

2020-21 ANNUAL REPORT



YEARS

STAYING CONNECTED



Richmond
Division of Family Practice
A GPSC initiative

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

OUR MISSION

OUR VISION

To provide a collective and influential voice for Richmond family physicians.

OUR VALUES

Through our work, we will promote and practice the following values:



BENEFICIAL:
Striving to be beneficial and outcomes-based to our membership and/or to our patients.



EFFICIENT:
Delivering efficient services to our membership, practicing efficiency as a Board, and promoting workflow efficiency in our medical practices.



INFLUENTIAL:
Shaping how health care is designed, delivered, and evaluated.
Having a voice with stakeholders.
Acting with vision.

Our Strategic Directions

Enhancing Professional Practice

Pages 4–5

Supporting Members in the Care of their Patients

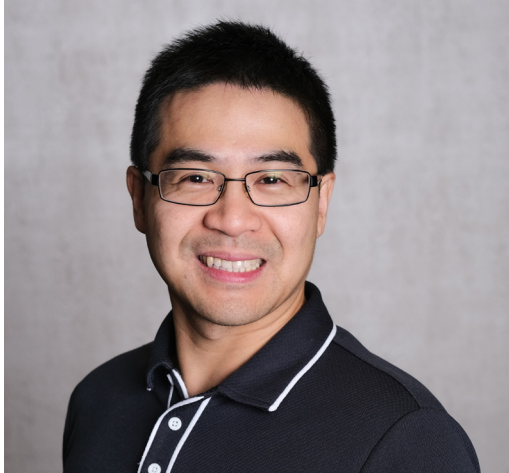
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Influencing + Shaping Health Care Delivery

Page 8

Strengthening Patient Medical Homes

Pages 8–9



Dear Members,

Once again, I am delighted to have the opportunity to share some of the work that the RDFP has achieved over the past year. After another difficult year with the COVID-19 pandemic, I am hopeful that brighter days are ahead.

Despite the challenges brought by a worldwide pandemic, our organization has continued to grow. We now have **239 family physician members**. Our staff has grown to 16 people who provide support to our members in numerous programs and initiatives. Through our work in **practice support, CME, Primary Care Networks (PCN)**, the **Long Term Care Initiative**, and more, we are becoming an increasingly integral part of family practice in Richmond.

Our **member events** have proven to be a vital link this year, both to learning and to each other. We aim to select topics most

Message from the Board Chair

relevant to our members, and we value your feedback, so please continue to tell us what events interest you. We hope to reconvene in person and to revive the collegial support that Divisions have been able to offer family physicians.

Practice support initiatives now include **IT support, locum search, and MOA education**, to name a few. **Primary Care Networks** have continued to expand to support FPs in the care of our patients. I would encourage all of you to continue referring your patients to the PCN team.

RDFP has also been working to **recruit** new family physicians and nurse practitioners to Richmond. As we are all aware, there are many unattached patients in our community, and we are working hard to close that gap by facilitating the attachment of patients through various strategies.

The **Long Term Care Initiative (LTCI)** continues to support our members who practice in long-term care facilities. **Hamilton Village** is the brand new facility in East Richmond, which opened last year while **Fraserview** underwent major expansion. A few new family physicians joined the LTCI

in the past year, and **opportunities remain** to join this richly rewarding area of practice.

The commitment of our entire **Board of Directors** has been unflagging, and I am deeply appreciative of each Board members' efforts to support primary care in Richmond. The Board added one new member this past year. Dr. Michael Frey was a full-service family physician in Richmond for many years. Now semi-retired, he is graciously dedicating some of his time to serve on the Board.

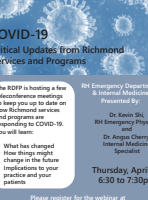
I would also like to thank all of our members who served on **various committees**. Your work is invaluable and much appreciated.

Last, but not least, I would like to thank **all the members** who provide us with input, ideas, and inspiration as we work collectively to achieve **our mission**:

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

Sincerely,

Dr. Adam Chang
Board Chair, RDFP



COVID-19

Critical Updates from Richmond Services and Programs

The RSDP is hosting a free teleconference meetings to keep you up to date on how Richmond services and programs are responding to COVID-19. You will learn:

- What has changed
- How things might change in the future
- Implications to your practice and your patients

Rt Emergency Department & Internal Medicine
Presented by:

**Dr. Swati Di,
Rt Emergency Physician**

**Dr. Anuja Chery,
Internal Medicine Specialist**

**Thursday, April 8th
6:30 to 7:30pm**

Please register for the webinar at
rdccommunity.ca/rdccovid19

 **University of Alberta**
 Division of Family Practice



Maternity Care Webinar

The RSDP is hosting a free teleconference session to keep you up to date on how Richmond services and programs are responding to COVID-19. You will learn:

- What has changed
- How things might change in the future
- Implications to your practice and your patients

Focus will be on prenatal care, delivery and immediate postpartum care.

Speakers:

- Dr. Rebecca Rivera, OB/GYN
- Dr. Jennifer Reamann, Family Physician
- Public Health Nurse

**Thursday, April 30
1730 - 1830**

Please register for the webinar at richmond.wednet.edu/richmondwebinar@discovery6.com

 **University of Richmond**
Office of Family Practice

 **University of Richmond**
Office of Family Practice

[illegible]

 COVID-19 Infection Prevention and Control Learning Event for MOAs Join us for a one-hour session as RDPH hosts a learning event for member MOAs. This session will include: - Infection Control Practices - Environmental, Administrative and Personal Measures - Personal Protective Equipment	
Event: Thursday, October 8th Time: 5:00 - 6:00 PM Format: Virtual Learning Event Who: Richmond Member MOAs (one MOA per district) Compensation: 1 MOA sessional hour at the current rate of \$23/hour	Speaker Alyson Hinkins RN, works as an Infection Control Officer with VCH. A question and answer period will follow the presentation. How to Register Please register to receive your unique webinar link at richmond@eventcity.ca
	



Palliative Care - Updates during the pandemic

The RCPSP is hosting a free teleconference meetings to keep you up to date on how Richmond services and programs are responding to COVID-19. You will hear:

- What has changed
- How things might change in the future
- Implications to your practice and your patients

Palliative Care - What you need to know
You can also preview:

- Dr. Alexander Alvarado, Senior Medical Director, Community Palliative MD, VGH Richmond
- Dr. Anish Khori, Community Palliative MD, VCH Richmond
- Dr. Sarah Murphy, Community Palliative MD, VCH Richmond

