



Richmond Division of Family Practice

A GPSC initiative

APRIL 2018 – MARCH 2019



MISSION

A medical community that protects, promotes and expands the role of family physicians in caring for their patients.



2018–2019 ANNUAL REVIEW

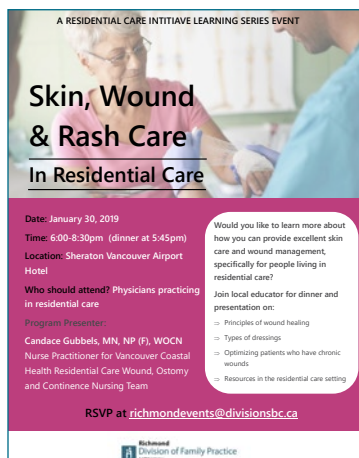
HIGHLIGHTS OF THE PAST YEAR



Enhancing Professional Practice

- **Provided recruitment and coverage services to assist members** with a full spectrum of practice needs from practice start up, locum relief to practice retirement
- **Recruited 20** family physicians new to Richmond
- Hosted **eight education and two consultation events, six EMR user groups and two member socials** to welcome newcomers to the Richmond medical community
- Supported the achievement of **significant successes in residential care** through the RCI physician group who met or exceeded all best practice goals. Built supportive partnerships with facilities, educators and facility teams to enable improved care in **5 care facilities**
- Attached **700 residents to 15 Richmond family physicians**
- Linked **medical students and clinical trainees** to placements in Richmond practices

Supporting Members in the Care of their Patients



- **Addressed communication issues between care facilities and physicians** through joint physician-staff meetings. Developed new processes, tools and guidelines including the streamlining of the patient admittance package
- **Addressed member-identified learning interests** through events on various topics, including maternity care, clinical pearls, clinical management of opioids and navigating WorkSafe BC claims
- Supported physician and MOA access to the Provincial Health Services **Telephone Interpretation Service** to help meet the diverse language needs of patients in our community
- **Sustained four Neighbourhood Networks**, a made in Richmond approach to Patient Medical Homes
- Successfully **advocated for electronic notification** of patients' admittance to or discharge from Richmond Hospital to family physicians
- Engaged **12 Richmond specialist physicians** in shared learning opportunities through the Clinical Pearls events



HIGHLIGHTS OF THE PAST YEAR

Influencing and Shaping Health Care Delivery

- **Advocated for our physician members** by participating in local, regional and provincial committees including several collaborative committees with Vancouver Coastal Health
- **Engaged in co-leadership with Vancouver Coastal Health** in the Richmond Residential Care Initiative (RCI) and Richmond Primary Care Networks (PCN)
- Selected by the Ministry of Health to be in the **first wave of communities in BC** to receive additional resources through the Primary Care Network initiative
- **Participated in provincial forums by way of our physician leads**, including presentations to the Joint Clinical Committees and the Ministry's committee overseeing primary care transformation
- **Formed new community partnerships** through participation in the Local Action Team for Richmond on Overdose Emergency Response and Richmond Community Services Advisory Committee



Supporting the Optimization and Use of Information Technology

- Continued administration of **Pathways led locally by two Richmond family physicians**
- Hosted **six meetings of three EMR user groups** to support physicians and MOAs to use their electronic medical records efficiently
- Partnered with the Practice Support Program (PSP) to **support members with understanding and assessing their patient panels and optimizing their use of their EMR**
- Assisted members in **trouble-shooting various IT challenges** including Up to Date, Excelleris and Care Connect



Board and Support Team 2019

Board Members

Dr. Rachila Sharma-Aucone, Chair
Dr. Adam Chang, Vice-Chair
Dr. Tyler Ngai, Secretary
Mrs. Diane Bissenden, Treasurer
Dr. Barry Koehler
Dr. Boon Wong

Support Team

Denise Ralph, Executive Director
Linda Jung, Administrative Lead
Louise Corral, Meetings Coordinator
Sherry Wang, Member Support Coordinator
Barinder Chauhan, Project Manager
Nerissa Tai, Project Coordinator
Denysa Leung, Project Coordinator



Left to right: Dr. Boon Wong, Dr. Barry Koehler, Dr. Rachila Sharma-Aucone, Dr. Adam Chang, Mrs. Diane Bissenden, Dr. Tyler Ngai

Committees and Working Groups

Collaborative Services Committee

Jennifer MacKenzie, Co Chair
Dr. Rachila Sharma Aucone, Co-Chair
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Dr. Adam Chang
Dr. Meena Dawar
Carole Gillam
Nellie Hariri
Dr. Brenda Hefford
Jillian Kratzer
Natalie McCarthy
Debbie Nider, Patient Rep
Denise Ralph
Nikita Soares
Dr. Edward Wong

Pathways Working Group

Dr. Allan Horii, Physician Lead
Dr. Cheryl Nagle, Physician Lead

Denise Ralph

Residential Care Initiative Steering Committee

Dr. Ashok Krishnamoorthy
John Con, Patient Rep
Dr. Adam Chang
Dr. Alexander Li
Natalie McCarthy
Denise Ralph
Laura Sato
Lori Sidjak
Dr. Patricia Wong

RCI Quality Improvement Working Group

Dr. Adam Chang, RCI Physician Lead
Dr. David Fung
Laura Frisby
Krista Carlson
Dr. Ashok Krishnamoorthy
Natalie McCarthy

Laura Sato
John Con, Patient Rep
Denise Ralph

Facility Representatives

Jacqueline Corona, Rosewood
Nicky Dhugga, Minoru
Delia Dixon, Minoru
Jo-Anne Kirk, Richmond Lions Manor
Sharon Wang, Pinegrove
Avril Taylor, Fraserview
Dr. Ana Ortiz, Fraserview
Dr. Luke Tse



Acknowledgements

The Richmond Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Doctors of BC and the Ministry of Health, as well as the support of the Divisions of Family Practice central office.

Of the many individuals and organizations that support our work, we express our gratitude for the contributions of patient representatives, staff from all five Richmond care facilities, Richmond specialist physicians, staff and leadership of Vancouver Coastal Health and the BC Ministry of Health, in addition to our many collaborative community partners.

The Board of Directors wishes to extend its appreciation to Dr. Boon Wong for his years of service as a Board Director and for his many contributions to our medical community.

Richmond Division of Family Practice
Unit 393 – 186 – 8120 No. 2 Road
Richmond, BC V7C 5J8
Phone: 604-728-7987
Fax: 604-484-2195
Email: richmond@divisionsbc.ca

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.

www.divisionsbc.ca/richmond