Langley
Division of Family Practice
An FPSC initiative

12th

General Annual Meeting & Report

Matsqui
First Nation

MÉTIS NATION
BRITISH COLUMBIA

We recognize and respect that we are conducting our business on the traditional ancestral unceded and shared territories of the Kwantlen (kwant-len), Matsqui (mats-sqwee), Katzie (kate-zee) and Métis First Nations.

Dr Carolyn Van Schagen called the AGM to order

Minutes from the 2021-2022 AGM were approved by Dr Gita Gupta and moved by Dr Anita Wong

Message from LDFP:

Board Chair
Dr. Carolyn Van Schagen

Executive Director
Ellen Peterson

Dr Van Schagen and Ellen welcomed LDFP members and guests while taking a moment to recognize provider's commitment to each other, patient care, patient attachment, and cultural safety - creating a safe space for all patients in primary care. LDFP members and Board are truly appreciated, their work does not go unnoticed.

2022-2023 LDFP Board

Dr. Carolyn Van Schagen
Dr. David Chapman
Dr. Prab Chahal
Dr. Randy Mourh
Dr. Anita Wong
Dr. Brian Morgan
Valerie Moshchenko, NP
Dr. Jenna Darani - Resident
Dr. Leo Wong - PCN Lead
Dr. Jeff Plante - Dept Head of FP

Governance: Elect LDFP Board 2023-2024

The nominations were nominated as a slate,
approved by Dr Steve Shore and moved by Dr Gita Gupta

Dr. Jenna Darani - 2 year term

Dr. Anita Wong - 2 year term

Valerie Moshchenko, NP - 2 year term

Dr. Anokh Dhillon, Resident Representative - 1 year term

Dr Carolyn Van Schagen was recognized for her 6 years on the Board and
Dr Prab Chahal was introduced as the incoming Board Chair.

