

## SOS Division welcomes new Board Directors

The SOS Division of Family Practice is pleased to have welcomed five new directors to its board in September.

To conform with the new BC Societies Act, we welcome directors from a range of occupations including Oliver family physician Dr. Kevin Hill; Penticton psychiatrist Dr. Said Jumaa; Princeton nurse practitioner, Tanya ter Keurs; Lower Similkameen Indian Band Health and Social Manager, Eliza Terbasket; and certified financial planner and wealth manager, Chris Hawkins.

This new board also reflects a shift in primary care to a team approach, drawing on different skills and experience. We look forward to their fresh perspectives and valuable input.

These directors will be joining current board directors, Dr. Greg Selinger, who is the new board chair; Dr. Tim Phillips, vice chair and physician lead; Dr. Colleen Black; and

New Board Directors:  
 (from top left)  
 Dr. Said Jumaa,  
 Dr. Kevin Hill,  
 Chris Hawkins,  
 Eliza Terbasket,  
 and  
 Tanya ter Keurs  
 join current  
 Directors  
 Dr. Colleen Black,  
 Dr. Alan Gow, Dr.  
 Tim Phillips and  
 Dr. Greg Selinger



retired family physician, Dr. Alan Gow. Nurse practitioner Tanya ter Keurs will act as the new secretary/treasurer.

A heartfelt thank you to outgoing directors: Drs. Brent Harrold, Margie Krabbe, Ron Gans and Cathy Rooke.

Free registration fees and travel for you to:

## Support our local physicians at the 2019 Quality Forum

All local practicing family physicians can once again have their registration fees, travel and sessionals paid to attend the Quality Forum in Vancouver, on Feb. 26-28 2019.

There will be plenty of local physician presentations to support, which highlight innovations in family practice in the South Okanagan Similkameen.

Dr. Elizabeth Watters will be presenting on How to Build a Community Inpatient Program, which tells the story of our locally-designed

program at PRH, including the creation of the Community Inpatient Services physician group.

Local physicians and an IH Lead will present on the successes of the Quick Response Team, which assists frail elderly patients in crisis from acute care back to the community. A third presentation will highlight local successful uses of telemedicine software. The House Physician Model at residential care facilities will also be featured as a storyboard.

Join more than 1,000 other participants

by attending the Quality Forum, and the Joint Collaborative Committee (JCC) pre-forum event on Feb.26th at the Hyatt Regency in Vancouver.

To learn more about the JCC sponsorship of family physicians, and to receive your sponsorship code, please email: [jcc@doctorsofbc.ca](mailto:jcc@doctorsofbc.ca).

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Reminder:  
**PRH Physicians' Holiday Gala**  
**Nov.30th**

Limited Tickets available  
 Visit [EventBrite.ca](http://EventBrite.ca) to purchase

## New website highlights local maternity care options for your patients

It's now much easier for expectant mothers living in Penticton and the surrounding area to choose the type of maternity care that's right for them.

A new website, Maternity Services in the South Okanagan Similkameen ([www.pentictonmaternity.com](http://www.pentictonmaternity.com)) lists maternity care clinics, providers and support workers in our region including midwives, family physicians who deliver, obstetricians, doulas, public health nurses and perinatal social workers.

The website also provides information about the type of pregnancy, birth and newborn care they each offer and how to access them.

"Having all this information in one location can help expectant mothers make the care choice that is right for them," says Dr. Catherine Botting,

[www.pentictonmaternity.com](http://www.pentictonmaternity.com)

New website lists maternity care options such as the South Okanagan Maternity Centre.

Pictured here: Centre's midwife, Susie Lobb (left) and family medicine resident, Dr. Emma Polle on a home visit.



noting that the website includes information for expectant mothers in communities such as Peachland and Princeton who will deliver in Penticton.

Business cards with the website address, which can be handed out to patients, will soon be distributed to family physician offices.

This website was created as part of a larger project, facilitated by the SOS Division of Family Practice, which brought together family physicians, midwives, obstetricians, paediatricians, patients, Interior Health and other care providers, to develop a community approach to maternity care in our region.

### Two New Eating Disorder Resources

An Eating Disorder Toolkit for Primary Care Practitioners, and an Eating Disorder Care Pathway Handout are now available on the IH website for Physicians: [www.interiorhealth.ca/AboutUs/Physicians/Page](http://www.interiorhealth.ca/AboutUs/Physicians/Page). These resources were developed by the Eating Disorder Education Working Group, as part of the CYMHSU Collaborative.

## Dr. Lawrie's travelling road show: How to create a plan for patient deprescribing

Thanks to presentations by Dr. Mark Lawrie, numerous physicians in our region are learning new strategies for reducing medication usage in our frail elderly.

The presentations include a how-to practical component, where participants work through case studies and come up with plans for deprescribing.

