taken care of so you can retire with confidence! Come create an individualized succession plan with the help of local professionals.

November 22<sup>nd</sup>, 2016

Sandman Signature Hotel, 225 Lorne St.

18:00 to 20:30

Dinner will be provided. Spouses and partners welcome.

[Click here to download the form to register](#), or email email [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca) by November 10<sup>th</sup>.



On September 27<sup>th</sup> Pathways team headed to Royal Inland Hospital to officially

launch Pathways. Division members and their staff can now access specialist and specialty clinic services, contact information, and wait times by accessing this comprehensive web-based resource.

Pathways is a "tool for Family Physicians to identify not only who the Specialist is they are referring to but what their area of expertise is. It allows us to tailor our consults, said Dr. Dodd" Currently, physicians can now access over 3000 specialists and 800 clinics and hospitals across BC. By December of 2016, 80% of Division in BC members will have access of Pathways.

"It is all about getting the right patient to the right physician in the right timeframe." Dr. Dodd

Haven't signed up for Pathways? Need more information, please contact, Tessa Girodat, Pathways Administrator, [tgirodate@pathwaysbc.ca](mailto:tgirodate@pathwaysbc.ca) or call 250-372-1621.

[Click here for more information on Pathways.](#)

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## Polypharmacy Risk Reduction Update

On September 21<sup>st</sup>, the Provincial Polypharmacy Risk Reduction Team invited all communities who have participated in Polypharmacy Risk Reduction projects to attend a one day Polypharmacy Session. The purpose of the session was to shared past work, generate ideas about key improvement areas related to Polypharmacy, and address related challenges and key enablers at the local level and provincial level.

Dr. Janet Bates and Laura Becotte attended the session and presented Thompsons first and future Polypharmacy Risk Reduction Project. [Click here to view our presentation.](#)

Thompson Region's new Polypharmacy project will focus on supporting polypharmacy risk reduction strategies and processes across the care environments: acute, residential and community. The physician leads for this project are: Dr. Joslyn Conley and Dr. Janet Bates.

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## We need some help!

On Wednesday, November 16<sup>th</sup> from 12:30-3:30 at RIH Clinical Services Building Breakout Rooms 1 and 2, the project working group will be mapping the medication journey from arrival to Royal Inland Hospital Emergency Department to discharge back into the community. We are looking for some help! Anyone interested in attending the session, or to provide feedback on the map please contact Laura Becotte at [lbecotte@divisionsbc.ca](mailto:lbecotte@divisionsbc.ca) or 250-372-1621.

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## Residential Care Update

We've heard your feedback around challenges with accessing units in residential care homes. The care homes have agreed to give physicians their master maintenance codes which would give you access to all floors and units in the homes. Please see care home staff for the access codes.

Did you know that you do not have to have patients currently in residential care to receive the residential care incentive? And did you know we are supporting physician leadership to help develop solutions to improve your experience when you have patients in residential care homes? Our goal is to have all family physicians in full- or part-time practice receiving this benefit.

The GPSC has launched the initiative to support physicians to design and implement local solutions that deliver GP MRP services to patients living in residential care homes. Find out if you're eligible to register. If you have not registered but would like to, please contact the Division. If you have any questions, please contact Laura Becotte at 250-372-1621 or [lbecotte@divisionsbc.ca](mailto:lbecotte@divisionsbc.ca).

[Click here to learn about an educational opportunity on responsive behaviours in residential care.](#)

[http://www.mailoutinteractive.com/Industry/Home/9108/31375/images/RCI\\_Q1\\_report - survey only - Q1 \(2016-17\) - Thompson Region - 9 aug 16.pdf](http://www.mailoutinteractive.com/Industry/Home/9108/31375/images/RCI_Q1_report_-_survey_only_-_Q1_(2016-17)_-_Thompson_Region_-_9_aug_16.pdf)

## Thompson's Local Action Team had a Busy October

21 members of the Thompson Local Action Team headed to Vancouver to participate in the Child and Youth Mental Health and Substance Use Learning Session 8. Many of Thompson's LAT members' development and presented on a variety of topics:



