

2021–22 Annual Report

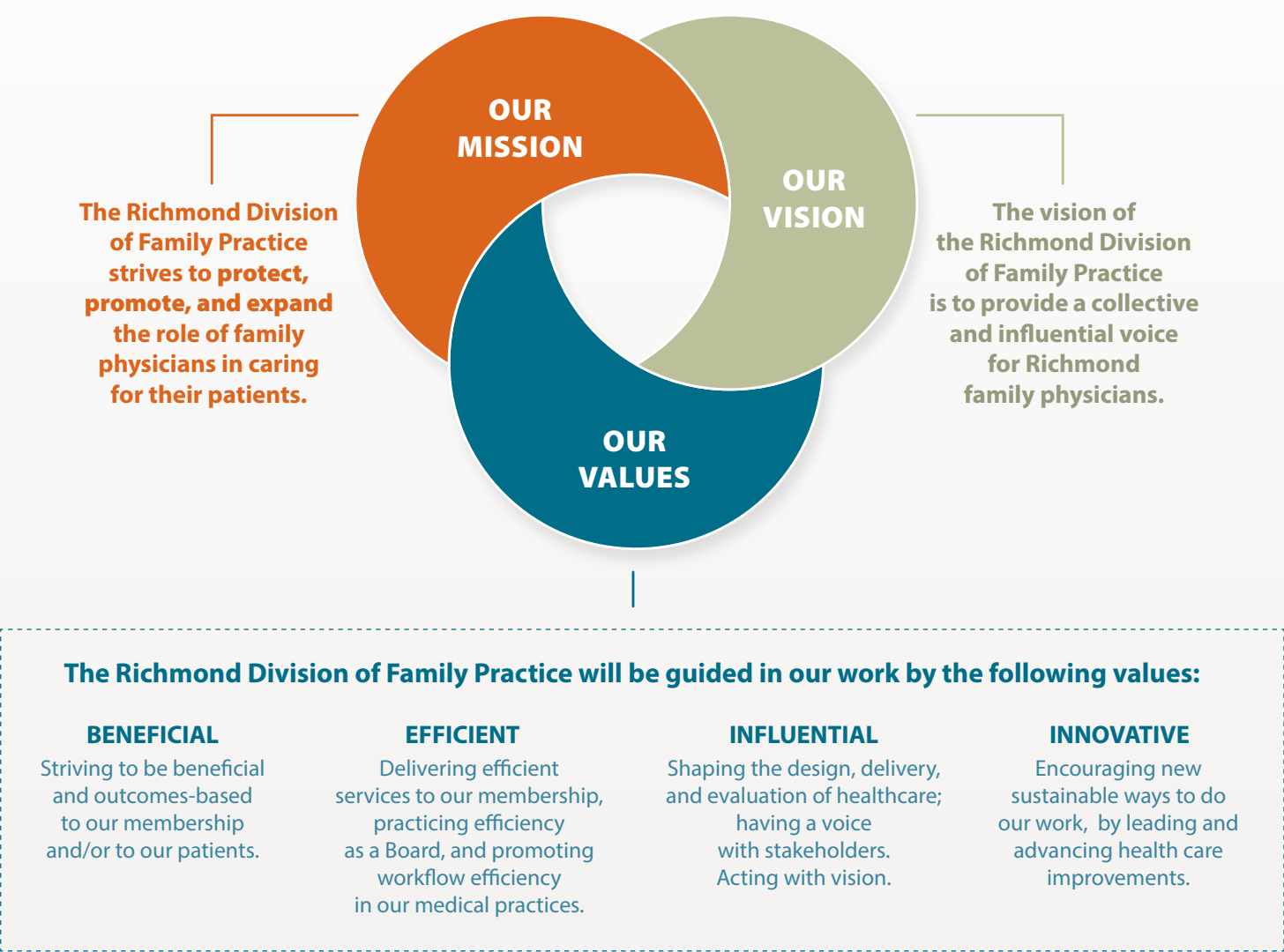
April 1, 2021–March 31, 2022

PROTECT,
PROMOTE,
EXPAND

**THE ROLE
OF FAMILY
PHYSICIANS
IN CARING
FOR THEIR
PATIENTS**



Driven by our Mission, Vision, and Values



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COVER IMAGE: The Great Blue Heron statue at Iona Regional Park honours this graceful and vulnerable species that has long been a symbol of Richmond.