**Thursday April 16th
1830 - 1930**

Please register for the webinar at
richmond.events.cdnwest.com/online/2020/04/16/palliative-care

 **University of British Columbia**
 Division of Family Practice



University of Florida
Institute of Food and Food Systems

COVID-19 -

Critical Public Health Updates Webinar

Presentation with Expanded Question Period

- Current status of COVID-19
- Immunitizations
- In person care including PPE requirements, infection alternatives, cleaning alternatives and control
- BC Speciale – Survey on impacts of COVID-19

Speakers

- Dr. Meena Desai, Richmond Medical Microbiology and Infectious Disease Specialist
- Dr. Jonathan Grant, Medical Microbiology and Infectious Disease Specialist

Event Information

Date: Thursday August 6
Time: 5:30 – 7:00 pm
Format: Videoconference
RDPF is able to compensate full members for 1 additional hour for attendance and completed evaluation forms

How to Register

Please register to receive your unique webinar access at
richmondwebinar@ufhealthcare.ca

Clinical Pearls 14

Date: Wednesday, September 23rd, 2020
Time: 6:00 - 8:00 pm
Topic: RDPP members
Format: Virtual Event

Registration:
 A 1-hour reciprocal payment for full members

*Registration required to receive link for virtual event

Immediately following our AGM, RDPP GF members will be joining three specialists and interacting in small, virtual group discussions:

- **Dr. Diana Dixon**
 Dermatology - Update
- **Dr. Balinder Gill**
 Psoriasis - Autism
- **Dr. Saray Thibaud**
 Endocrinology - New diabetic drug and their cardiovascular and renal benefits

Register at richmonddiversity.ca/diversityinfo.ca

Richmond

Meet Your PCN Team!



All PCNP members and their office staff are invited to attend an upcoming webinar and have a chance to meet the entire PCN team. Learn how the PCN team can support you and your patients.

MEET: Meet your Primary Care PCNP Team	Clinical Topics:
MEET: Meet your PCNP and their office staff	• Clinical assessment and nursing • Social work • Pharmacy • Occupational therapy • Medical case management • Dietitians
DATE: Wednesday, November 27 th	Non-clinical topics:
TIME: 1:30 – 7:00 PM	• Technical and equipment support for PCNP

Registration: Full PCNP members and office staff will both receive reimbursement for two hours registration. A KASA staff member for a PCNP member.

Register: richmondwebinars@richmond.edu to receive your unique PCNP Webinar code. Please note, each attendee is required to register with their own email address.

**APR**

LTCL physicians continue providing in-person visits during the pandemic

The COVID-19 Task Force, a Board subcommittee, leads RDFP pandemic response including staff support for members, identification of emerging needs, and participation in multiple initiatives with VCH and the MoH

The RDPF shifts to tactical response, supporting practices to operate safely in the pandemic by supplying them with PPE, cleaning supplies, plexiglass, physical adaptations, and staffing support

MAY

The Pathways *Virtual Care Directory* provides details on how to connect with doctors, (including walk-in clinics, information about COVID-19 testing, and vaccines), minimizes administrative burden at the clinic level, streamlines the patient experience, and supports relationship-centred care



JUN

- The PCN Innovation and Technological Support team launches to support clinics in adopting technological tools to facilitate service delivery to patients**

The ability to listen to different health care providers' personal experiences with virtual care, and their thoughts on pros and cons, was very valuable. **RDFP Member, PCN Innovation Showcase 2**

OCT

MOA 1 Infection Control and COVID-19 event

The Richmond Attachment Waitlist (RAW) launches a centralized, public waitlist for current Richmond residents seeking a family physician or nurse practitioner and offers opportunities for them to be attached in their community



NOV

Meet Your PCN Team event

DEC

- **RDFP New Member event**

- PCN Practice Innovation Showcase 1 event: Technological, Business, and Workflow Changes in a Richmond Clinic



JUL

FPs gain access to services from PCN allied health professionals including physiotherapists, occupational therapists, dietitians, clinical counsellors, clinical pharmacists, chronic disease management nurses, social workers, and the frail seniors team



AUG

COVID-19 Critical Health Update Webinar 1 with Medical Health Officer Dr. Meena Dawar



117 members engaged through three COVID-19 Critical Health Update Webinars

SEP

RDFP Annual General Meeting

Clinical Pearls 14 held with more than 70 participants

Winter campaign rolls out to include flu vaccine delivery, in-clinic immunization support by PCN nurses, and home visits for frail seniors by PCN nurses

> 70

participants attended the Division's first online AGM and Clinical Pearls 14 learning event

PRACTICE INNOVATION SHOWCASE WEBINAR

Join us for this session as RDP hosts a virtual learning event for member GPs and MDAs. This session will shine a light on a Richmond clinic that has implemented a number of innovative technological, business and workflow changes over the last few months.

Event Information
When: Wednesday, December 9th, 2020
Time: 8:00 - 8:45 AM
Format: Virtual Learning Event
Who: Richmond Member GPs and MDAs (see member list)
Remuneration: 1 seasonal hour for each attendee at the applicable rate

Presenters
The Covid Team, Dr. Sharon Dodd and Asha Chahal from Van West Medical Centre, will provide an overview of various systems that were upgraded or changed during the COVID-19 pandemic, and how their clinic was able to adapt.

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

PRACTICE INNOVATION SHOWCASE #2 - Doxy.me

Our next showcase will be an overview of the virtual care technology Doxy.me by two Richmond Family Physicians. In addition to demonstrating how they use Doxy.me to deliver patient care, they will share useful tips and tricks, plus answer your questions.

Event Information
When: Wednesday, January 27th, 2021
Time: 8:00 - 8:45 AM
Format: Virtual Learning Event
Who: Richmond Member GPs and MDAs
Remuneration: 1 seasonal hour for each attendee at the applicable rate

Presenters
Richmond Family Physicians:
Dr. Angela Shen
Dr. Sandy Hu

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

Learning Event: Richmond Public Health COVID-19 Update with Dr. Meena Dawar

Join us as The Richmond Division of Family Practice welcomes Dr. Meena Dawar, Richmond Medical Health Officer to discuss the following and answer your questions on the:

- Current Status in Richmond - Burden of disease
- Vaccination Roll Out, including plans for IPAs as vaccination

Event Information
When: Wednesday, February 3rd, 2021
Time: 8:00 - 9:00 AM
Format: Virtual Learning Event
Attendees: RDGP Members
Remuneration: 1 seasonal hour for RDP Full Members

Speaker
Dr. Meena Dawar, Richmond Medical Health Officer

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

PRACTICE INNOVATION SHOWCASE #3 - Clinic Website Options

Our upcoming showcase will be an overview of clinic website options by three Richmond Family Physicians. In addition to demonstrating how they host and manage a clinic website, they will share useful tips and tricks, plus answer your questions.

