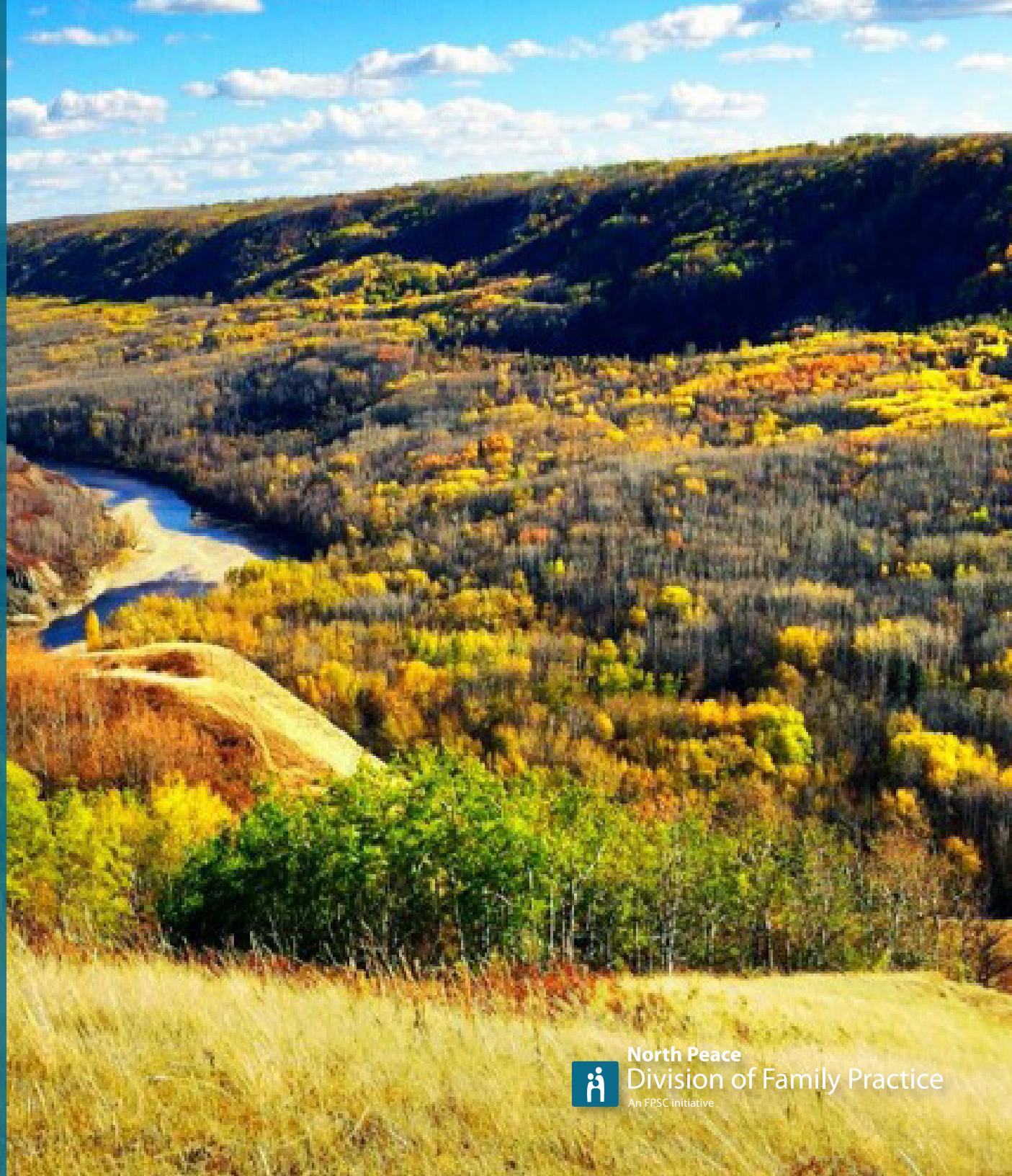