LDFP Financial Report

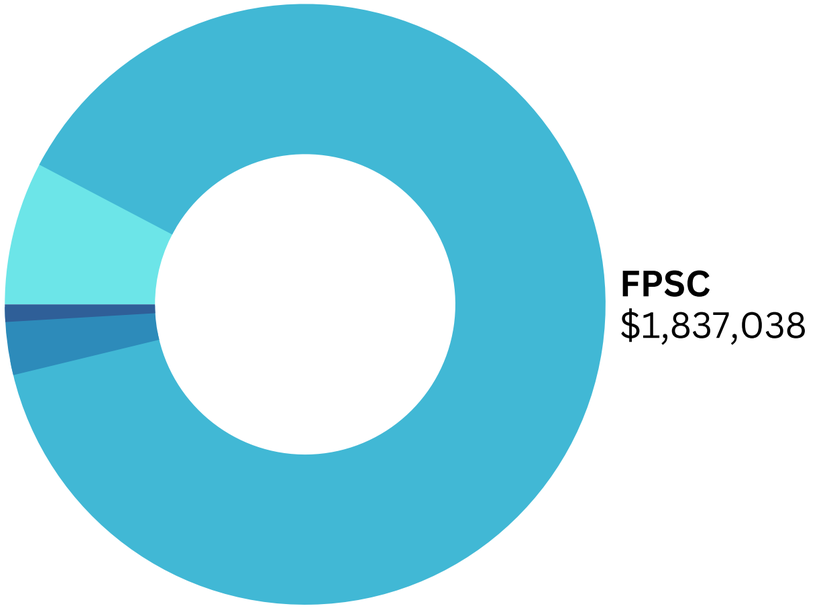
2022-2023

Statement of Operations

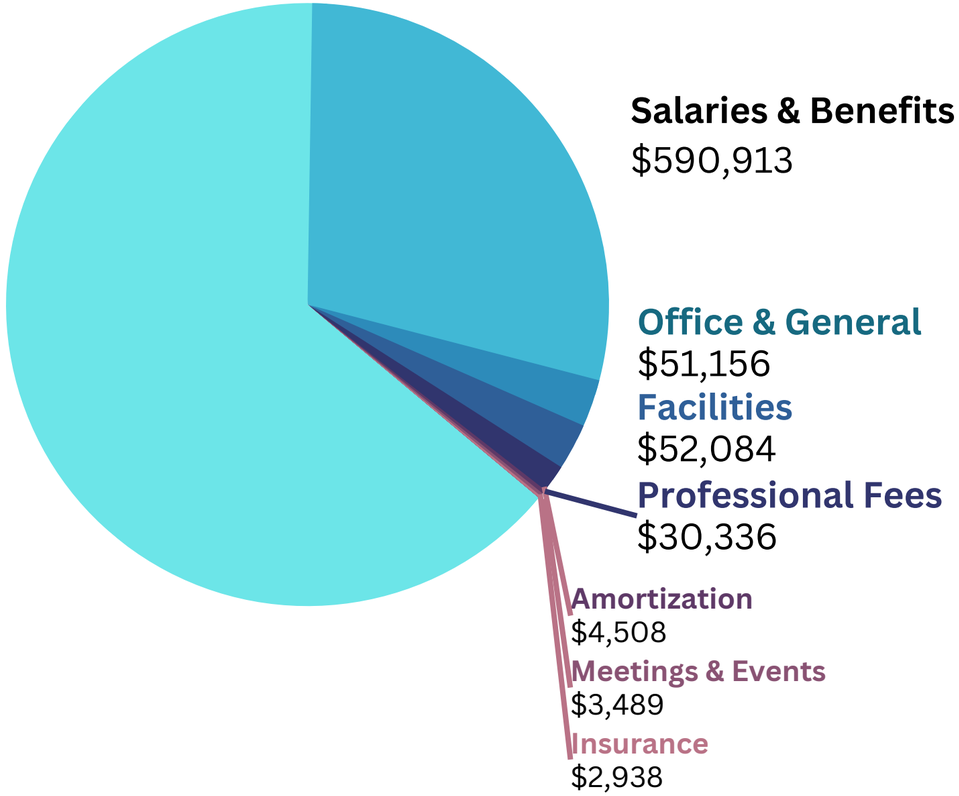
	2023	2022
Revenues	2,055,942	1,397,078
Expenses	2,052,048	1,371,815
NET	3,894	25,263
Other Income	39,679	6,053
NET INCOME	$ 43,573	$ 31,316

Dr David Chapman, Board Member and Treasurer, shared the financial statements and summary from the past year. Full reports were available for members to review.

Revenues
$2,055,942



Expenditures
$2,052,048



Thank you to our funders.