Event Information
When: Wednesday, February 17th, 2021
Time: 5:30 - 6:15 PM
Format: Virtual Learning Event
Who: Richmond Member GPs and MDAs
Remuneration: 1 seasonal hour for each attendee at the applicable rate

Presenters
Richmond Family Physicians:
Dr. Jane Donaldson
Dr. Allen Hunt
Dr. Angela Shen

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

Let's Talk... Your PCN Supports & Contacts

Let's Talk... is a virtual support session for our PCN members.

Let's Talk... is a virtual support session for our PCN members. It is a chance for you to ask questions, share experiences, and get support from your colleagues. The session will be held on Wednesday, February 17th, 2021, from 5:30 PM to 6:15 PM. The session will be held on Zoom. The session will be held on Zoom. The session will be held on Zoom.

Event Information
When: Wednesday, February 17th, 2021
Time: 5:30 - 6:15 PM
Format: Virtual Learning Event
Attendees: RDGP Members
Remuneration: 1 seasonal hour for RDP Full Members

NP Opportunities in Richmond, BC

Love Where You Work!
NP Opportunities in Richmond, BC

DATE: Wednesday, February 24th, 2021
TIME: 5:30 PM - 6:15 PM
PLATFORM: Virtual on Zoom
WHO: Nurse Practitioners and Nurse Practitioner students
REGISTER: richmondevents@divisionsbc.ca

Best Practices in Virtual Care

Join us for this session as RDP hosts a virtual learning event for member GPs and MDAs. This session will shine a light on a Richmond clinic that has implemented a number of innovative technological, business and workflow changes over the last few months.

Event Information
When: Wednesday, March 3rd, 2021
Time: 8:00 - 9:00 AM
Format: Virtual Learning Event
Attendees: RDGP Members
Remuneration: 1 seasonal hour for RDP Full Members

PRACTICE INNOVATION SHOWCASE #4 - CareConnect, Pathways, and PharmaNet

Our upcoming showcase will be an overview of three indispensable tools by two Richmond Family Physicians. In addition to demonstrating how they use these tools, they will share helpful tips and tricks, plus answer your questions.

Event Information
When: Tuesday, March 16th, 2021
Time: 5:30 - 6:15 PM
Format: Virtual Learning Event
Who: Richmond Member GPs and MDAs
Remuneration: 1 seasonal hour for each attendee at the applicable rate

Presenters
Richmond Family Physicians:
Dr. Allen Hunt
Dr. Lisa Neelings

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

Webinar #2: Let's Talk... Practice Innovation & Tech Support: Making Technology Work for You

Let's Talk... is a virtual support session for our PCN members.

Let's Talk... is a virtual support session for our PCN members. It is a chance for you to ask questions, share experiences, and get support from your colleagues. The session will be held on Wednesday, March 17th, 2021, from 5:30 PM to 6:15 PM. The session will be held on Zoom. The session will be held on Zoom.

Event Information
When: Wednesday, March 17th, 2021
Time: 5:30 - 6:15 PM
Format: Virtual Learning Event
Attendees: RDGP Members
Remuneration: 1 seasonal hour for RDP Full Members

Learning Event: Richmond Public Health COVID-19 Update with Dr. Meena Dawar

Join us as The Richmond Division of Family Practice welcomes Dr. Meena Dawar, Richmond Medical Health Officer to provide an update on the COVID-19 Status and Vaccine Campaign. She will also answer your questions on the:

- Vaccine Efficacy and Safety
- Vaccine Hesitancy in the Richmond Community

Event Information
When: Wednesday, March 17th, 2021
Time: 8:00 - 9:00 AM
Format: Zoom
Attendees: RDGP GP Members
Remuneration: 1 seasonal hour for RDP Full Members

Speaker
Dr. Meena Dawar, Richmond Medical Health Officer

How to Register
Please register to receive your unique webinar link at richmondevents@divisionsbc.ca

2021

JAN

LTCI COVID-19 Update
PCN Practice Innovation Showcase 2 event: (Doxy.me)



FEB

COVID-19 Critical Health Update Webinar 2 with Medical Health Officer Dr. Meena Dawar
PCN Practice Innovation Showcase 3 event: Clinic Websites
MOA event: PCN Supports
PCN nurse practitioner recruitment event

MAR

Best Practices in Virtual Care event with RHPS
PCN Practice Innovation Showcase 4 event: CareConnect, Pathways, and PharmaNet
MOA event: Practice Innovation and Technology Support
COVID-19 Critical Health Update Webinar 3 with Medical Health Officer Dr. Meena Dawar
The PCN Phone Triage Service launches to provide health information and resources for Richmond patients

Membership + Recruitment

239
total members
[March 31/21]

Net New Family Physicians

16 + **13** =
new full members new associate members

29

12
FPs practicing full-time in Richmond community

2
FPs practicing part-time in Richmond community

7
locums

2
hospitalists

3
FPs practicing full-time with provisional licences

3
resident students soon to graduate



Family Physicians Recruited

7
full-time FPs

1
part-time FP

7
locums

Nurse Practitioners Recruited

2
NPs under PCN contract

IMGs + Medical Grads Recruited

5 IMGs recruited through the return of service program

FP began practice early spring 2021

IMGs will begin practice when program completes

FPs to begin practice in spring/summer 2022

Long Term Care Initiative



Leadership Meetings + Huddles

LTCI physicians participated in multiple meetings and huddles with VCH leads, facility leadership, and staff to provide quality patient care during multiple COVID-19 outbreaks in Richmond LTC facilities.



Interim Care Model Rollout

Working with facility leads, the LTCI FP group quickly shifted to an interim care model, where one designated physician took responsibility for the care of all patients in one facility. This strategy reduced the risk to patients and offered accessible support to staff. All LTCI FPs rotated through this interim model.



Long term care facility staff at Rosewood Manor.

Committed Leadership Teams

Throughout the second and third waves of the pandemic, the highly involved and committed PCN Steering Committee, Quality Improvement Working Group, VCH leadership, and LTCI physician group ensured the delivery of care to patients.