- Dr. Sheik Hosenbocus and Raj Chalah presented on Parkview's Child and Adolescent Mental Health Program's response to acute CYMHSU crises. [Click here for Crisis Response at a Family Physician Office Protocol.](#)
- Dr. Allyson Davey, Kirsten Graham, Amar Kaila and Grace Pater presented on sleep dysfunction and its impact on mental health.
- Isabell Martin and Deborah Pauer presented on the current initiatives and strategies for infant mental health. [Click here for Thompson's Five Step Referral Pathway Children Birth to 6.](#)
- Dr. Matthew Burkey, Troy Forcier, Tami Lund and Dr. Lyn MacBeath presented on Integrated Case Management. Click her for ICM What Works document and ICM Tips and Tricks. Are you interested in participating in an Integrated Case Management session, but you are not clear on billing codes? [Click here for ICM resources.](#)
- Dr. Sheik Hosenbocus and Amanda Lavigne presented a storyboard of Parkview Child and Adolescent Mental Health Program.

**Parkview Child and Adolescent Mental Health Program**

LOCATION: Royal Inland Hospital, Kamloops    SERVICE AREA: Interior Health West    SERVING: 6-18 years

— GOAL —

To help children and families navigate through a mental health crisis, stabilize, and prevent future crisis.

**Parkview Stats**

**Case Management/ Psychiatric Follow-up**  
2016 – 340 children/youth being case-managed through Parkview.

**Daily Crisis Calls to Parkview**  
Parkview Staff have an average of 10-12 crisis calls a day.

**Weekly Scheduled Follow up Appointments**  
An average of 60 appointments are booked with Psychiatrists and Case-managers per week at Parkview.

**ER Assessments**

YEAR	2014	2015	2016	2017	2012
# of Children Seen by the Parkview Team	62	77	75	89	94
# of Children Discharged	68	58	63	69	77
# of Children Admitted	14	14	12	20	17
Follow up by Parkview	88	75	72	85	91

**2016 Team Members**

Dr. Hosenbocus – Director/Psychiatrist

Raj Chahal – Team Leader

Amanda Laing – Manager

Carol Kay – Admin. Support

Tom Cole – Child and Youth Care Worker/School Liaison

Jessica Watt – Case Manager

Michelle Pedley – Case Manager

Ryan Khoury – Case Manager

Dr. Chahel – Psychiatrist

Dr. Kesavadasan – Psychiatrist

**Keys to Success**

- ✓ **Flexibility**
  - Adaptable to family and patient needs.
  - Flexible with age restrictions
- ✓ **Interdisciplinary**
  - Psychiatry, Social Work, Nursing, Child and Youth Care, Contract, Psychologist, Administrative Support
- ✓ **Change and Innovation**
  - Comes from ground up
  - Front line staff, patients and families are included in decisions
- ✓ **Relationship with Community Providers**
  - Actively contributed and co-led the LAT
  - School District, CYMH, Aboriginal Child and Youth Services, MCEI, Community Service Providers
- ✓ **Continuity of Staff**
- ✓ **Education and Support**
  - Supports other communities
  - Trains students (Nursing/SW/Family Physicians)

## Are you attending the Family Medicine Forum?

The Thompson Region Division of Family Practice will be attending the Family Medicine Forum November 9<sup>th</sup> to 12<sup>th</sup>, 2016 to recruit Family Physicians. If you are attending forum and interested in helping recruit Family Physicians to our area, please get in touch with Christine Matuschewski by emailing [thompsonrecruitment@divisionsbc.ca](mailto:thompsonrecruitment@divisionsbc.ca) to arrange a time to connect with potential candidates at our exhibiting booth.

## Shared Care Physician and Project Leads Workshop

On September 26th, Dr. Janet Bates, Dr. Shirley Sze, Monique Walsh and Laura Becotte travelled to Victoria to participate in Shared Care's two day annual Physician Leads and Project Leads Workshop. The overall goal of the session was provide an opportunity for those leading Shared Care projects to share learnings and engage with Shared Cares Provincial Committee related to growth and alignment of Shared Cares work with BC's Health System Priorities. The session focused on fostering dialogue between projects, problem solved common challenges and walked through projects evaluation plans.

#### What is Shared Care?

The Shared Care Initiatives help build and strengthen this relationship by fostering mutual trust, respect, and awareness of provider responsibilities and expertise to maximize success of their quality improvement projects. With effective collaboration between family and specialist physicians and partners, Shared Care work sets the foundation for a culture of collegiality and team based care to ensure a coordinated experience for patients in BC's health care system.

Since 2006, the Shared Care Committee has helped more than 2,500 family physicians and 240 specialist physicians to work together on over 240 projects across BC.