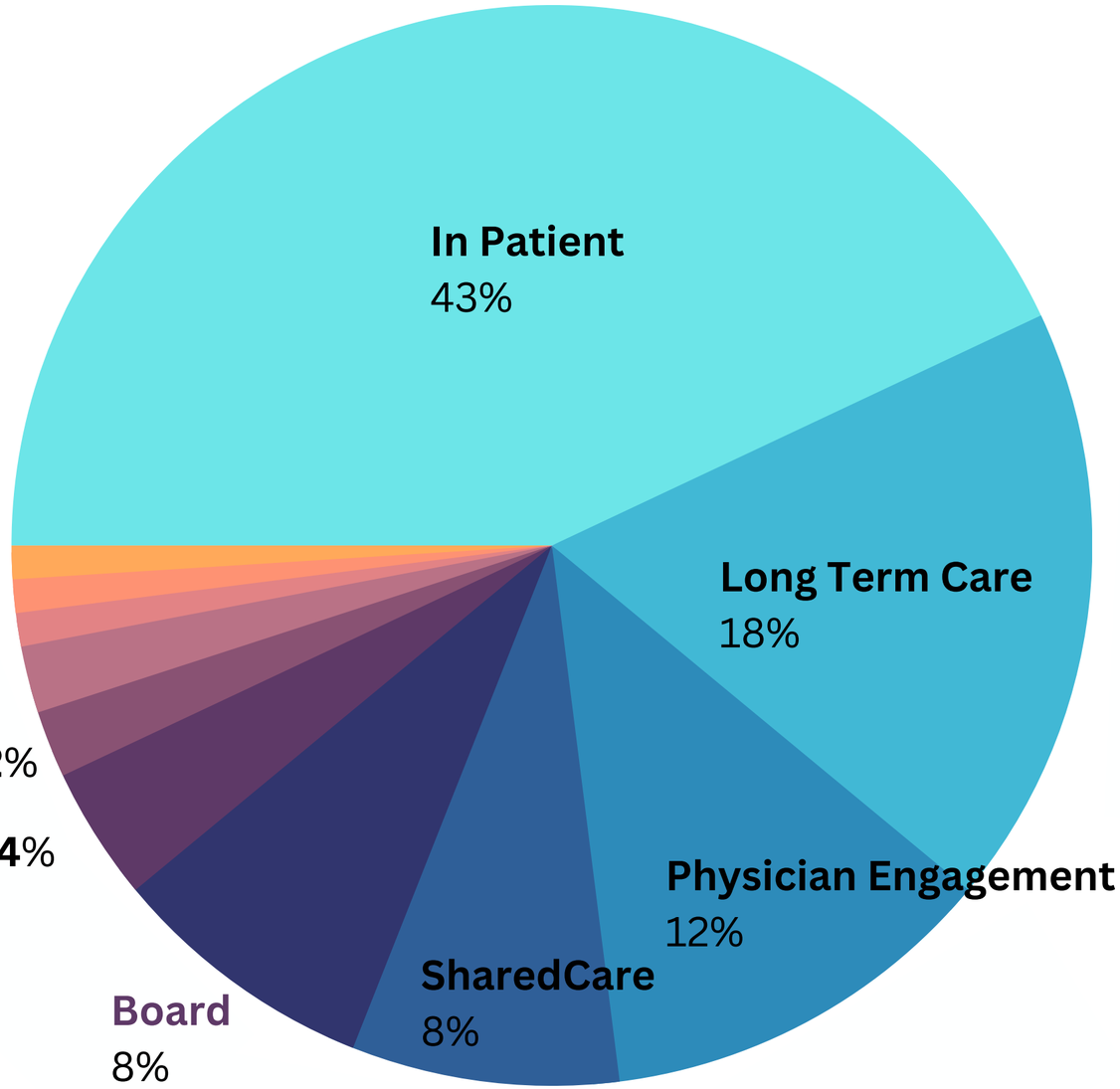
FPSC Family Practice Services Committee

SharedCare Partners for Patients

Nurses and Nurse Practitioners of British Columbia

Division Activities

$1,316,624



Other <1%

COVID Wave 2
MOA Network
Maternity
Interdivisional
CSC
ER & Hospitalists
Pathways

D'Abadie Moody Chartered Accountants were appointed as auditors for 2023-2024.
This was approved by Dr David Chapman and moved by Dr Windy Brown.

Dr Carolyn Van Schagen adjourned the AGM.
This was approved by Dr Anthony Ciavarella and moved Dr Jenna Darani.

Once official AGM business was adjourned, we celebrate the past years challenges, accomplishments and all that our members and partners do together to build a stronger community of care in Langley.

HIGHLIGHTS 2022-2023

building a stronger community of care

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A blast from the past. Memories from the 2019 Pearl off Wisdom at the same venue we are gathered in once again. Check out Dr Van Schagen and Dr Watt's dance moves...

Member Priorities guide LDFP's work and focus. As we build our stronger community of primary care physicians, nurse practitioners, patients, specialists, community partners, and more are taken into consideration.

Member Priorities

1) Recruitment

2) Mental Health Substance Use & Psychiatry

3) After hours through Patient Medical Home networking

Recruitment:

- Engagement
  - Regional Recruitment Fair
  - Setting up your clinic for Recruitment
  - NP Recruitment Welcome
- IMG ROS Tours
- Clinic tours - full-time & locum candidates
- Recruitment Committee
  - Drs Anita Wong, Sara Shahram, Matthew Parsons, Valerie Moshchenko, NP

30 **New Candidates**

11 **New FPs in Langley**
3500 patients attached & building

6 **New Locum FPs**
Contact Simone to schedule

5 **New NP Candidates**

1 **New NP**

New Clinics **3**

CARVOLTH

For You Medical Clinic

Urban Care Medical

Welcome to All:

Aggarwal, Vibhuti - FP
Alpachachy, Sadik - FP
Attalla, Magdy - FP
Barber, Julie - NP
Basanti, Sandeep - FP
Bawa, Jaskamal - Resident
Bhana, Renee, FP
Chandraratne, Samitha - FP
Cheema, Gulzar - FP
Gill, Gagandeep - FP
Gill, Jagpreet - FP
Gill, Navreen - FP
Grewal, Jasmine - Resident
Dhatt, Karman - FP
Drusano, Michael - FP
D'Sa, Heathcliff - FP
Durante-Forbes, Cristina - NP
Farag, Maria - Resident
Garg, Arina - FP
Henry, Sarah - Resident
Hooi, Kevin Charles - Resident
Jeffery, Tristan - Resident
Khan, Sharlyn - FP
Khan, Zubair - FP
Kim, Ho Seung - FP
Kooner, Pravnit - Resident
Kumar, Neil - FP
Kung, Salina - Resident
Lee, Tae Young - FP
Lim, Jonathan - Resident
Mander, Jagveer - FP
Masood, Aima - Resident
Panesar, Hardesh - FP
Pinter, Ashley - Resident
Sahota, Preena - FP
Sandhu, Jagdeep - FP
Sem, Geoffrey - Resident
Toor, Sharon - FP
Wohlleben, Mikayla - FP
XU, Yuchen Cathy - Resident
Zhang, Kevin - Resident
Zhou, Ina - FP

New members that have joining the Division are welcomed with appreciation, support, and resources. Together we build a stronger team.

Patient Attachment

Patients Attached:

3500

Thanks to Langley members old and new, taking on patients in need when there is a special ask, and from our patient waitlist, from September 2022-2023 over 3500 patients have been attached to Langley primary care providers (FPs & NPs).

Mental Health Substance Use & Psychiatry Access:

- Increased access for patients 12+ years
  - Langley Mental Wellness Clinic & Foundry
- Increased referral eligibility
- Recruit additional psychiatrists and clinical counsellors
  - private and PCN draw down

Langley Mental Health Wellness Clinic

Joint initiative of Langley Psychiatrists and Family Physicians

Patients Referred	250
Patients Seen	155
Current Waitlist	2-3 weeks

** September 2022-2023

Network Support

LTC Network

- Healthcare Aid Day
- But I Don't Do Long Term Care
- Capacity Assessments
- Behavioral Challenges in Older Adults
- Long Term Care only call group

Maternity Network

- Attachment when available
- Patient Feedback mechanism
- Website updates coming soon…

In-Patient Care Network

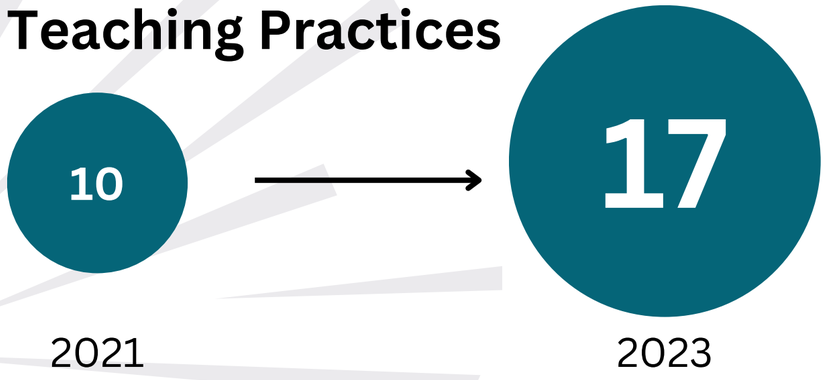
- Support LMH Emergency through crisis response & Decision Treatment Unit
- 2 physicians renewed their privileges in time of need
- 2 new In-Patient FPs: 1 current, 1 joining end of year

Teaching Network

- **Resources, tools, partnerships & support**
- **Learn & Teach Sessions**
  a. Preparing the Office, the Practice, & the Learner
  b. Competency Standards & Learning Goals
  c. Active Learning, Assessment, & Feedback
  d. Learner Difficulty & Support For Preceptors
- **Resident Support**
- **Why I Love Primary Care**

Langley Learning Network
A Community of Teachers & Learners

Teaching Practices



Residents

- Wellness & Balance activities
- Education and engagement
- Langley & Surrey UBC Scholarly Day
- Resident Welcome
- Resident Grad

MOA Network

- MOA Appreciation Day
- Hiring, Practicum & Locum Support
- MOAs & Teaching Network
- News Bulletin
- Education Opportunities
- Peer Support

Langley MOAs are an important part of the primary care team, they support, manage, communicate, and help systems flow in the practice. Their hard work is appreciated by all. The MOA Network provides an opportunity for education, team building, support networks, and innovation.