"We're taught how to prescribe medications, but not so much how to deprescribe or taper down



medications," says Dr. Lawrie. Participants also leave with a Medication Discontinuation Planner, which can be used as a guide for building deprescribing plans for their patients.

The presentations, which took place

in Penticton, Keremeos, Princeton and a multi-disciplinary long term care conference in Vernon, have all been well received.

"People really appreciated learning how to go about actually reducing medications," says Lisa Needoba, residential care project lead.

Dr. Lawrie may present in the new year at Tuesday Rounds. In the meantime, to obtain a Medication Discontinuation Planner, contact: [lisa.needoba@sosdivision.ca](mailto:lisa.needoba@sosdivision.ca).

## Clinics in Oliver, Osoyoos, Keremeos and Princeton dive into patient panel clean up



Thanks to a \$6,000 GPSC incentive, clinics in rural communities, such as Keremeos, have been cleaning up and learning how to better manage their patient panels.

SOS Division and PSP tailored individual sessions according to what worked for each clinic — some

received an information session, while others were ready for a practical dive into their EMRs.

The clinics will continue to receive follow-up and support.

For more information on the incentive/sessions: [aarin.frigon@sosdivision.ca](mailto:aarin.frigon@sosdivision.ca) or [wendy.boyer@interiorhealth.ca](mailto:wendy.boyer@interiorhealth.ca).

# SOS Division is attracting physicians to our communities

## International Medical Graduate welcomed to Penticton

For the first time, the communities of Penticton and Summerland have qualified to hire an International Medical Graduate.

Nine candidates applied for the position, with a shortlist of three interviewed by panel Drs. Elizabeth Watters, Leslie Lappalainen and Paul Cobbin.

The successful candidate, Dr. Fathima Hameed, a UBC resident, will join Dr. Tertius Walters and Dr. Daniel Kilian at Primacy Medical Clinic in Penticton.

"We both feel very fortunate to be integrating this highly qualified physician into our practice," says Dr. Walters. "It's going to be a great way to serve our community."

"I'm very excited about the opportunity I have to live and work in Penticton," says Hameed. "My family and I are very thrilled to call this beautiful city our home where



*Dr. Fathima Hameed*

others only come for a vacation. I am really looking forward to serving this community and its people."

Keremeos and Princeton have already hired IMG physicians, with another slated to arrive in Keremeos in September 2019.

## Physicians recruiting health care providers into their clinics

The SOS Division is assisting physicians with integrating healthcare providers, such as LPNs and pharmacists, into their practice, using the current fee-for-service model.

Fairview Medical Clinic is the most recent clinic in Penticton to have a pharmacist visit their office to conduct

medication reviews with patients.

In addition, LPNs are increasingly being hired into physician offices to help physicians save time and improve patient care.

If you're interested in learning more, please contact [suzanne.moccia@sosdivision.ca](mailto:suzanne.moccia@sosdivision.ca).

## Physicians new to the area taking on Community Inpatient Service shifts

Physicians new to the community, Drs. Adam Wiebe, Tiffany Burse, Samantha Van Horn, Rishi Verma, Saad Jabbour and Graham Kopjar, have recently helped to support the Community Inpatient Service, which is part of a community-based approach to caring for unassigned patients at PRH.

We're happy to announce that we expect some of these physicians to join the program on a more permanent basis in the new year.

To support continued operation, our Community Inpatient program, including the Community Inpatient Service, just recently received an additional \$100,000 GPSC funding.

## SOS Division of Family Practice: Congratulations!

Congratulations to **Dr. Andrew Ashley** and Kailen Ashley on the birth of Maiya Olivia, in October, and to **Dr. Laura Tamblyn** and her husband Greg Machtaler on the birth of Avery Rose in November.

## SOS Division Recruitment Team working alongside physicians to recruit new primary care providers

The SOS Division recruitment committee is working closely with physicians in our community to identify the recruitment needs of individual offices, create new opportunities for recruitment, and develop an interactive site for potential primary care providers to discover a practice that suits their individual interests.

Alongside physicians on the committee, our SOS Division team works to attract and retain physicians in our area. On the team are: Julie Young, who coordinates member services, Riley Gettens and Kelly Hawes.

Gettens takes the lead on creating community connections for the physician and family; Hawes helps match potential physicians to the type of practice of interest to them, and helps new physicians settle by assisting them with practicalities such as obtaining privileges, and answering questions around billing and clinic set-up.

As part of the overall recruitment strategy, the team is also coming up with a planned retirement package for local physicians. This will include a retirement checklist, suggestions on ways to enhance a practice so that it's attractive to new physicians, and tools for letting patients and the community know about an impending retirement.