Message from the Board Chair

Dear Members,

I invite you all to read our *Annual Report*, which highlights the work of the Division on behalf of our members between April 2021 and March 2022. As an organization, our goal is to offer a positive impact to our members, and I am heartened by the continued strength of our medical community.

The forces of change have loomed large throughout the past few years. Despite these transitions, we have managed to grow as a community in terms of membership, engagement, and newcomers practising in Richmond. The MOA Network—comprised of member practice MOAs—also grew in leaps and bounds.

We hosted a wide array of medical education and practice support events, took important steps toward caring for physician wellness, and continued to strengthen our ties with the specialist community.

Throughout this second pandemic year, our members rallied together to find new solutions that would safeguard quality patient care in clinics and facilities throughout Richmond.

Primary care transformation in Richmond is gaining steam and we celebrate an increase of 63 per cent in referrals (2452 in total) to primary care network (PCN) clinicians. Several webinars and outreach programs are working to build relationships between FPs, NPs, and PCN clinician teams.

Sincere gratitude to Dr. Adam Chang and to Dr. Tyler Ngai for their combined service to the Board. Dr. Chang was elected in 2016 and has held various roles including Finance and Governance Committee positions, LTCI Lead, and a two-year term as Board Chair that coincided with the start of the pandemic. Dr. Ngai joined the Board in 2016 and his tenure has included roles on the Human Resource and Governance Committees, and as New Members Lead, Board



Secretary and—throughout the pandemic—liaison to Richmond Hospital physicians. Both physicians have contributed many hours of their time and attention, and we are deeply appreciative of their commitment to our community.

On behalf of the Richmond Division, I acknowledge and thank our members for their tremendous contributions as leads and representatives of our many initiatives throughout this past year. A detailed list can be found on page nine.

There is no better time than now to come together. We have the opportunity to lend our voices and to help shape primary care for decades to come. We encourage you to explore the ways the Division is having an impact, and where you feel most inspired to get involved.

Divisions of Family Practice are uniquely placed, as community-led, community-focused organizations charged with strengthening primary care physicians. I invite all of our members to reach out to the RDFP with a need, a bright idea, or an issue you feel should be addressed.

Dr. Angela Shen
Board Chair, RDFP



The Richmond Division of Family Practice programs and services are invaluable supports, allowing me to provide more focused and efficient day-to-day patient care. Through the Division, I can develop meaningful friendships with FP colleagues and work in a nurturing environment, while reducing the risk of burnout.

Dr. Tyler Ngai, RDFP Board Director, Secretary

Membership at a glance

258

**total
members**
[March 31/22]

 **18**
net new FPs

Our membership grew by eight per cent compared to the previous year.

11

FPs joined
family practices

6

FPs were engaged in
locum opportunities

2

FPs took on other roles
(UPCC, hospitalist)

RDFP-led Recruitment

The RDFP supported recruitment through advertising, conducting interviews, matching clinics, facilitating the placement of international medical grads (IMGs), and orienting new FPs to Richmond.

Recruitment snapshot:

- Nine fee-for-service FPs were recruited
 - » One was an IMG
- 14 PCN contract FPs/NPs were recruited
 - » Four were IMGs
- Three FPs joined the LTCl group
- FPs filled six locum opportunities
- One FP was recruited to the UPCC

For information about recruitment opportunities or recruiting into your practice, email support@rdfp.ca

EVENT HIGHLIGHTS OF THE PAST YEAR

37
member
events

Supporting Members in their Profession

The RDPF hosted its highest number of events to date, with **37 events** in 2021–22 for members and their staff. The ongoing pandemic meant events continued to be hosted virtually. We are excited for the return of in-person and hybrid events.