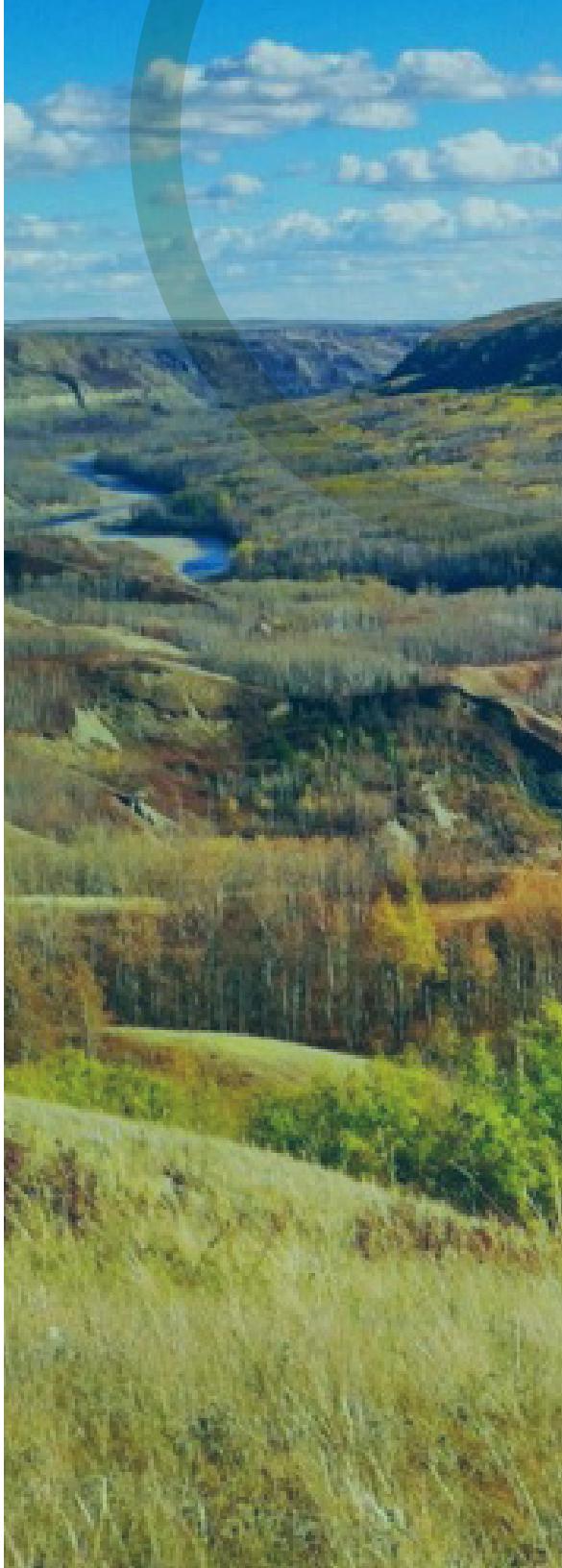