13
LTCI FPs
provided care

5
long term
care facilities

85
per cent of all
beds covered
by LTCI (557
of 658 beds)

557
attached
LTC patients

Learning Events

17 EVENTS HOSTED
for members + their staff

The demonstration of doxy.me proved to me that it was very easy to do. Actually, I followed along and signed up for it during the event. RDPF Member, PCN Innovation Showcase 2

1 Meet Your PCN Team Webinar
Designed to meet the team and to learn the roles and responsibilities of nursing and allied health professionals.

primary care network

4 PCN Innovation Showcase Events
Highlighted local innovation by showcasing clinics and FP/MOA teams that adopted new technologies. The series was well received and participants found it helpful to learn about the changes from colleagues.

- Adapting to the New Normal
- Virtual Care: Doxy.me
- Clinic Website Options
- Indispensable Tools:
 - CareConnect
 - Pathways
 - PharmaNet

1 Clinical Pearls 14

4 COVID-19 events

- Emergency and Internal Medicine
- Palliative Care
- Maternity Care
- Long Term Care Outbreaks + Management

1 Best Practices in Virtual Care Event

3 COVID-19 Critical Health Update Webinars with Richmond MHO

3 MOA events

- Infection Control + COVID-19
- PCN Supports
- Practice Innovation + Support with Technology

PPE



orders received
for PPE +
cleaning
supplies*

275



264 deliveries
to multiple
practices by
RDFP team



boxes of
masks +
gloves
ordered

900



tubs of wipes
ordered

825



care packages
delivered at start
of pandemic

55



plexiglass
sneeze guards
delivered to 17
medical offices

45

*The majority of RDFP practices made use of this service. In January 2021, the Division facilitated the transition to the provincial PPE program.



COVID-19 Events



COVID-19
learning
events:

- Emergency/
Internal Medicine
- Palliative Care
- Maternity Care
- Long Term Care
- Outbreaks +
Management



7
specialists
featured at
COVID-19 events



3
COVID-19
Critical Health
Update Webinars
with Richmond
MHO

Locum Coverage

Locum Postings

The Division places locum postings upon request on the following portals:

- **HealthMatch BC**
- The **Work Here** section of the RDFP website
- The RDFP **Locum Hot Sheet**



67
locums receive
the RDFP
Locum Hot Sheet

7

new locums
have joined
the Richmond
Division



Help with Virtual Care

Co-hosted a learning event with the Richmond Hospital Physician Society on *Best Practices in Virtual Care* and *PCN Innovation and Technology*.

PCN Innovation + Technology Showcase

The Division launched the *PCN Innovation Showcase Series*



Most valuable is the learning derived from the event. I gained new and useful knowledge and skills. RDFP Member, Innovation Showcase 4



Innovation
Showcase
learning
events hosted

4



14
resources shared



5
topics
delivered

7
participating experts



Neighbourhood Networks

Plans to increase the number of Neighbourhood Networks were paused due to operational and service delivery needs arising from the pandemic.

Four Neighbourhood Networks

Four Neighbourhood Networks continue to function within Richmond to provide after-hours call coverage, and to share resources for cross-coverage and patient care delivery:

- **Blundell – PCN 1: West**
- **Steveston – PCN 1: West**
- **Westminster – PCN 2: City Centre**
- **City Centre – PCN 2: City Centre**

Despite the impact of the pandemic on practices, the Neighbourhood Networks continued to work together to support the delivery of primary care to patients. Sharing resources, staff, cross coverage of practices, and an active on-call group were some of the highlights.



average weeks/
year of call coverage
provided by
participating FPs



90 calls received
annually

Call Group Data

- Most calls are placed by patients or labs
- Spikes were seen in the early months of the pandemic (March–May 2020) due to practices being closed and patients choosing to contact physicians on call.

After-Hours Communication Tool

The Division created a customizable poster for call group physicians to provide to their patients regarding after-hours care services.



Clinical Pearls 14

The virtual edition of the Division's most popular annual event was a continued success.

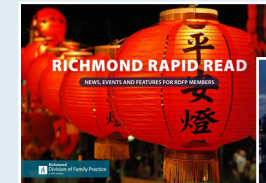
3

Richmond specialists engaged

>70

physician participants

Member Communication



Pandemic Communication

Faced with the challenges of a swift-moving pandemic paired with changing guidelines and policies, the Division quickly pivoted its communication approach to members and MOAs. Strategies included frequent member bulletins, regular updates from the Board Chair, text notification groups, member meetings, and learning events.

Customized Editions to Boost Readership

The Division also created customized editions of the **Richmond Rapid Read** to reflect the seasons for members, for MOAs and clinic staff, and for special editions such as the AGM and Board Elections.

64 per cent member open rate for Richmond Rapid Read

39 editions of Richmond Rapid Read



85

newsletters/special bulletins sent to FPs/MOAs March 2020–July 2021



246

members connected via communication tools

The Division succeeded in launching the PCN Innovation Technology initiative while shifting the entire organization to respond to pandemic-related member needs and priorities.

Local, Regional, and Provincial Committees

The Division took an active role during multiple opportunities to provide input representing the interests of Richmond physicians, and to provide advice and recommendations.



Co-Leadership

The Division engaged in co-leadership with Vancouver Coastal Health in Richmond Primary Care Networks (PCN) development, in the Richmond Long Term Care Initiative (LTCI), and in various responses to the pandemic throughout Richmond.

MOA Network + Events

Let's Talk

The new online seminar series *Let's Talk* was released exclusively for Richmond family practice MOAs and office staff. Participants learned from guests and colleagues, exchanged experiences and ideas, and developed new skills.

3

MOA
webinars
held:

- Infection Control + COVID-19
- PCN Supports
- Practice Innovation and Support with Technology



Richmond Rapid Read Newsletter—MOA Edition

Increased engagement was triggered by a boost in newsletter frequency from monthly to bi-weekly publication.

MOA Recruitment Strategies

The Division has started to develop HR resources to recruit and retain MOAs within the Richmond community, including:

- Templates
- Job descriptions/postings
- Interviews
- Contracts
- Reference checks
- Toolkits
- Office procedures
- Successful online recruitment platforms
- Partnerships with local colleges



Pathways

Use of Pathways by members and their staff continues to be strong.

Pathways in the Pandemic

Richmond Pathways FP Leads were highly active to ensure health information and resources were accurate and up-to-date for members.



Pathways Medical Care Directory

This tool provides an easy-to-navigate alternative to a clinic website.