8

Learning Events:

- UPCC, MAiD, VCH MHSU, Insurance Forms, Lung Cancer
- Three Clinical Pearls

3

Physician Wellness Learning Events:

- Caring vs. Caretaking with Dr. Segal
- Mindfulness Sessions with Dr. Drance
- Physician Wellness During C-19 with Dr. Myers

1

New Member Learning Event



3

Recruitment and Engagement Events

Clinical Pearls 15, 16, 17

Clinical Pearls continued to be the RDPF's most popular learning events.

9

Richmond specialists engaged with members for education and networking

Clinical Pearls 15

Date: Wednesday May 26th 2021
Time: 6:00 – 7:30 PM
Where: Virtual via Zoom
Who: RDPF FP Members
Remuneration: 1-hour sessional payment for full members

Register by clicking here: <https://RDPFEvents.checkbox.ca/C>

CLINICAL PEARLS 16

WEDNESDAY, SEPTEMBER 29TH, 2021
VIRTUAL VIA ZOOM, 6:00 PM - 8:00 PM

Immediately following our 2020 AGM, RDPF FP members will be joined by three specialist physicians and participate in small group discussions:

DR. TRACY CHANDLER Allergist/Immunologist	DR. CHAD JOHNSON Endocrinologist	DR. REBECCA SCHNURR-HOWSAM Cardiologist
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DETAILS
WHO: RDPF members
FORMAT: Virtual via Zoom
REMUNERATION: 1-hour sessional payment for full members

REGISTER HERE FOR THE AGM AND CLINICAL PEARLS 16
<https://RDPFEvents.checkbox.ca/AGM2020Registration>
*Registration required.
A Zoom link will be sent out prior to the event.

CLINICAL PEARLS 17

FEBRUARY 16TH, 2022
PM, 6:00 PM - 7:30 PM

George Luciak Allergist Vaccine Allergies	Dr. Jeff Miller Endocrinologist Thyroid Disease
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WHO: RDPF Members
FORMAT: Virtual via Zoom
REMUNERATION: 1-hour sessional payment for full members

REGISTER HERE

Practice Support Events

4

Human Resources Events:

- Finding for Keeps
- Hiring for Keeps *Parts A + B*
- Retaining for Keeps

3

Financial Planning Events:

- Pandemic Financial Planning
- Retirement Planning
- Estate + Tax Planning

3

Meet Your PCN Team Events

5

PCN Innovation + Technology Showcases:

- VOIP
- Virtual Care
- Secure Email
- Online Booking
- EMR Migration

7

MOA Events:

- LifeLabs
- Richmond Community Resources
- Infection Control
- Virtual Care
- Dealing with difficult patients
- Immunization + Vaccine Management
- MOA Social

HIGHLIGHTS OF THE PAST YEAR

Strengthening Primary Medical Homes

- The RDGP sought HR expertise for members by designing and delivering **four HR workshops** with Harbour West Consulting.
- Materials created for practices: HR templates and toolkits for recruiting, onboarding, managing, and terminating staff
- Partnership with Harbour West Consulting offered one-to-one HR consults free of cost to members
- In partnership with the Richmond Hospital Physician Society (RHPS), RDGP co-hosted **three Physician Wellness events**.