NORTH PEACE DIVISION OF FAMILY PRACTICE ANNUAL REPORT

2023/24 Fiscal Year



**North Peace
Division of Family Practice**
An FPSC initiative



ACKNOWLEDGEMENTS

The Land

We acknowledge that we live and work in Fort St John on the traditional territories of the Dane-zaa people situated in Treaty 8 Territory.

The People

We are grateful to the dedicated group of doctors whose compassion and dedication to helping others makes a difference in our communities every day.

A VISION GUIDED BY 5 KEY PRINCIPLES

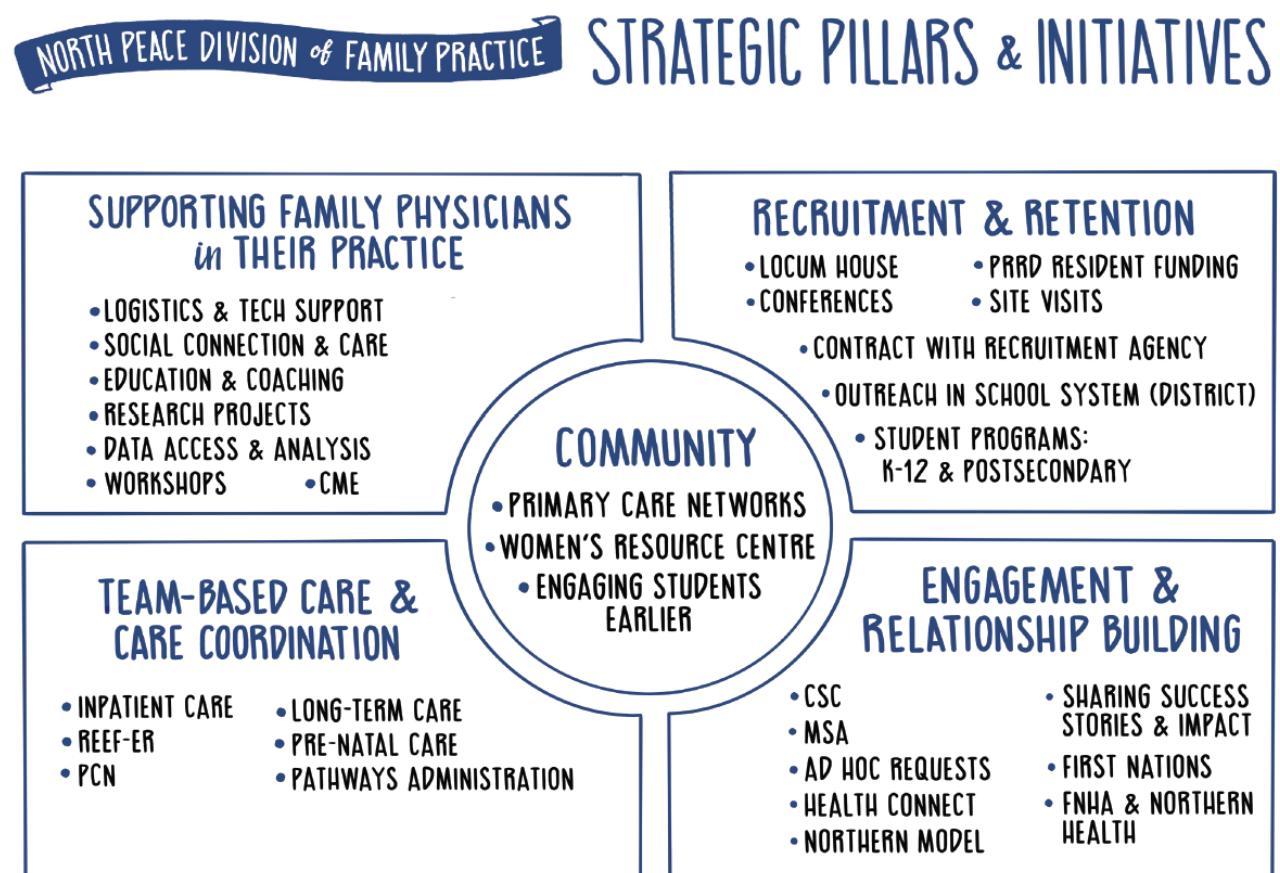
In the past year we remained committed to providing excellence in primary care and promoting quality of life for the patient, community and physicians. We are doing so by supporting and representing primary care physicians ensuring health services are timely, proactive, integrated and patient centered.

All while being guided by the principles of respectful communication, advocacy and responsiveness, collaboration, and dedication to education and sustainability.

Plan the Work – Work the Plan

With our clearly defined vision, mission and guiding principles, our 2024 Board Retreat focused on formalizing our approach toward realizing our vision and mission, and how we would translate these into actions.

The result was a detailed operational plan for each of the five key strategic pillars:



NORTH PEACE DIVISION of FAMILY PRACTICE

VISION

WE PROVIDE EXCELLENCE IN PRIMARY CARE PROMOTING QUALITY OF LIFE FOR THE PATIENT, COMMUNITY & PHYSICIANS

DEVELOPING HIGHLY EFFECTIVE PRACTICES

ENGAGING IN MAKING A DIFFERENCE

ACHIEVING PERSONAL WELLNESS & WORK SATISFACTION

MISSION

SUPPORT & REPRESENT PRIMARY CARE PHYSICIANS, ENSURING HEALTH SERVICES ARE TIMELY, PROACTIVE, INTEGRATED, & PATIENT-CENTERED

STRATEGIC PILLARS



SUPPORTING FAMILY PHYSICIANS IN THEIR PRACTICE

RECRUITMENT & RETENTION

ENGAGEMENT & RELATIONSHIP BUILDING

TEAM-BASED CARE & CARE COORDINATION

GUIDING PRINCIPLES

COMMUNICATION

WE RESPECT ONE ANOTHER, WE LISTEN TO UNDERSTAND, WE SPEAK HONESTLY FROM OUR EXPERIENCE. COMMUNICATION IS TIMELY.