50

FPs created a profile on the Pathways Medical Care Directory



23,604

page views for specialists



4717

page views for clinics



1026

page views for programs + services

Innovation + Technology

The *PCN Innovation and Technology Team* supports members by proactively identifying opportunities to increase the adoption of and satisfaction in health technology, to optimize family physician practices, and to build capacity for change management strategies in alignment with PMH and PCN attributes.



IT Challenges + Virtual Care

Common IT Challenges

The Division worked with FPs to identify common technology challenges and demonstrated tools in innovation showcases, including:

- EMR integration and optimization
- Software and hardware setup
- Virtual care delivery and optimization
- Exploring new health technologies

Virtual Care

The team reinforced best practices for members when delivering virtual care and provided a *Virtual Care Toolkit* to support the transition.

PRIMARY CARE NETWORKS YEAR 2 HIGHLIGHTS



The Richmond PCN Team

The *Richmond PCN Team* is comprised of PCN clinicians, Innovation and Technology staff, community development, and administrative and leadership support.

Pandemic Support

The PCN Team shifted to support primary care throughout the pandemic by:

- providing phone-based triage
- supporting patient care through phone, video, and in-person options
- responding to increased mental health needs
- administering influenza immunizations to patients in FP practices
- supporting home visits of frail seniors
- providing support for chronic conditions by chronic disease management nurses
- barrier-free, no-cost support from dietitians, physiotherapists, clinical counsellors, and occupational therapists



The PCN Clinical Team

- Chronic Disease Management Nurses
- Clinical Counsellors
- Clinical Pharmacists
- Dietitians
- The Frail Seniors Team
- Occupational Therapists
- Physiotherapists
- Social Workers



Infographics

The Division co-produced a series of 18 infographics FPs/NPs, as well as for patients, to explain team-based care, the specific roles of each allied health practitioner, eligibility, and how to refer.

Virtual Introduction Seminars

The Division co-hosted an online seminar to introduce the whole PCN team to Richmond primary care providers, to review roles, and to communicate support for primary care.

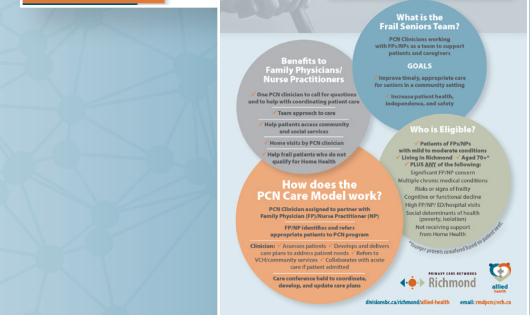
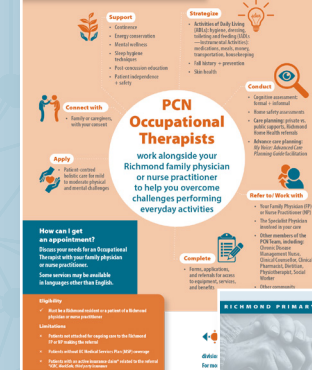
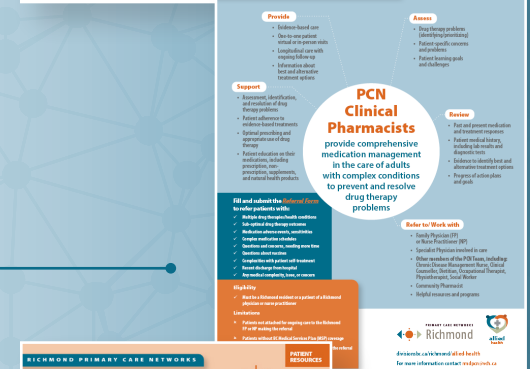
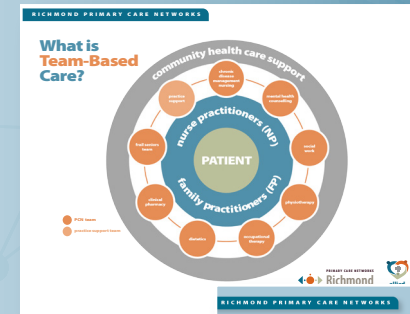
Community PCN Teams

With most allied health and nursing staff hired, the PCN team split into three distinct teams, each supporting one of the three PCN regions:

PCN 1 West

PCN 2 City Centre

PCN 3 East



Attachment Programs

RDFP operates two programs that match Richmond residents who are seeking a Richmond-based FP or NP who are building their practices.

Richmond Attachment Program (RAP)

Receives requests for patient attachment for vulnerable patients from VCH and other community services.

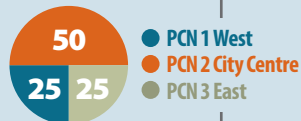


Richmond Attachment Waitlist (RAW)

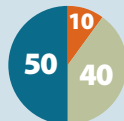
A public waitlist where unattached residents request attachment for themselves and family. Launched Nov 2020, matching started Feb 2021.



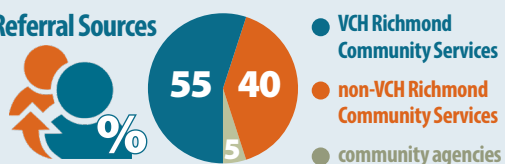
per cent of patients accessing



per cent of physicians attaching

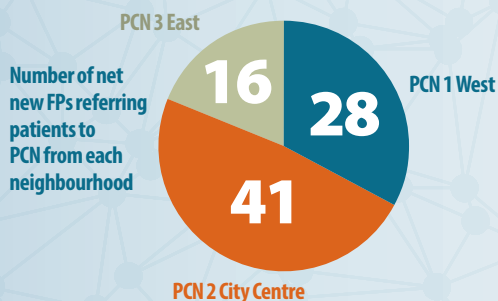
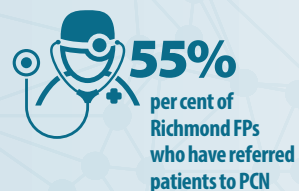


Referral Sources



Clinical Team Referrals

Referrals to the PCN Clinical Team climbed throughout the year.



Tech Time: PCN Drop-In Sessions

The Innovation and Technology Team designated time each Tuesday and Thursday for PCN Drop-In Sessions to support FPs and MOAs in navigating issues.



