Find the latest news from the provincial team and complementary organizations in this issue
of Divisions Dispatch. We encourage you to share it with your members. This issue can also
be found on the Divisions website.

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**1. New Quality Improvement Toolkit**
Recently added to the provincial Divisions site, the [Quality Improvement Toolkit](#) is a guide
to planning, implementing, and sustaining your improvements. The toolkit is valuable to
people with all levels of experience in improvement projects, whether they’re learning the
basics, looking for practical tools, or creating strategies for engaging their team and building
project momentum. The toolkit contains resources, videos, tools, and templates and
explains how to integrate QI (quality improvement) techniques into everyday work. For
questions or input about the Toolkit, or to share your own learnings, contact Impact BC
Quality Improvement Advisors Liz Lamb ([llamb@impactbc.ca](mailto:llamb@impactbc.ca)) or Mark Wyse
([mwyse@impactbc.ca](mailto:mwyse@impactbc.ca)). 604 742-1772.

**2. UpToDate – provincial team seeks your input on license renewal**
The license for UpToDate is coming up for renewal in May. The Divisions provincial team
would like your input as to whether you feel UpToDate brings value to your division.
Currently this clinical resource is available to Divisions of Family Practice members for use in
individual practices at no cost to the individual physician. With the renewal opportunity only
months away, your feedback would be greatly appreciated. Please send it to
divisions@doctorsofbc.ca.
3. SGP news: online locum listings, Billing and Education Day (March 28)

- The Society of General Practitioners (SGP) has added a Family Practice Locums in BC list to their website. SGP members can post ads at no cost. Locums can customize job searches by filtering for EMR type and job features (OB, ER, etc.) They can also subscribe to receive a newsletter every two weeks.
- On Saturday, March 28 at 9 a.m. the SGP hosts "The Dollars and Sense of Family Practice" at St. Paul’s Hospital Conference Centre. Designed for doctors and MOAs, this session’s topics include billing workshops (uninsured billing, Attachment, GPSC, obstetrics, case conferencing, hospital, etc.) Attendees are eligible for 5.75 M1 credits. Visit the SGP website for more details and registration info. Space is limited.

4. A GP for Me evaluation activities
Provincial evaluation of the A GP for Me initiative is active on several fronts:

- **GPSC Evaluation Working Group**: Works with the evaluation team to design the provincial evaluation framework. Meets twice a month with representatives including physicians, evaluators, division staff, health authorities, and the Ministry of Health.
- **Evaluation capacity-building workshops** (facilitated by Sarah Farina): Support for division evaluators and those directly involved in evaluation. To date, evaluation experts have hosted four days of workshops on specialized topics, including developmental evaluation and most significant change.
- **GPSC Evaluation Technical Reference Group** (chaired by Brian Evoy): Ensures the provincial evaluation framework uses "Best/Better Practices" and advises the Evaluation Working Group and evaluation team on methodologies and processes to support implementation. Group members are experts in areas such as health economics, health policy, and primary health research, and are not currently directly involved with A GP for Me.
- **Divisions Reference Group** (facilitated by Jim Mactier): Ensures that the evaluation framework is consistent with Divisions culture and that its processes and content is appropriate, compatible, and integrated with Divisions-related evaluation work.

Upcoming issues of the A GP for Me Update will include more detailed information. In the meantime, questions can be directed to Ceridwen Thomas cethomas@doctorsofbc.ca.

5. Support for specialists’ involvement in division activities
Local divisions have a number of planning meetings, educational events, and working groups that often benefit from involvement by specialists. The Specialist Services Committee (SSC) has made funding available to pay sessional expenses for specialists who participate in these invaluable collaboration opportunities. For more information, see the SSC funding page of the provincial Divisions website or contact the provincial Divisions office (divisions@doctorsofbc.ca).
6. Funding for Rural Physicians attending World Summit on Rural Medicine, April 8-11
The Joint Standing Committee on Rural Issues has approved funding of $1,000 for each BC rural doctor who attends the following events:

- SRPC (Society of Rural Physicians of Canada) Annual Rural and Remote Medicine Course (April 9-11), in conjunction with
- 2nd Annual World Summit on Rural Generalist Medicine (April 8-9)

Taking place at the Queen Elizabeth Hotel in Montreal, the SRPC’s Rural and Remote Medicine Conference is one of the largest rural medical conferences and presents rural doctors with opportunities to gain or upgrade vital skills, exchange knowledge, develop professional and social networks, and share learnings on the evolving field of rural medicine.