ADVOCACY & RESPONSIVENESS

WE BELIEVE IN BEING PRESENT, INFORMED, ENGAGED & OPEN TO INQUIRY

EDUCATION

FOR PATIENTS, PHYSICIANS, HEALTH PARTNERS & COMMUNITIES

COLLABORATION

SUPPORTS INTEGRATION, IT'S TIMELY & EFFICIENT HARNESSES COLLEGIALITY

SUSTAINABILITY

PHYSICIAN WELLNESS
OPTIMAL RESOURCE MANAGEMENT
INNOVATION



RECRUITING PHYSICIANS TO THE NORTH PEACE

As you know, when it comes to recruitment it is all hands-on deck, and a multiprong approach is needed.

We work with many partners, Northern Health, City of Fort St. John and the Peace River Regional District to name a few. Some of the Division's recruitment activities include creating a Fort St. John specific recruitment video, attending recruitment conferences, supporting physician hosted red carpet site visits, working with external recruitment agencies and providing locum accommodations.

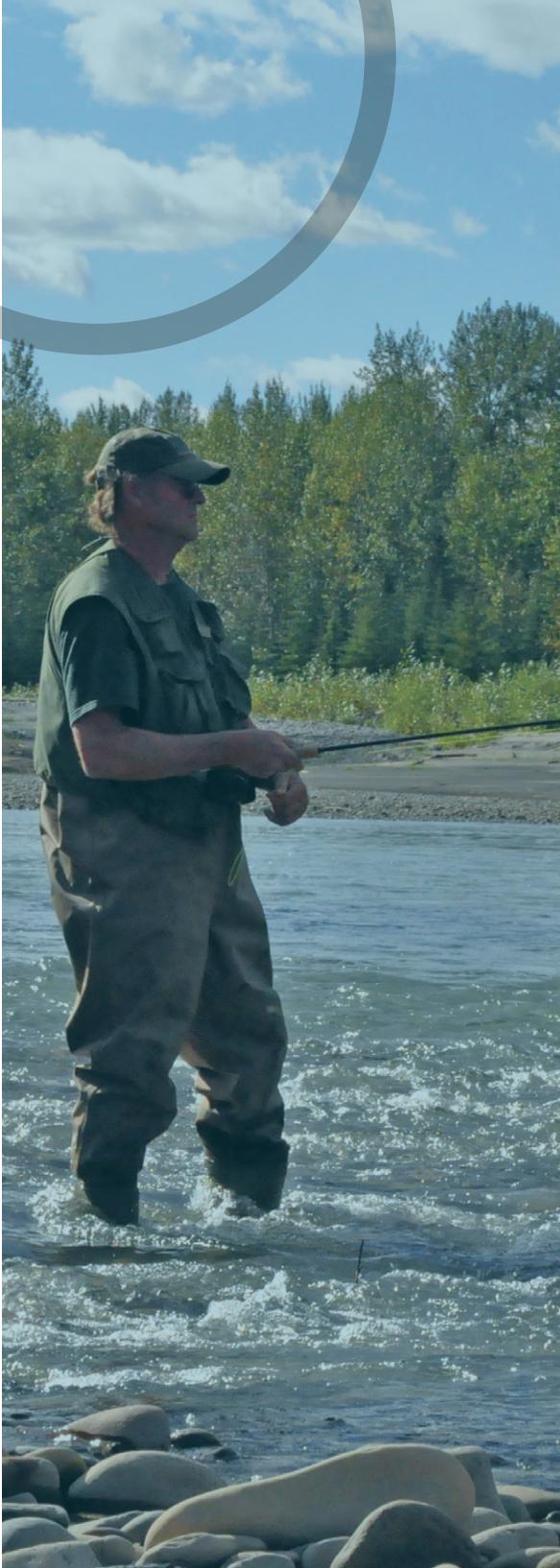
Recruiting physicians to practice in the North Peace requires a team effort. Once again, we are grateful for the financial support from the Peace River Regional District. Their partnership provides many incentives to our local Residents all with the hope of keeping them in the Northeast.