>10 YEARS

of caring for Richmond family physicians



Board Chairs since RDFP inception

2019–present	Dr. Adam Chang
2017–2019	Dr. Rachila Sharma Aucone
2016–2017	Dr. Peter Chee
2015–2016	Dr. Wendy Amirault
2010–2015	Dr. Jack Kliman

Board Chair photos page 15

2010

- DEC** RDFP incorporates as a not-for-profit society

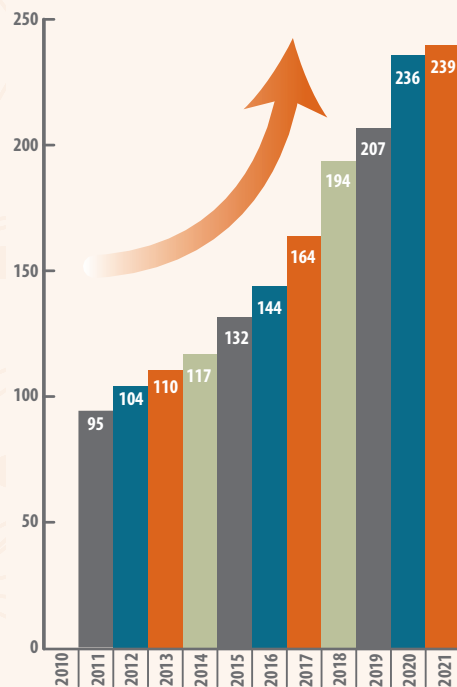
2011

- MAY** First Division member meeting is held with 71 members
- AUG** First issue of member e-newsletter is published with events, news, and updates from RDFP and partners
- DEC** RDFP membership grows to 95
- DEC** Coverage Committee forms based on member priorities to encourage and facilitate locum coverage

2012

- JAN** Collaborative Services Committee (CSC) established with RDFP Board, GPSC, and VCH for strategic alignment, information sharing, and cooperation to implement innovative models of primary care
- MAR** Inaugural RDFP AGM and Board elections held
- APR** Shared Care launches, funding transfer agreement signed for GPs and specialists to work together on communication, patient care, and transitions
- MAY** Division adds access to the electronic clinical resource *Up-to-Date* to its member benefits

Membership Growth



2016

- MAR** *A GP for Me* implementation phase begins of the five approved strategies
- APR** Pathways Richmond launches to streamline specialist/community program referrals
- MAY** Neighbourhood Networks (NNs) form to coordinate multidisciplinary care, attachment, recruitment, peer support, and practice coverage
- MAY** Chronic disease nurse, pharmacy, and psychiatry services expand to more Neighbourhood Networks
- SEP** Richmond Attachment Program (RAP) launches as a referral system to attach vulnerable residents

2017

- JAN** Launch of Maternity Care workshops
- SEP** Members approve a bylaw change to diversify the Board and to strengthen governance by including non-physicians, in compliance with the Societies Act

2018

- MAY** LTCI launches between VCH, facilities, and FPs to boost quality of care in LTC
- SEP** Richmond PCN service plan submitted to MoH
- SEP** Frail Seniors Team pilot launches to work with FPs supporting frail seniors at home who do not qualify for Home Health; results in reduced acute/LTC transfers
- SEP** Two non-physicians are appointed to serve as Board Directors



2013

- JAN** Inaugural meeting of Residential Care Committee is held to improve the provision, efficiency, and communication in Richmond residential care based on member priorities
- FEB** MoH/Doctors of B.C. launch *A GP for Me* to improve primary care in B.C. by recognizing the importance of longitudinal care
- JUL** The B.C. *Pragmatic Trials Collaborative* launches to evaluate patient outcomes of practice change and to address systemic gaps in evidence arising from randomized controlled trials

2014

- JAN** Acute Care Committee launches to assess and implement solutions to acute care issues, engaging FPs without duplicating existing work
- APR** *A GP for Me* letter of intent is written; steering committee forms, assessment and planning phase begins with surveys/consultation with FPs, community organizations, VCH, and PHSA
- OCT** IT Committee forms to provide leadership and support for FP use of technology

2015

- JAN** Five *A GP for Me* strategies are approved by GPSC: physician communication; retirement, recruitment, and retention; health literacy; patient matching; and, neighbourhood networks
- DEC** After being selected by the MoH, the RDGP and VCH join forces to plan, design, and implement an innovative model of care to better support Richmond frail seniors



2019

- APR** MoH selects Richmond to be in Wave 1 of B.C. communities to receive PCN funding; announcement at City Hall
- AUG** First PCN Steering Committee meeting held
- DEC** PCN Clinical Team trained; barrier-free, culturally-safe practitioners available to practices/patients



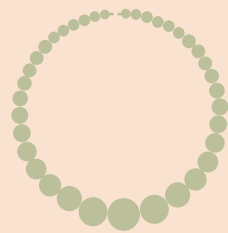
2020

- JAN** Launch of PCN Living Labs
- JAN** MOA Network launches for networking, learning events, collaboration
- APR** RDGP COVID-19 Task Force leads pandemic response with VCH and MoH to support members and staff
- APR** Staff coordinates pandemic PPE, plexiglass, physical adaptations, and staff support for member clinics
- MAY** Pathways *Virtual Care Directory* launches to connect FPs + WICs for COVID testing, vaccination
- JUN** PCN Innovation + Technological Support team launches
- JUL** FPs gain access to PCN Allied Health team: Chronic Disease Management Nurses, Clinical Counsellors, Clinical Pharmacists, Dietitians, Frail Seniors Team, Occupational Therapists, Physiotherapists, Social Workers
- OCT** Launch of Richmond Attachment Waitlist (RAW) for residents

2021

- MAR** PCN Phone Triage System launches to provide information, resources to Richmond patients





