

# ANNUAL REVIEW

## 2015–2016

APRIL 2015 TO MARCH 2016



*A thriving community  
of*

**122**

*members*

*delivering  
quality primary care  
to the*

**93,358**

*residents*

*of  
White Rock–South Surrey*



**White Rock-South Surrey**  
**Division of Family Practice**

A GPSC initiative

## Providing Quality Primary Care

### Multidisciplinary Care Providers in Practices Enhance Care

Currently **12 out of 18 family practices (77 GPs) work in a team-based environment with an RN or LPN** with support from the Division. This team-based care has enhanced patient care and improved practice efficiency. A community of practice was established for the nurses to enhance education and enable peer mentoring.



### Homebound Primary Care Program Expands

The Homebound Primary Care Program, in operation for almost a year, has expanded to include a Nurse Practitioner. Together, the NP and GP are dedicated to providing primary care to homebound frail elderly, **enrolling over 75 seniors to date.**

### New Residential Care Initiative Provides 24/7 Access

The Residential Care Initiative, under a new funding model, added coverage for two private facilities. The **program promotes the five best practices that result in quality care:** 1) proactive visits to residents, 2) 24/7 accessibility, 3) complete documentation, 4) meaningful medication reviews, and 5) regular attendance at residents' care conferences.



## Timely Access to Primary Care

### Right Care Right Place Launches Public Education Campaign

In collaboration with Fraser Health, the Division launched the "Choose the right care at the right place" public education campaign in December 2015. **The campaign has resulted in a reduced number of low acuity emergency room visits** by making people aware of the other care options available to them. Support from the Peace Arch Hospital and Community Health Foundation and other community partners has been greatly appreciated.

### Choose the right care at the right place

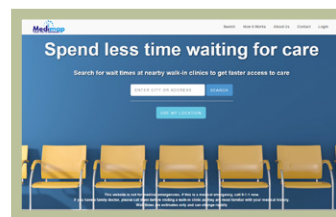


Use your **ER** wisely

White Rock-South Surrey Division of Family Practice | Peace Arch Hospital Foundation | Fraser Health

### Walk-In Clinics Launch Medimap.ca for Wait Times

The Division partnered with local walk-in clinics to launch **Medimap.ca**. Wait times are easily accessible so patients can find the most immediate access to care when their GP is not available. **Since implementation, variation in wait times between clinics has been reduced.**



### 4,200 Patients Attached This Year

During this final year of A GP for Me funding, the community has been able to **attach over 4,200 patients to local GPs**. The Primary Care Access Clinic continues to provide care for unattached patients on discharge from hospital and operates a Central Registry (604-531-3111) of local physicians who are accepting patients.

### 7 New GPs Welcomed to Community

Recruitment and retention of family physicians remained a top priority for the Division with **seven new GPs** welcomed to the community to take over retiring physicians' practices and to provide locum support.





## Working Collaboratively

### Child & Youth Mental Health & Substance Use Team Over 70 Members Strong

The CYMHSU Local Action Team (LAT) consists of **70+ members** and involves **12 partner agencies**. Since August 2015, the LAT has hosted public education events on mental health awareness, suicide prevention, and anxiety. It has also facilitated the implementation of a mental health education program in three elementary schools.



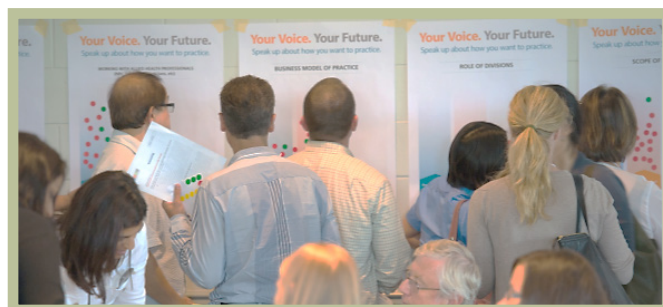
### sswr.fetchbc.ca Website Launched

**F**or Everything That's Community Health (FETCH) website was launched in September 2015 to help health care providers and the public access information about community health services. FETCH was undertaken in partnership with the Seniors Come Share Society and the Peace Arch Hospital and Community Health Foundation.



### GPs Provide Input to Provincial Vision

The Division provided an opportunity for members to participate in the General Practice Services Committee's province-wide visioning process. This enabled GPs to contribute their views about how they want to practice in the future.



### Transitions in Care Aims to Improve Communication

The "Transitions in Care" quality improvement initiative was started to **improve communication between hospitalists and community GPs** who do not follow their patients in hospital. A working group was formed to identify gaps in communication and find solution on how to bridge them.



### 100+ Community Residents at Walk with Your Doc

**M**ore than **40 GPs and specialists** participated in a doctor-led community walk held in collaboration with World Move for Health Day, the City of White Rock, and the Peace Arch Hospital and Community Health Foundation. Doctors exercised with **over 100 community residents** at White Rock Beach on May 8, 2015.

## Sustainable Work Environment

### Physicians Advocating Wellness: A Division Priority

The Division hosted activities that focus on promoting collegiality and physician wellness in the community. The "Hello Goodbye" dinner and social event welcomed new physicians and said goodbye to four retiring specialists and GPs. Members also enjoyed a "Night at the Museum", a social event and exhibit on the history of the local Peace Arch Hospital, as well as a workshop on "Life After Medicine".



## Scholarly Activities

### 18 Education Events Hosted

In collaboration with the Practice Support Program, the Division hosted **eight interactive Small Group Learning Sessions** on EMRs, billing, opioid use, advance care planning, and dementia care. These events offered opportunities for all members to gain valuable knowledge while earning continuing medical education credits. The Division also offered members **10 Morning Rounds** delivered by pharmacists, fellow family physicians, and specialists.