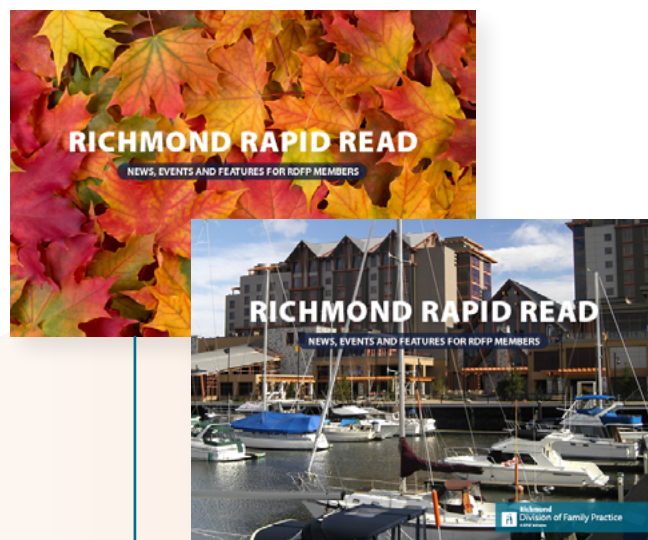


- **The PCN Innovation Technology Working Group** launched to identify and provide direction, feedback, and support to RDGP and PCN staff responsible for designing and delivering meaningful initiatives for members.
- **The PCN Innovation Technology Team** supported members and MOAs to address technology issues.
- **Four Neighbourhood Networks** continued to provide Richmond members with after-hours call coverage and resource sharing on cross-coverage and patient care delivery:



- **Pathways** usage by members and their staff continues to be strong. Richmond Pathways FP leads were extremely active during the pandemic to ensure health information and resources were accurate and up-to-date for members.
- **Long Term Care Initiative:** Throughout continued waves of the pandemic, the PCN Steering Committee, Quality Improvement Working Group, VCH leadership, and the LTCI physician group were heavily involved in ensuring delivery of care to patients:
 - **17 FPs** provided care to **634 patients** at five Richmond long-term care facilities
 - **91 per cent of all beds** were covered by the LTCI: 631 of 694 beds, which is an **increase of six per cent** in coverage from the previous year
 - LTCI FPs participated in meetings and huddles with VCH leads, facility leadership, and staff to ensure quality patient care during multiple outbreaks in Richmond LTC facilities
 - VCH offered Temporary Clinical Service Contracts (CSC) to promote FP recruitment in five long-term care facilities throughout Richmond
- The Division saw an increase of physicians closing or reducing practices in 2021–22. A number of physicians planned for retirement, or have fully retired. RDFFP anticipates more **retirement transitions** in the coming year.
- **Locum Coverage:** The RDFFP developed clinic profiles to bolster recruitment efforts and attracted **11 locums** into member clinics.

- Demand was high throughout the year for **practice transition support**, with many members opening, moving, or renovating their practices. The RDFFP provided HR resources, EMR/data migration, MOA billing training, FP/NP recruitment, space recommendations, patient notification templates, manuals, and other helpful documentation.



- The **Richmond Rapid Read** continued its success in engaging members with bi-weekly news and updates.



Steveston Medical Group

We are recruiting!
We are looking for a permanent family physician to build a longitudinal practice, as well as locum relief.

As of April 2022, we will have one spot for a new physician to develop a practice with significant support from a large patient base.

Steveston Medical has been operating in Steveston for over 40 years in a very collegial and well-organized clinic. Our clinic mandate is "your family, caring for you", and we hope you can join ours.

Coverage Arrangements
All FPs participate in a large call group of 10 on a one-week on-call schedule. We rarely receive after-hours calls.

There is cross coverage for illness or short vacations. Longer vacations will be managed with locums.

Services Offered

- Urgent Care
- Primary Care
- Adult Immunizations
- Examinations

Clinic Hours

- Monday to Friday, 8:30 am - 5:00 pm
- Emergency clinic Saturday, hours are 12:00 pm - 5:00 pm

Locum Hours

- Monday, Tuesday, and Wednesday, 8:30 am - 5:00 pm
- Thursday, 10:00 am - 4:00 pm
- Saturday, 10:00 am - 2:00 pm

Contact

200-8811 Chatham St, Richmond, BC V6X 2T4
<https://www.stevestonmedical.com/>

Live Well Medical Centre

We are recruiting!
We are a staff of physicians that have our success on our patients' long-term good health.

As of April 2022, we will have one spot for a new physician to develop a practice with significant support from a large patient base.

We have been working in Richmond, B.C. for several years. As such, we are looking for a part-time or full-time permanent family physician to bring along their patient panel or build a new panel.

Our clinic is open to provisionally licensed FPs as well.