Each 1st and 2nd year Resident receives:

- A monthly housing stipend of \$416.67
- Up to \$1000 housing stipend for rural rotations in Chetwynd, Tumbler Ridge, Hudson's Hope or Dawson Creek
- Additional \$500 housing stipend for mandatory away rotations.
- R2's are reimbursed for final exam fees (approx. \$4500)
- \$10,000 signing bonus for R2's who stay in the Northeast.

Recruiting physicians to practice in the North Peace requires a team effort.





Recruitment Conferences We Attended

The North Peace Division has been actively involved with Physician recruitment. We have attended many conferences over the past several years, with the most recent being:

- Rural and Remote Medicine: April 2023 Niagara Falls, Ontario
- BC Rural Health Conference: June 2023 in Whistler, BC
- St. Paul's Emergency Medicine: September 2023 in Whistler
- BCSRPC Rural and Remote Medicine Conference: April 2024 in Edmonton
- BC Rural Health Conference: May 2024 in Whistler

Upcoming:

- St. Paul's ER Conference: September 26- 29th 2024 in Whistler

We have been fortunate to have recruited several locums (in partnership with Northern Health) which has helped to reduce some of the pressures on local docs, as well as mitigate some ER diversions.

Physician Hosted Red Carpet Site Visits

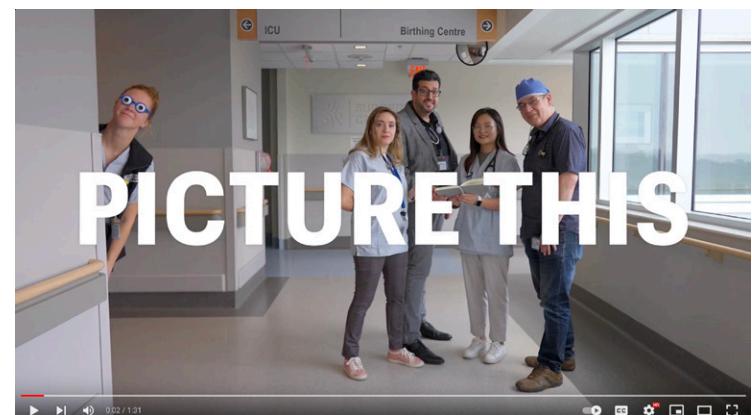
A shout out to all docs that have hosted and attended a site visit dinner. From April 1, 2023, to present, there has been site visits for 8 physicians and 100% success rate! You are truly what makes these a "red carpet" event!

Recruitment Video

The recruitment video was not only a lot of fun but also showcased local physician talent. Many of our members participated in this premier event. We are constantly getting kudos for this amazing production!

[WATCH THE VIDEO](#)

<https://youtu.be/vuijmFDQQB8>



LOCUM ACCOMMODATIONS

Offering suitable accommodations is a key priority for attracting locums who support Primary Care Clinics and the Emergency Department.

We offer two locum accommodations, one is managed by the Division and leased by Northern Health and the other is leased and managed by the Division. Our Locum accommodations are new, modern and fully equipped two-bedroom, two-bathroom condos, designed for short term stays. They are in a residential area near the community trail and close to the hospital offering visiting physicians everything needed for a convenient and comfortable stay – Including bicycles, helmets and even a gym in the building!



Locum Houses

492
nights

in 2023/2024 Fiscal Year

"I have stayed at the locum house in Fort St John on numerous occasions. It is of great help to me as a locum at the FSJ hospital and very much appreciated."

– Dr. G Smit



SUPPORTING FAMILY PHYSICIANS IN THEIR PRACTICE

CME

At our Board Retreat, in part because of limited resources, we received requests for more learning opportunities. Some of the requests were:

- Sepsis and Shock (CME held June 2024)
- Hyperglycemic Emergencies (CME held September 2024)

Upcoming CME:

- House OB (tentative date March 29/30th 2025)
- Dr. Krishnamoorthy (psychiatrist) de-prescribing, behavioral symptoms of dementia, and insomnia prescriptions for Long-Term Care patients (date TBD)
- post stroke (date TBD)
- post STEMI (date TBD)
- cervical fracture (date TBD)

LONG TERM CARE

Our Long-Term Care Initiative is lead by our local family physicians, in collaboration with nurses and pharmacists, to design and implement local quality improvement solutions focusing on best practices and improved system level outcomes.