If you are thinking of recruiting into your office or are planning a retirement, contact Kelly for assistance: [kelly.hawes@sosdivision.ca](mailto:kelly.hawes@sosdivision.ca).



*Julie Young*



*Riley Gettens*



*Kelly Hawes*

# SOS Division in our Community

## DIVISION INITIATIVES

<b>Patient Medical Home</b>	Supporting family practice offices to operate at their full potential Penticton/Summerland Project contact: <a href="mailto:suzanne.moccia@sosdivision.ca">suzanne.moccia@sosdivision.ca</a> , tel: 778 476 5896 Oliver/Osoyoos/Keremeos/Princeton Project contact: <a href="mailto:aarin.frigon@sosdivision.ca">aarin.frigon@sosdivision.ca</a> , tel: 778 476 1878
<b>Primary Care Network</b>	Creating an integrated system of care Project contact: <a href="mailto:tracy.stclair@sosdivision.ca">tracy.stclair@sosdivision.ca</a> , tel: 778 476 5696
<b>Developing Sustainable Rural Practice Communities (JSC) and (RccBC)</b>	Working to establish sustainable and patient-focused healthcare in the South Okanagan Simlikameen rural corridor Project contact: <a href="mailto:aarin.frigon@sosdivision.ca">aarin.frigon@sosdivision.ca</a> , tel: 778 476 1878
<b>Martin Street Outreach Centre</b>	Primary care for complex MHSU patients in Penticton Project contact: <a href="mailto:aarin.frigon@sosdivision.ca">aarin.frigon@sosdivision.ca</a> , tel: 778 476 1878
<b>South Okanagan Maternity Centre</b>	Interdisciplinary care clinic now open at Penticton Regional Hospital Project contact: <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a> , 778 476 5896
<b>SOS Long Term Care (Residential Care) Initiatives</b>	Supporting physicians to provide proactive and collaborative care, and enhance resident and provider experience Project contact: <a href="mailto:lisa.needoba@sosdivision.ca">lisa.needoba@sosdivision.ca</a> , tel: 778 476 5696
<b>Inpatient Care Programs</b>	Coordinating physician inpatient care in the South Okanagan Similkameen Project contact: Julie Young <a href="mailto:member.services@sosdivision.ca">member.services@sosdivision.ca</a> , tel: 778 476 5696
<b>Recruitment and Retention</b>	Helping attract and retain physicians in the South Okanagan Similkameen Project contact: <a href="mailto:kelly.hawes@sosdivision.ca">kelly.hawes@sosdivision.ca</a> tel: 778 476 5696
<b>CME Coordination</b>	Helping family physicians and specialists get accreditation and local access to education opportunities Project contact: <a href="mailto:kristen.hart@sosdivision.ca">kristen.hart@sosdivision.ca</a> , tel: 778 476 5696
<b>Innovation Hub</b>	Finding EMR solutions based on clinical needs Project contact: <a href="mailto:aarin.frigon@sosdivision.ca">aarin.frigon@sosdivision.ca</a> , tel: 778 476 1878

## SHARED CARE INITIATIVES

<b>Steering Committee</b>	Partnering with specialists , IH and PPMS to improve patient and provider satisfaction Project contact: <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a> , tel: 778 476 5896
<b>Vulnerable Frail Elderly Discharge from Emergency</b>	Optimizing a care pathway for vulnerable frail elderly from the ED back to the community Project contact: <a href="mailto:suzanne.moccia@sosdivision.ca">suzanne.moccia@sosdivision.ca</a> , tel: 778 476 5896
<b>Primary Maternity Care</b>	Bringing together primary maternity care providers to co-design a sustainable model of maternity care for the community Project contact: <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a> , tel: 778 476 5896
<b>Surgical Optimization for Glycemic Control</b>	Creating an integrated surgical care pathway for patients with poor glycemic control Project contact: <a href="mailto:kathleen.jagger@sosdivision.ca">kathleen.jagger@sosdivision.ca</a> , tel: 778 476 5896
<b>Residential Care Polypharmacy</b>	Oliver/Osoyoos physician mentorship to reduce polypharmacy risks in longterm care Project contact: <a href="mailto:lisa.needoba@sosdivision.ca">lisa.needoba@sosdivision.ca</a> , tel: 778 476 5896

Executive Director  
Tracy St. Claire  
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Operations Lead  
Julie Young  
778 476 5696 [member.services@sosdivision.ca](mailto:member.services@sosdivision.ca)

**SOS Division of Family Practice Board of Directors**  
Dr. Greg Selinger (Chair), Dr. Tim Phillips (Co-Chair/Physician Lead); NP Tanya ter Keurs (Secretary/Treasurer); Dr. Colleen Black; Dr. Alan Gow; Chris Hawkins, Dr. Kevin Hill; Dr. Said Jumaa; and Eliza Terbasket