CLINICAL PEARLS

Through the Years

2014

CLINICAL PEARLS 1

Dr. Nam Nguyen
Internal Medicine

Dr. Linda De Luca
Nephrology

Dr. Edgar Lau
Respirology

Dr. Kelly Lu
Pediatrics

Dr. Tram Nguyen
Pediatrics

Dr. Katuska Saldana
Dermatology

Dr. Teddi Orenstein
Cardiology

CLINICAL PEARLS 2

Dr. Jerry Vortel
Infectious Diseases

Dr. David Harris
Endocrinology

Dr. Martin Fishman
Gastroenterology

Dr. Gordon Mackie
Neurology

Dr. Laura Heslip
Gynecology

2015

CLINICAL PEARLS 3

Dr. Jim Douglas
Orthopaedics

Dr. David Cohen
Geriatric Psychiatry

Dr. David Wong
ENT

Dr. Robyn Watts
Plastic Surgery

Dr. Renee Talbot
Ophthalmology

CLINICAL PEARLS 4

Dr. Robert Conklin
Dermatology

Dr. Rebeca Rivera
OB/GYN

Dr. Ian Wong
Radiology

Dr. Reza Hamidizadeh
Urology

Dr. Dan Kopac
Vascular Surgery

2016

CLINICAL PEARLS 5

Dr. Dave Harris
Endocrinology

Dr. Bill Mackie
Sports Medicine

Dr. Erik Swartz
Paediatrics

Dr. Jeremy Ho
Oncology

CLINICAL PEARLS 6

Dr. Mahasti Ebtia
Cardiology

Dr. Nancy Fu
Gastroenterology

Dr. Celina Dunn
Occupational Health

Dr. Neville Schepmyer
Neurology

2017

CLINICAL PEARLS 7

Dr. Mark Gatha
Orthopaedics

Dr. Ekua Yorke
General Surgery

Dr. Steve Wong
Internal Medicine

Dr. Amrish Joshi
Palliative Medicine

CLINICAL PEARLS 8

Dr. Aaron Wong
Dermatology

Dr. Dianna Louie
Paediatrics

Dr. Kristen Tauton
Orthopaedics

2018

CLINICAL PEARLS 9

Dr. Diana Diao
Dermatology

Anne Swann
Richmond Dietitian Programs

Meena Karsanji
Richmond Dietitian Programs

Dr. Owen Reid
Plastic Surgery

Dr. Sharadh Sampath
Bariatric Surgery

CLINICAL PEARLS 10

Dr. Benjamin Sehmer
Internal Medicine

Dr. Siu Him Chan
Cardiology

Dr. Jeremy Ho
Oncology

Our most popular CME events of each year, Clinical Pearls invites specialists to present current knowledge and to strengthen referral relationships with family practitioners, who in turn have opportunities to engage with experts and have their questions answered.

2019

CLINICAL PEARLS 11

Dr. Adelyn Ho
Plastic Surgery

Dr. Roger Thomas
Ophthalmology

Dr. Thomas Lu
Orthopedics

Dr. Raheem Kherani
Rheumatology

CLINICAL PEARLS 12

Dr. Albert Li
Podiatry

Dr. Heitham Gheriani
ENT

Dr. Edgar Lau
Pulmonology

Dr. Supna Sandu
Endocrinology

CLINICAL PEARLS 13

Dr. Richard Chan
Emergency Medicine

Dr. Rebeca Rivera
Obstetrics and Gynaecology

Dr. Leo Lai
Geriatric Medicine

Dr. Jennifer Yao
Physiatry

2020

CLINICAL PEARLS 14

Dr. Diana Diao
Dermatology

Dr. Balbinder Gill
Paediatrics

Dr. Sanya Thobani
Endocrinology

2021

CLINICAL PEARLS 15

Dr. Gurleen Athwal
Migraine Pain and Management

Dr. May Kazem
Common Rheumatologic Conundrums

Dr. Leo Lai
Osteoporosis and Bone Health

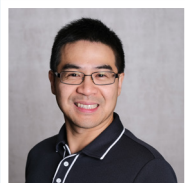
CLINICAL PEARLS 16

Dr. Tracy Chandler
Medical Imaging in Richmond

Dr. Chad Johnson
Orthopaedics

Dr. Rebecca Schnurr-Howsam
GAP in Richmond

Board of Directors + Support Teams 2020-21



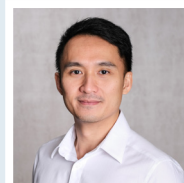
Dr. Adam Chang
Chair



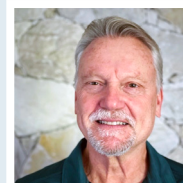
Dr. Angela Shen
Vice Chair



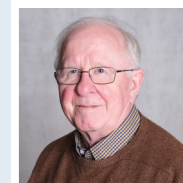
Diane Bissenden
Treasurer/Finance
Committee



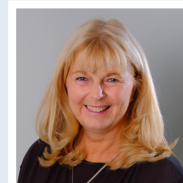
Dr. Tyler Ngai
Secretary



Dr. Michael Frey
Board Member



Dr. Barry Koehler
Board Member/
Finance Committee



Dr. Cheryl Nagle
Board Member/
Finance Committee

RDFP Staff

Denise Ralph, Executive Director
Katie Nguyen, Operations Manager
Linda Jung, Administrative Lead
Kim Tsang, Administrative Coordinator
Anetta Stankowski, PMH Program Coordinator
Sherry Wang, LTCI Coordinator/
PCN Innovation Coordinator
Stephen Mah, PCN Technology Coordinator
Alan Hill, PCN Community Developer
Sonya Narayan, PCN Administrative
Coordinator
Karman Litt, PCN Administrative Coordinator
Karyn Liu, PCN Administrative Coordinator
Jennifer Wong, PCN Administrative
Coordinator

Past Board Chairs



**Dr. Rachila
Sharma Aucone**



Dr. Peter Chee



Dr. Wendy Amirault



Dr. Jack Kliman

PCN Steering Committee

Dr. Jennifer Beaveridge, VCH Nurse
Practitioner Representative
Laura Case, VCH, Richmond Co-Chief
Executive Officer (co-chair)
Dr. Adam Chang, RDFP Board Chair (co-chair)
Dr. Meena Dawar, VCH Medical Health Officer
Marta Filipski, VCH Richmond Director
of Primary Care (co-chair)
Carole Gillam, VCH Regional Director
Primary Care
Ann Hunter, FNHA Regional Manager
Yasmin Jetha, VCH Richmond Co-Chief
Executive Officer (co-chair)
Elaine Lowes, Aboriginal Health
Representative
Dr. Cheryl Nagle, RDFP Physician Lead, PCN 1
Denise Ralph, RDFP Executive Director
(co-chair)
Dr. Rachila Sharma-Aucone, RDFP Physician
Lead, PCN 3
Dr. Angela Shen, RDFP Physician Lead, PCN 2
Debra Turner, Patient and Family
Representative

CME Committee

Dr. Ki-Sun Kim, Family Physician
Dr. Barry Koehler, Board Representative
Dr. Alexander Li, Family Physician
Dr. Boon Wong, Family Physician

Collaborative Services Committee

Dr. Aleco Alexiadis, Sr. Medical Director
Karen Barclay, Operations Director, Richmond
Mental Health and Substance Use
Dr. Esther Booth, Dept. Head, Family Practice
Laura Case, VCH VP (co-chair)
Dr. Adam Chang, RDFP Board Chair, (co-chair)
Dr. Meena Dawar, VCH Medical Health Officer
Marta Filipski, VCH Richmond Director
of Primary Care
Sara Jordon, Interim VCH Director, LTC
Dr. Ki-Sun Kim, Community FP Rep
Denise Ralph, RDFP Executive Director
Dr. Angela Shen, Community FP Rep
Kathryn Wozny, GPSC Liaison