Coverage Arrangements
Hours of work for clinicians are negotiable. All FPs in both clinics participate in a clinic call group where they will take turns on a rotating schedule.

There is cross coverage for short 1-2 week vacations. For longer vacations, a locum would be preferred.

Services Offered

- Urgent Care
- Primary Care
- Adult Immunizations
- Preventive Health Care
- Pre-operative Clearance
- Wound Treatment
- Sports medicine related injuries

Clinic Hours

- Monday to Friday, 9:00 am - 4:00 pm
- Saturday, 10:00 am - 2:00 pm

Contact

2171 Archway Rd #6040, Richmond, BC V6X 2E1
<https://www.livewellmedicalcentre.com/>

Megafu Medical Clinic

We are recruiting!
We are looking for a permanent family physician to build a longitudinal practice, as well as flexible locum relief and a locum physician in episodic care (RRC).

At Megafu, we have family physicians, specialists, practitioners and medical staff working together to provide comprehensive medical care.

We welcome all and any licensed physicians to join us. Start date and hours are fully negotiable and flexible, with the option to work between 2 to 5 days a week.

Megafu is also a great clinic for young practitioners who are looking to start their practice in a relaxed and well-organized group.

Coverage Arrangements
All FPs participate in a large call group of 10 on a one-week on-call schedule. We rarely receive after-hours calls.

There is cross coverage for illness or short vacations. Longer vacations will be managed with locums.

Services Offered

- Urgent Care
- Primary Care
- Internal Medicine
- Anaesthetic Medicine
- Women's Health
- Non-MD (Physio/Psych)

Clinic Hours

- Monday to Saturday, 9:00 am - 6:00 pm

Contact

8251 Alderbridge Way, Richmond, BC V6X 0N1
<https://www.megafu.ca/>



The Richmond PCN Team

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

The PCN Clinical Team

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



The PCN Innovation and Technology/Change Management Team supports members by proactively:

- identifying opportunities to promote health technology adoption and satisfaction
- optimizing family physician practice operations
- building capacity for change management strategies in alignment with PMH and PCN attributes

- The RDFP hosted **three PCN webinars** for FPs/NPs to meet individual clinical teams in all three PCN regions.
- The PCN Frail Seniors Team conducted **one-to-one member orientations** about its team and care model, and introduced case conferencing to all referring FPs/NPs.
- **Clinical pharmacists** began working within member clinics.
- **PCN Referrals:**

2452 referrals received by PCN clinical team
(increase of 63% compared to the previous year)

81% of all Richmond FPs have referred their patients to a PCN
(increase of 26% compared to the previous year)

Communication Materials

RICHMOND PRIMARY CARE NETWORKS

The Richmond PCN Team invites EOIs from potential PCN Hosts for new FP/NP contracts

Richmond Primary Care Networks—a partnership between the Richmond Division of Family Practice (RDFP) and Richmond–Vancouver Coastal Health (VCH)—is working with the B.C. Ministry of Health (MoH) to place contracted Family Physicians (FPs) and Nurse Practitioners (NPs), paid by the MoH, into existing Richmond clinics.

Addressing the attachment gap

To mitigate the attachment gap where 56,900 Richmond residents do not have an ongoing relationship with a family physician, the MoH has established contracts with PCN Hosts to place a total of 32 FPs and 14 NPs in Richmond.

Placements will continue on a rolling basis through March 2022. These PCN contracts are designed to strengthen primary care by attaching new patients to the contracted PCN provider.