# Message from the Board Chair



**Wow!** When I reviewed our year's goals and accomplishments I realized that these endeavours were possible

not only because of Divisions, but because in WRSS our physician community honours collegiality and connectedness. Our membership now includes not only retired GPs but also NPs and specialists, setting the stage for collaborative team-based care. My wish in this first year as Chair was to be able to connect more personally with our members – to hear their needs and keep them

up to date on what opportunities are available through Divisions. The Board has made great strides in reaching out and our monthly newsletter has matured as a means to keep our members informed.

One of the key events hosted by our Division focused on identifying what our members need to provide optimal care for our patients: what additional support is needed in their practices, how to improve access to and collaboration with specialists, how to sustain access to allied health providers, how to maintain work-life balance, and what support is necessary for physicians to continue to provide in-hospital care. What we heard was the fuel required by the Board to create a strategic plan that will steer the Division over the next three years.

Many of the programs created by our GP4ME initiative continue to flourish. Our physicians continue to take on new patients, we continue to attract physicians to our community, and we care for many vulnerable unattached patients through our primary care access clinic which has become a model of the Patient Medical Home.

Perhaps this year's most notable community-wide undertaking has been the Child and Youth Mental Health Substance Use project. We brought together family physicians, specialists, allied health workers, youth and parents, teachers, and other community partners to work together to improve services. This epitomizes the power of collaboration.

And now, as we are being asked to enter the next phase in the evolution of Division work, we come prepared with some well-practiced skills in place. We will further enhance our work with a team-based approach and collaborate with specialists and allied health providers to co-create an integrated system that is more aligned with what our members have told us they need to make their work enjoyable and sustainable while providing optimal patient care.

Dr. Connie Ruffo  
Board Chair

## Our Vision & Mission



- Timely Access to Primary Care
- Providing Quality Primary Care
- Supporting a Sustainable Enjoyable Work Environment
- Working Collaboratively
- Scholarly Activities

## Our Board

Dr. Connie Ruffo – Chair  
Dr. Debra Harper – Vice Chair  
Dr. Rummy Dosanjh – Secretary  
Dr. Jeff Purkis – Treasurer  
Dr. Tahmeena Ali – Director  
Dr. Kasandra Harriman – Director  
Dr. Martin Lebl – Director  
Dr. Grace Park – Director  
Dr. Werner Spangehl – Director  
Dr. Steve Larigakis – Past Chair

## Our Staff

Nancy Mathias – Executive Director  
Kay Abelson – Program Coordinator  
Eric Chi – Program Coordinator  
Helen Torrance – Administrative Coordinator

## Division Working Groups – at March 31, 2016

### After Hours Care

Dr. Gerry Roberts (Lead)  
Melissa Baron  
Dr. Bernice Brits  
Heidi Brown  
Carol Doiron  
Sandra Fikus  
Dr. Raj Johal  
Yvonne McLeod  
Gayle McRae  
Teri Parker  
Dr. Nicholas Perri  
Shawn Sangha

### Attachment

Dr. Debra Harper (Lead)  
Dr. Bert van Donkersgoed  
Dr. Carolyn Icton  
Dr. Martin Lebl  
Dr. Grace Park

### CYMHSU Local Action Team Planning Committee

Dr. Rummy Dosanjh (Lead)  
Dr. Tahmeena Ali  
Terry Cardle (MCFD)  
Dr. Wendy Chin  
Dr. Doug Maskall (Specialist)  
Dr. Julie Milligan (Specialist)  
Dr. Michelle Murti

### Education

Dr. Micky Cooner  
Dr. Rummy Dosanjh  
Dr. Steve Larigakis  
Dr. Lourens Perold  
Dr. Valerie Raffle

### Physicians Advocating Wellness

Dr. Connie Ruffo (Lead)  
Dr. Dorothea Bergen  
Dr. Liz Varughese

### Recruitment & Retention

Dr. Werner Spangehl (Lead)  
Dr. Glenn Anderson  
Dr. Mildred Chang  
Dr. Bob Cheyne  
Dr. Mariola Januszewska  
Dr. Martin Lebl

### Residential Care

Dr. Steve Larigakis (Lead)  
Dr. Antonio Benitez-Gomez  
Dr. Bob Cheyne  
Dr. Wendy Chin  
Dr. Sandra Derkach  
Dr. Sidney Field  
Dr. David Fletcher  
Dr. Martin Lebl  
Dr. Robyn McKnight  
Dr. Fiona O'Brien  
Dr. John O'Brien  
Dr. Lourens Perold  
Dr. Darryl Samoil  
Dr. David Zayonc

### Right Care Right Place

Dr. Grace Park (Lead)  
Erin Corry (Practice Support Program)  
Teresa O'Callaghan (Fraser Health)  
Jessie Saran (Fraser Health)  
Dr. Amir Behboudi  
Elaine Lowes (Fraser Health)  
Bonnie Irving (Fraser Health)  
Clare O'Callaghan (Doctors of BC)

### Transitions in Care

Dr. Mildred Chang (Hospitalist Lead)  
Dr. Kasandra Harriman (GP Lead)  
Dr. Isaac Amankwe  
Silvia Brunner (Fraser Health)  
Dr. Sandra Derkach  
Dr. Robyn McKnight  
Teresa O'Callaghan (Fraser Health)  
Dr. Valerie Raffle  
Dr. Sonia Singh

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.

All photos: White Rock–South Surrey Division



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**Division of Family Practice**  
A GPSC initiative

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