LTCI Steering Committee

John Con, Patient Voices Representative
Dr. Justin Hsu, LTCI Physician Lead
Jennifer Hunter, VCH Director LTCI
Sarah Jordan, VCH Interim Director LTCI
Dr. Alexander Li, Family Physician
Angie Martinez, VCH Richmond
Operations Director
Dr. Ana Ortiz, VCH Medical Director
of Elder Care
Denise Ralph, RDFP Executive Director
Lori Sidjak, Pinegrove, Executive Director
Dr. Patricia Wong, Family Physician

LTCI Quality Improvement Working Group

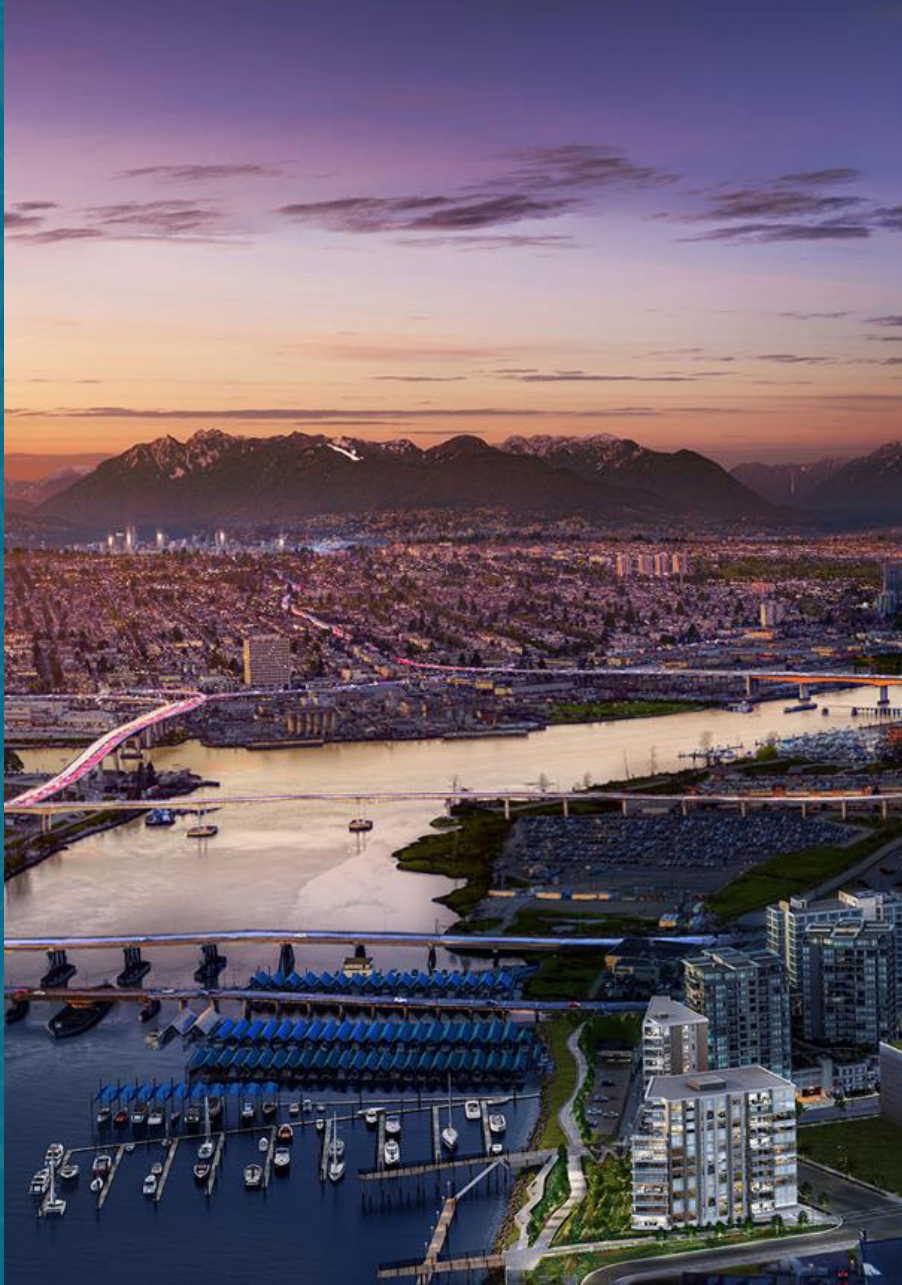
Niamh Breen, Pinegrove, Director of Care
John Con, Patient Voices Representative
Jacqueline Corona, Rosewood Clinical
Coordinator
Laura Frisby, VCH iPACE Project Lead
Dr. Justin Hsu, LTCI Physician Lead (Chair)
Jennifer Hunter, VCH Director LTCI
Sarah Jordan, VCH Director LTCI
Jo-Anne Kirk, Minoru and RLM, Manager
Dr. Ana Ortiz, VCH Medical Director
of Elder Care
Joan Pham, Clinical Resource Nurse
Denise Ralph, RDFP Executive Director
Avril Taylor, Fraserview, Director of Care
Dr. Luke Tse, Medical Leader

Facility Representatives

Niamh Breen, Pinegrove, Director of Care
Jacqueline Corona, Rosewood, Clinical
Coordinator
Jo-Anne Kirk, Minoru + RLM, Manager
Avril Taylor, Fraserview, Director of Care

Pathways Working Group

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



We acknowledge and thank the Musqueam, Stz'uminus, Kwantlen, Stó:lō, Tsawwassen, and Coast Salish First Peoples, on whose traditional, unceded, and stolen territories we live, work, and play.

The Divisions of Family Practice Initiative is sponsored by the General Practice Services Committee (GPSC), a joint committee of the B.C. Ministry of Health and Doctors of B.C. The Richmond Division of Family Practice gratefully acknowledges the funding of these organizations. To the many individuals and organizations that support our work, we express our gratitude for the contributions of patient representatives, Richmond specialist physicians, staff, and leadership of Vancouver Coastal Health, in addition to our many collaborative community partners.

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Published September 2021

Design + Editing: Crystal Sawyer

Triveni West Communication + Design

Photography: Bernard Ng



Ministry of
Health