EXPRESSIONS OF INTEREST

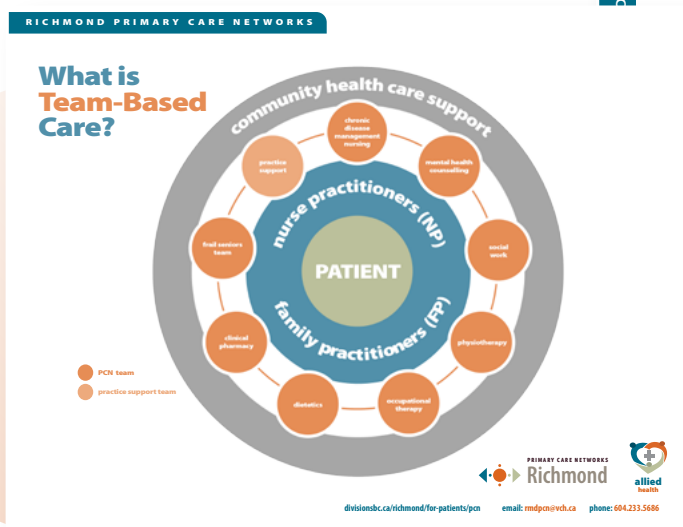
The Richmond PCN Planning Team invites Expressions of Interest (EOIs) from FPs and clinics that:

- 1 have an existing relationship to primary care in Richmond
- 2 wish to become PCN Hosts and to integrate a PCN FP or NP within appropriate and existing clinic space
- 3 are able to fulfill all contract deliverables
- 4 can demonstrate their commitment to meeting the attributes of the Patient Medical Home (PMH) and Primary Care Networks (PCNs)

Live links

Richmond Division of Family Practice

Vancouver Coastal Health



PRIMARY CARE NETWORKS

Two Attachment Programs operated to link Richmond residents to primary care with an FP or NP:

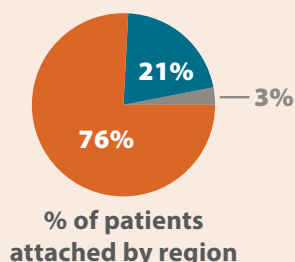
Richmond Attachment Program (RAP)

This program receives requests for vulnerable patient attachment from VCH and other community services.

536 patients registered with RAP

248 patients attached to FP/NP

90% of referrals were received from VCH Richmond Community Services

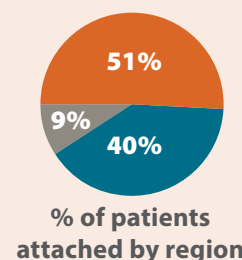
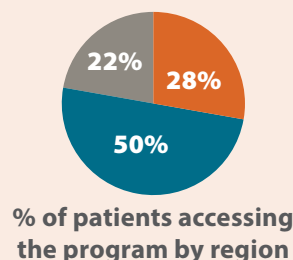


Richmond Health Connect Registry

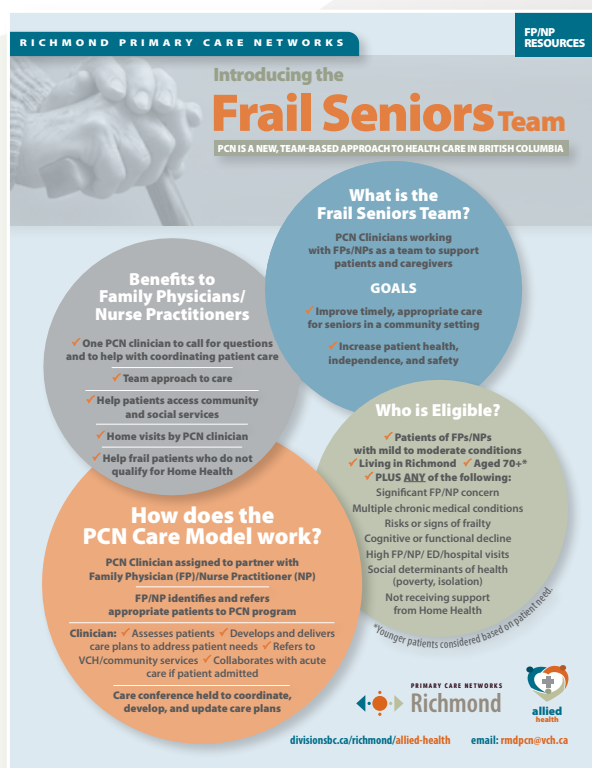
Launched for Richmond residents in 2021, this registry is available to all patients in Richmond who do not have an FP or NP.