Peer to Peer

- A Walk To Remember
- Financial Planning
- Blended practice support
- ER Group 1 Physician Support
- BC Family Doctor's Day
- Diagnostics & Imaging
- Member Wellness

SharedCare Projects: Completed

- **MHSU: Navigation Resources in Langley**
  - Resources & patient navigation tools
  - Patient resources, anti-stigma communications
  - Ask an Expert & learning opportunities

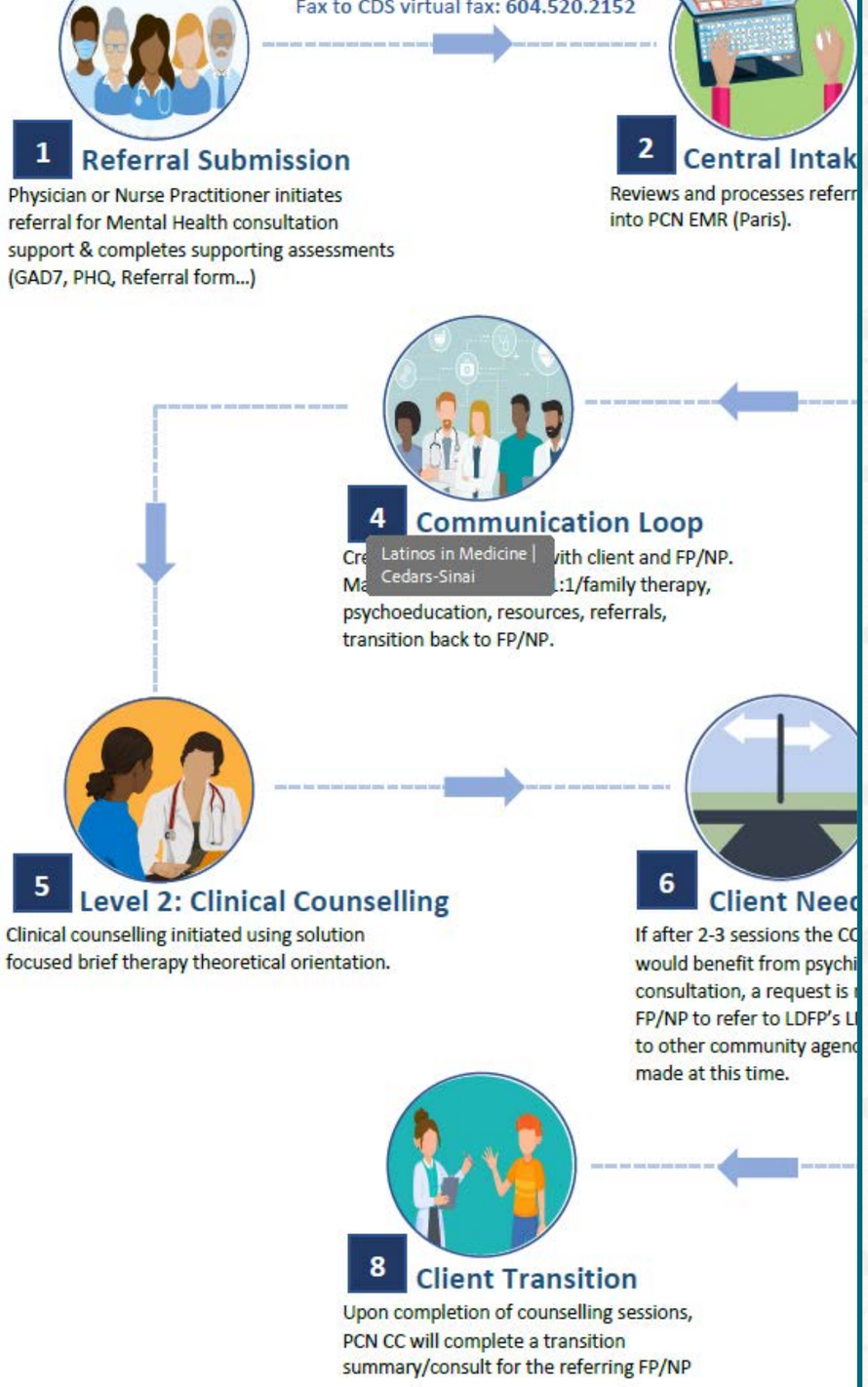
- **Indigenous: Creating Safe Space in Primary Care**
  - Ask an Expert & learning
  - Artwork: Rain Pierre & Lisa Sheppard
  - Indigenous Peer Group & Voices
  - Building relationships with local & Urban Indigenous

Thanks to SharedCare and their continued support we been able to fill gaps in care and provide resources, education, and tools to our care providers, specialists, and patients while PCN funding was being finalized.