Key focus areas of this initiative include:

- 24/7 availability and on-site attendance, when required
- Proactive visits to patients
- Meaningful medication reviews
- Improved documentation
- Attendance at case conferences

System Level Outcomes

- Reduced unnecessary or inappropriate hospital transfers
- Improved patient-provider experience
- Reduced cost/patient as a result of a higher quality of care

Immediate improvements experienced so far include improved communication, proactive and meaningful patient visits, consistent medication reviews, and improved attendance at case conferences. A survey will be conducted in October to track improvements over time, so stay tuned.

“Since the LTC initiative has started there have been VAST improvements in communication with Peace Villa. I have also made a point of making regular visits to my patients and trying to be present for their annual reviews, which has made a big difference with the team and families’ perception of how their loved ones are managed. I have also had far fewer phone calls, and they are utilizing fax when appropriate much more frequently, leading to less burnout/frustration with the Villa. The pharmacy med reviews are also invaluable.”

– Fort St John Physician





PRIMARY CARE NETWORK

Implementation of the Primary Care Network continues to move forward in three focus areas:

1

*Establishing a
medical clinic
at The Healing
Place*

*Women's Resource
Centre*

2

*Increasing
services for
First Nations
Communities*

3

*Enhanced
Team Based
Care in the
Primary Care
Homes*

We are also practicing respectful collaboration by inviting community representatives to our meetings to share their experience in primary care, gain feedback and perspectives and chart a path toward collaboration. For our Indigenous communities, Northern Health is in the process of engaging Chief and Councils to recommend how best to engage the members of their communities.

FOCUS ONE & TWO:

Women's Resource Centre & First Nations Community Services:

The Primary Care Network service plan is approved for the following positions:

POSITION	FILLED/VACANT
1FTE Mental Health Clinician to be shared between the Women's Resource Centre and soon to be providing service in First Nations communities.	Filled
1FTE Nurse Practitioner to provide primary care outreach services to Women's Resource Centre.	Filled
1FTE Primary Care Nurse (RN) to work full time at Women's Resource Centre.	Vacant
1FTE Life Skills Worker to work full time at Women's Resource Centre.	Filled

The Primary Care Network also funded a cultural learning event in Doig River First Nation on April 27, 2023. Approximately 50 healthcare providers (Physicians, teams and administrative staff) attended this event. When surveyed, many of our primary care providers expressed interest in travelling to other First Nations communities in the North Peace region for similar events in the future. Community Engagement – the North Peace PCN will invite community representation to the CSC meetings to discuss their work, gain their feedback and perspectives and determine ways to collaborate and work together.