1431 patients registered

916 patients attached to FP/NP



- PCN 1 West
- PCN 2 City Centre
- PCN 3 East



One example within the seven-part infographic series created to boost understanding about each role on the PCN clinician team.

HIGHLIGHTS OF THE PAST YEAR



The MOA Network

- **The MOA Network** brings together our member MOAs for clinic support:

- **Let's Talk:** This popular online seminar series continued to feature local MOA-driven topics:

7 MOA webinars responded to member clinic and MOA needs

- Partnered with Vancouver Community College to place **four practicum students** into member clinics. All MOAs were hired post-practicum.
- **Direct MOA Recruitment:**
 - Nurtured **partnerships** with local colleges
 - Attended **recruitment fairs**
 - **Advertised** MOA and clinical manager opportunities in Richmond
 - Reviewed **resumes** and screened shortlisted applicants
 - Facilitated the placement of **10 MOAs to member practices** and actively maintained a registry of qualified MOAs seeking work
- **The Richmond MOA Minute** bi-weekly newsletter:
 - Provides MOA-focused information regarding events, resources, and updates
 - Promotes a collegial community through peer shout-outs, appreciation events, and information sharing

MOA Network Membership grew by 29 per cent to reflect increased MOA engagement activity:

87 total member MOAs
[March 31/22]

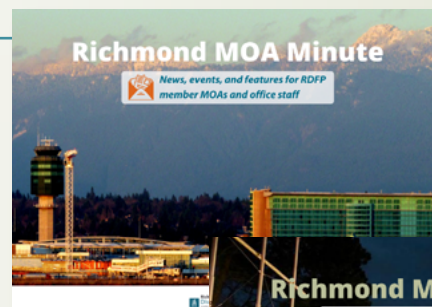


I found the topics relating to mental health and coping very helpful. The responses from other MOAs reassured me that I was not the only one having certain issues.

Member MOA,
Let's Talk #5

I appreciated the introduction to the Immunize BC website. It was very helpful both personally and professionally.

Member MOA,
Let's Talk #7



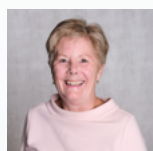
BOARD OF DIRECTORS



Dr. Angela Shen
Chair



Dr. Cheryl Nagle
Vice Chair



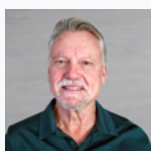
Diane Bissenden
Treasurer



Dr. Tyler Ngai
Secretary



Dr. Adam Chang
Board Member



Dr. Michael Frey
Board Member



Dr. Barry Koehler
Board Member

SUPPORT TEAM

Denise Ralph, RDFP Executive Director

Linda Jung, RDFP Admin and Events Lead

Kim Tsang, RDFP Admin Coordinator

Katie Van Nguyen, RDFP Operations Manager

Anetta Stankowski, PMH Program Coordinator

Sherry Wang, PCN Practice Innovation Coordinator

Ailin Chen, PCN Tech Support Coordinator

Stephen Mah, PCN Technology Coordinator

Kiko Kwok, RDFP Communication Coordinator

Sonya Narayan, PCN Admin Lead (Maternity leave)

Karyn Liu, PCN Admin Lead

Karman Litt, PCN Admin Coordinator

Diana Lizardo, PCN Admin Coordinator

Katherine ND Nguyen, PCN Admin Coordinator

Jennifer Wong, PCN Admin Coordinator

COMMITTEES AND WORKING GROUPS (as of March 31, 2022)

Collaborative Services Committee

Dr. Aleco Alexiadis, Sr. Medical Director
Karen Barclay, Richmond Mental Health and Substance Use, Spiritual Care, Community Geriatrics, Outpatient Rehabilitation, Volunteer Services
Dr. Esther Booth, Dept Head, Family Practice
Dr. Adam Chang, Community FP Rep
Dr. Meena Dawar, MHO Richmond
Andy Day, Operations Director, Primary Care, Vancouver and Richmond
Carole Gillam, VCH Executive Director, Primary Care and Chronic Disease Management
Fran Hopkins, DoBC Engagement Partner, Facility and Community Engagement
Yasmin Jetha, VCH VP Community Services, Interim VP (CSC Co-Chair)
Dr. Ki-Sun Kim, Community FP Rep
Angie Martinez, VCH Director, Long Term Care
Denise Ralph, RDFP Executive Director
Dr. Angela Shen, RDFP Board Chair (CSC Co-Chair)