The World Summit on Rural Generalist Medicine is expected to attract Canadian and international physicians, leaders, policy makers, educators, and government representatives. To indicate your interest and receive more information on funding eligibility, contact ruralprograms@doctorsofbc.ca.

7. Vancouver Division’s Clinical Dropbox tool now available to other divisions
The Clinical Dropbox tool is a cloud-based source of point-of-care information that helps family physicians enhance patient interaction and improve efficiency. Information is organized into 50+ topics (e.g., clinical topics, therapeutics, practice management) and is updated on an ongoing basis via member submissions. Visit the Vancouver Division of Family Practice website for more information. If your division is interested in using the tool, contact Halla Elmobayad at dropboxvancouver@divisionsbc.ca or 604 569-2010.

8. Provincial Divisions of Family Practice communications team overview
There were several changes to the provincial Divisions of Family Practice communications team during 2014. Here is the current team and their areas of support:

- **Carolyn Grafton and Dana Bales, Senior Managers, Practice Support & Quality (job share).** Strategic communications, responsible for all communications for General Practice Services Committee initiatives – including Divisions of Family Practice and A GP for Me – and the Practice Support Program (PSP). cgrafton@doctorsofbc.ca 604 638-2840. dbales@doctorsofbc.ca 604 638-2889.
- **Clare O’Callaghan, Communications Manager.** General communications, communications planning, strategic communications advice, overall communications for Divisions. cocallaghan@doctorsofbc.ca 604 638-2842.
- **Tara Lyon, Communications Officer (web).** Website content. tlyon@doctorsofbc.ca 604 638-2907.
- **Laurie Cooper, Communications Officer (media).** General communications, media relations and story telling. lcooper@doctorsofbc.ca 604 638-7859.
- **Jeff Chan, Communications Coordinator.** Divisions Dispatch, logos, branding, templates. jchan@doctorsofbc.ca 604 638-7861.
If in doubt, contact Jeff or anyone on the team and we'll make sure to connect you with the right person.

9. InphoniteVoice slashes clinic wait times in North Peace
The North Peace Division used an automated messaging and scheduling system to reduce clinic wait times at two clinics during a time when the Division was experiencing a critical physician shortage. After implementation of the system, time-wasting appointment no-shows were reduced by 77%, causing clinic wait times to drop dramatically. Read the InphoniteVoice success story on the provincial Divisions site.

10. Hydrocephalus clinic at VGH
Implemented in August 2014 as a one-year pilot program, the Hydrocephalus Clinic at VGH provides multidisciplinary care for adult hydrocephalus patients, with the goal of reducing emergency room visits and improving continuity of care. The clinic is located on the third floor of the Gordon and Leslie Diamond health Care Centre (2775 Laurel Street) and is currently accepting referrals from GPs and specialists. Clinic location: For more information contact Dr David Florkowski (david.florkowski@vch.ca) or call the clinic at 604 875-4111 ext. 22913. Download the Hydrocephalus Clinic referral form

11. PHSA seeking GP representatives for Transgender/Trans*Health Steering Committee
The newly formed Transgender/Trans*Health Steering Committee is seeking family physician representatives to sit on the Primary Care Access and Consultation working group to help review the health systems and services available to transgender people in BC. Subject expertise is not required; the role is to ensure that recommendations are appropriate for general practice. The meetings will be on March 17 and 31 with a total time commitment of approximately 6-8 hours. Contact Vanessa Barron (Vanessa.Barron@phsa.ca) for more information.

12. Divisions in the News
Media coverage is monitored by the Divisions provincial communications team and compiled on the Divisions in the News page. If you would like more information on a particular story, please contact Jeff Chan at jchan@doctorsofbc.ca.

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