The mandate of this collaborative committee is to provide funding and project support to family physicians and specialist physicians to improve the flow of patient care from primary to specialist services.

<https://www.youtube.com/watch?v=gipy2kEva2Y&feature=youtu.be>

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## Do you have practice capacity?

The Division continues to receive inquiries from people looking for a family doctor. We acknowledge all practices are currently over capacity. However, should your practice have space, even just for a few patients, please contact us. We can provide you with patient contact information and other supports. We're here to help.

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## Upcoming CME and Webinar Opportunities

### Optimizing Communication for Excellence in Patient Care

- **Date:** Saturday, November 26, 2016
- **Location:** online webinar
- **Credits:** 18.0 Mainpro+ credits and 9.5 MOC Section 1 credits
- **Course:** <https://events.ubccpd.ca/website/index/110650>  
<http://ubccpd.ca/course/refugee-health><http://ubccpd.ca/course/communication-nov>
- **Register:** <http://ubccpd.ca/course/communication-nov>  
<https://www.eply.com/communication-nov>

### MEND Webinar

- **Date:** November 16, 2016, 12:00-1:00 PM
- **Location:** online webinar
- **Register:** <https://www.eply.com/communication-nov>  
<https://attendee.gotowebinar.com/register/7235846818198560772>

### <https://attendee.gotowebinar.com/register/7235846818198560772> Family Practice Oncology CME Webcast Series

- November 19 Family Practice Oncology CME Day
- Monthly Oncology CME Webcast series from September to November
- [Click here](#) for more information.
- Contact Jennifer Wolfe at 604-219-9579 or [jennifer.wolfe@bccancer@bc.ca](mailto:jennifer.wolfe@bccancer.bc.ca) for more information

## Practical Ophthalmology for the Non-Ophthalmologist

- **Date:** Saturday, March 4, 2017
- **Location:** UBC Life Sciences Centre, Vancouver BC
- **Credits:** Up to 6.5 Mainpro+/MOC Section 1 credits
- **Register:** <http://ubccpd.ca/course/Ophthalmology2017>

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## Extra Reading and Resources

[Click here](#) to read the latest edition of the Divisions Dispatch newsletter.

[Click here](#) to read the latest edition of the GPSC newsletter.

[Click here](#) for the latest GPSC Meeting Summary.

[Click here](#) to access information about UpToDate.

[Click here](#) to read the latest edition of Interior Health's newsletter.

[Click here](#) to view the Endocrinology Telehealth tri-fold pamphlet.

Building on the success of our A GP For Me feasibility study, Excel Personnel Inc. has launched its [Physician Locum Service](#) in the Thompson Region. If you have any questions, please contact Karen Watt by phone 1-877-374-3853 or via email at [karen@excel.bc.ca](mailto:karen@excel.bc.ca).

[MEND \(Mind, Exercise, Nutrition... Do it!\) Memo](#)

[Pathways BC](#)

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## Upcoming Meetings and Events

**Succession Planning Workshop:** November 22, 6:00-8:30 PM, Sandman Signature Hotel

**Division Board of Directors:** Your Division Directors meet monthly to review progress and develop strategies to address emerging opportunities. Upcoming Board Meetings: November 7 and December 5, 2016

**Thompson Collaborative Services Committee:** Upcoming CSC Meetings: November 17, 2016

If you have items to bring forward to the Board and/or CSC please contact [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca)

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### Contact Us:

<https://www.divisionsbc.ca/thompson/home>

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### Board Members:

Dr. Chip Bantock, *Chair*  
Dr. Graham Dodd, *Vice Chair*  
Dr. Ben Anders, *Secretary*  
Dr. Lennard Pretorius, *Treasurer*  
Dr. Krista Bradley, *Director*  
Dr. Peter Loland, *Director*  
Dr. Servaas Swart, *Director*

### Support Team:

Brenda Phillips, *Operations Manager*  
Monique Walsh, *Shared Care*  
Laura Becotte, *Project Lead*  
Chris Matuschewski, *Recruitment*  
Chelsea Brookes, *Executive Assistant*  
Tessa Girodat, *Administrative Assistant*  
Veronica Smith, *Finance*

### Newsletter Production Team:

Chelsea Brookes, Dr. Chip Bantock

If you have something to share for the September newsletter, please provide it to [thompsonregion@divisionsbc.ca](mailto:thompsonregion@divisionsbc.ca) by December 1, 2016.

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