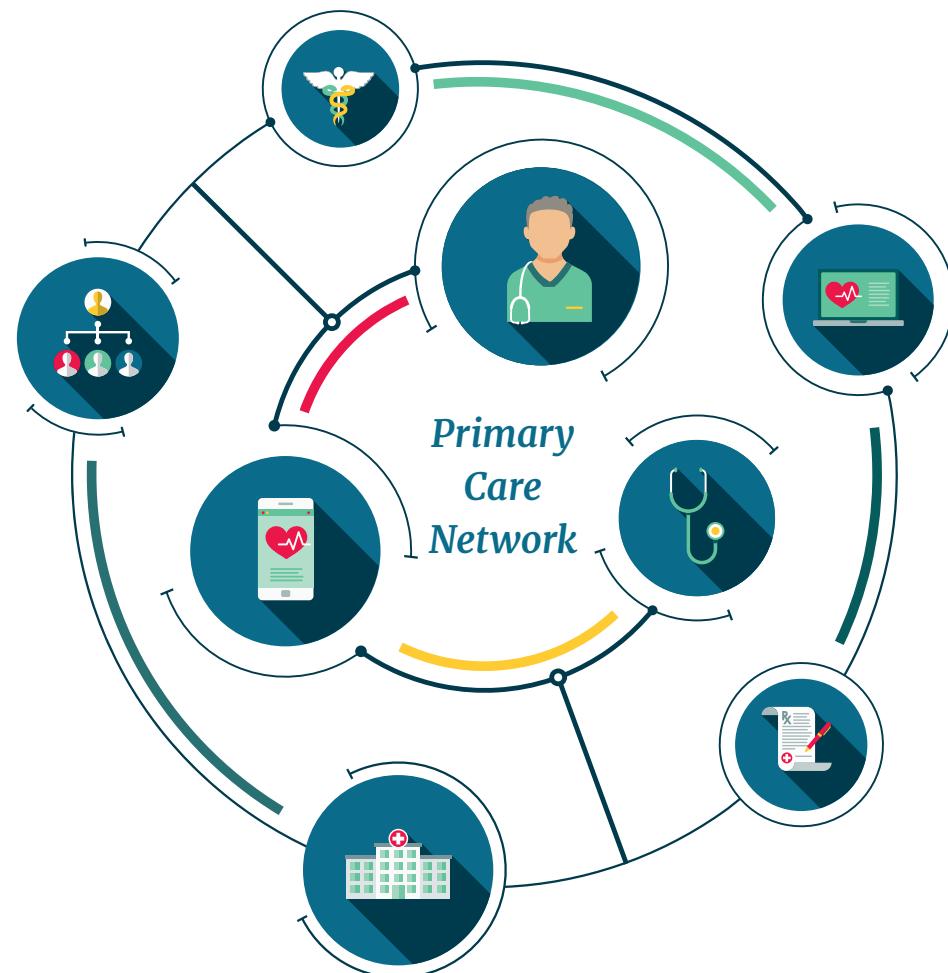


4319
patient visits
provided by
3 LPNs
in 2023

FOCUS THREE:

Enhanced Team Based Care in the Primary Care Homes:

The Primary Care Network service plan is approved for 4.6 FTE Primary Care Nurses (LPNs) to be co-located in the clinics. Currently three of the four postings have been filled with the fourth position currently posted. There was a total of 4319 patient visits provided by 3 LPNs in 2023, which is a significant and valued contribution towards the success of team-based care that aims to improve quality access to care for our patients and families.



MORE ACKNOWLEDGEMENTS

2023/24 Board of Directors

Dr. Karmen Kissner – Chair
Dr. Courtney Boyer – Vice Chair
Dr. Hannah Galeazzi – Secretary/Treasurer
Dr. Richard Moody – Director
Dr. William Watt – Director
Dr. Wea'am Abbas – Director
Dr. Rebecca Delmotte – Director
Dr. Damian Fay – Director
Dr. Jessica Hatcher –
Outgoing Resident Representative
Dr. Frances Legge – Resident Representative

NP Division Staff

Mary Augustine - Executive Director
Reina Pharness - Primary Care Network Lead
Teela Gould – PMH/PCN Coordinator
Linda Richter – Division Executive Administrator
Lorelyn Arejola – PCN Division Coordinator

2024/2025 Residents

2nd Year Residents

Dr. Matias Raski
Dr. Frances Legge
Dr. Celia Wang

1st Year Residents

Dr. Haroon Ahmed
Dr. Daniel Giterman
Dr. Manraj Khangura
Dr. Atlin Braaten



A LOOK AHEAD

We are hopeful that in the next PCN iteration we will see more resources for team-based care that will support you in your practice. We will continue with our recruitment efforts to attract long term Physicians and Locums to our communities.

We know there have been a lot of changes to programming such as unattached inpatient care and we thank you all for your patience throughout this uncertainty. We are hopeful that with continued efforts there will be a more permanent and sustainable solution.

We would like to extend our deepest gratitude for the unwavering commitment and compassion you bring to your practice every day. Your hard work and personal sacrifices do not go unnoticed, and we are profoundly grateful for your dedication to improving the health and lives of those you serve.



OUR PARTNERS



First Nations Health Authority
Health through wellness





Mary Severson-Augustine, Executive Director
Email: maugustine@npdivision.ca Office: 778-715-2917

DIVISIONSBC.CA/NORTH-PEACE