CME Committee

Dr. Sandy Hu, FP
Dr. Ki-Sun Kim, FP
Dr. Alexander Li, FP
Dr. Rachila Sharma-Aucone, FP

PCN Steering Committee (2021)

Dr. Jennifer Beaveridge, VCH Nurse Practitioner Representative
Bree Beveridge, Director for Indigenous Inclusion and Engagement, Supporting the Metis Nation
Dr. Adam Chang, RDFP Board Chair (Co-Chair)
Dr. Meena Dewar, VCH Medical Health Officer, Richmond
Marta Filipski, VCH Richmond Director of Primary Care (Co-Chair)
Carole Gillam, VCH Executive Director – Primary Care and Chronic Disease Management
Ann Hunter, First Nations Health Authority, Regional Manager, Primary Care, Vancouver Coastal Region
Yasmin Jetha, VCH VP Community Services, Interim VP (Co-Chair)
Elaine Lowes, Aboriginal Health Representative
Dr. Cheryl Nagle, RDFP PCN #1 Physician Lead
Denise Ralph, RDFP Executive Director
Dr. Rachila Sharma-Aucone, RDFP PCN #3 Physician Lead
Dr. Angela Shen, RDFP PCN #2 Physician Lead
Deborah Turner, Patient and Family Representative

LTCI Quality Improvement Working Group

Niamh Breen, Pinegrove DoC
Krista Carlson, Richmond Lion Manor Manager
Dr. Adam Chang, Minoru Medical Leader
John Con, Patient Representative
Jacqueline Corona, Rosewood Clinical Coordinator
Dr. Justin Hsu, LTCI Physician Lead (Chair)
Angie Martinez, VCH Richmond Operations Director
Dr. Ana Ortiz, VCH Medical Director of Elder Care, Medical Leader
Joan Pham, Clinical Resource Nurse
Denise Ralph, RDFP Executive Director
Dr. Mandeep Saran, Medical Leader, Frasersview
Avril Taylor, Frasersview DoC
Dr. Luke Tse, Pinegrove Medical Leader
Carrie Willekes, Minoru Manager

Pathways Working Group

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

LTCI Steering Committee

John Con, Patient Representative
Dr. Justin Hsu, FP, LTCI Physician Lead
Dr. Alexander Li, FP
Angie Martinez, VCH Richmond Operations Director
Dr. Ana Ortiz, VCH-Richmond Medical Director of Elder Care
Denise Ralph, RDFP Executive Director
Lori Sidjak, Pinegrove Place Executive Director
Dr. Patricia Wong, FP

Facility Representatives

Niamh Breen, Pinegrove DoC
Krista Carlson, Richmond Lion Manor Manager
Jacqueline Corona, Rosewood Clinical Coordinator
Avril Taylor, Frasersview DoC
Carrie Willekes, Minoru Manager

PCN Innovation and Technology FP Group

Dr. Anthony Coquinco, FP
Dr. Sharon Dodd, FP
Dr. Allan Horii, FP
Dr. Ki-Sun Kim, FP
Dr. Cheryl Nagle, FP
Dr. Lisa Nakajima, FP
Dr. Rachila Sharma-Aucone, Physician Lead
Dr. Christina Sun, FP



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 Richmond Division of Family Practice gratefully acknowledges the funding of the General Practice Services Committee, Doctors of BC and the Ministry of Health. Of 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, and our many collaborative community partners.

Richmond Division of Family Practice

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The Divisions of Family Practice Initiative is sponsored by the General Practice Services Committee, a joint committee of the B.C. Ministry of Health and Doctors of BC.

www.divisionsbc.ca/richmond

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Ministry of
Health