Primary Care Networks (PCN) & Patient Medical Homes

- Funding was approved
- Nurse Practitioner Draw downs
- Foundry
- After Hours Care Program
- Clinical Counsellor Draw downs
- Steering Committee
    - Think Tank, MHSU, Frail & Elderly…

After a lot of hard work, gathering member input and innovative thinking, our PCN Plan was approved. Big Thanks to our PCN Physician Lead, Dr Leo Wong and our PCN Senior Consultant, Michelle Favero. To celebrate this accomplishment and new adventure, members took a moment to laugh while enjoying festive streamers.



Langley's PCN Clinical Counselors

Patients referred **1500+**

Patients transitioned back to referring FP/NP **400+**

Three Clinical Counselors were granted as part of our PCN draw down in 2021. Their services were welcomed with an overwhelming response. The need for mental health supports in our community is a top priority and we will work to grow the team and access with our PCN support.

** May 2021-2023

Foundry (PCN)

- **PCN Draw Down**
- **Physician recruitment (11)**
  - **Drs A. Wong, J. Plante, G. Gupta, L. Hansma, W. Brown, R. Wilson, J. Kliiger, K. Thillairajan, S. Chandraratne, C. Fowler & K. Fung**
- **Physician LGBTQIA+ education support**
- **Launched Primary Care Team** (May 2023)
- **Launched Youth Mental Wellness Access** (August 2023)

FOUNDRY

Primary Care Patients Seen
**June - September 2023

157

Youth Psychiatry Patients Seen
**August - September 2023

16

After Hours Call Program

- **69 Physicians and Nurse Practitioners signed up to sign out to the service**
- **29 Physicians signed up to staff the service**
- **Launched Sept 19, 2023**

Since it's launch, the 811 After Hours Call Program has made care available to over 100,000 attached Langley patients from 5pm-9am & weekends.

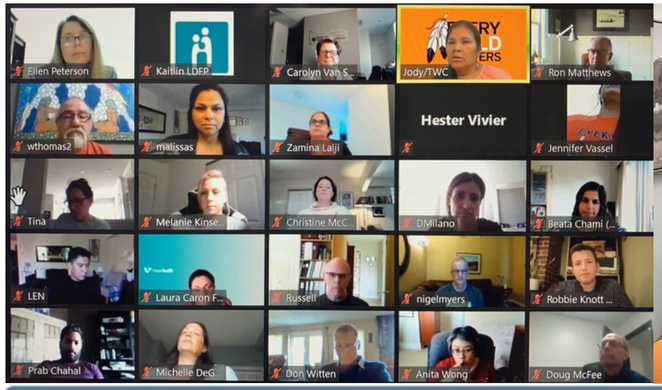
Langley care providers, the LDFP Board, staff, and partners that have all contributed to PCN planning are grateful and excited to move forward with positive changes and access to care. We look forward to this journey with you and our community.

PCN - What is Next?

Langley's Approval Summary

- **Attachment: 30,555, 10 FP contracts, 10 NP contracts**
- **Clinical resources approved: 47.5 FTE**
- **Approved annual budget: $11,679,193**
- **Change management budget: $583,960/year**
- **One-time funding: $47,000**

Indigenous Engagement & Learning

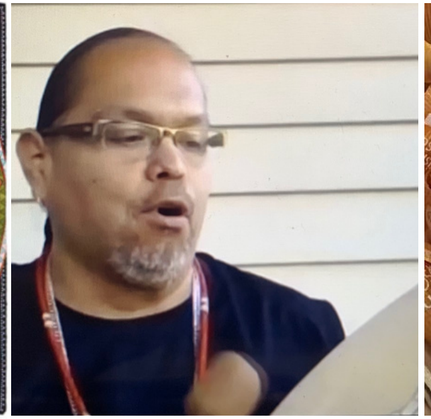


- Ask an Expert - Jody Jones & Len Pierre Consulting
- Commitment to continued learning & growth
- Cultural safety in primary care
- Local engagement and voices
- Trauma Informed Practice
- Partnership with Lower Fraser Valley Aboriginal Society
- Attachment when available
- San’yas

" I don't like to use the word reconciliation, because there were never any friendly relations to begin with. Our journeys moving forward are about learning and building relationships."

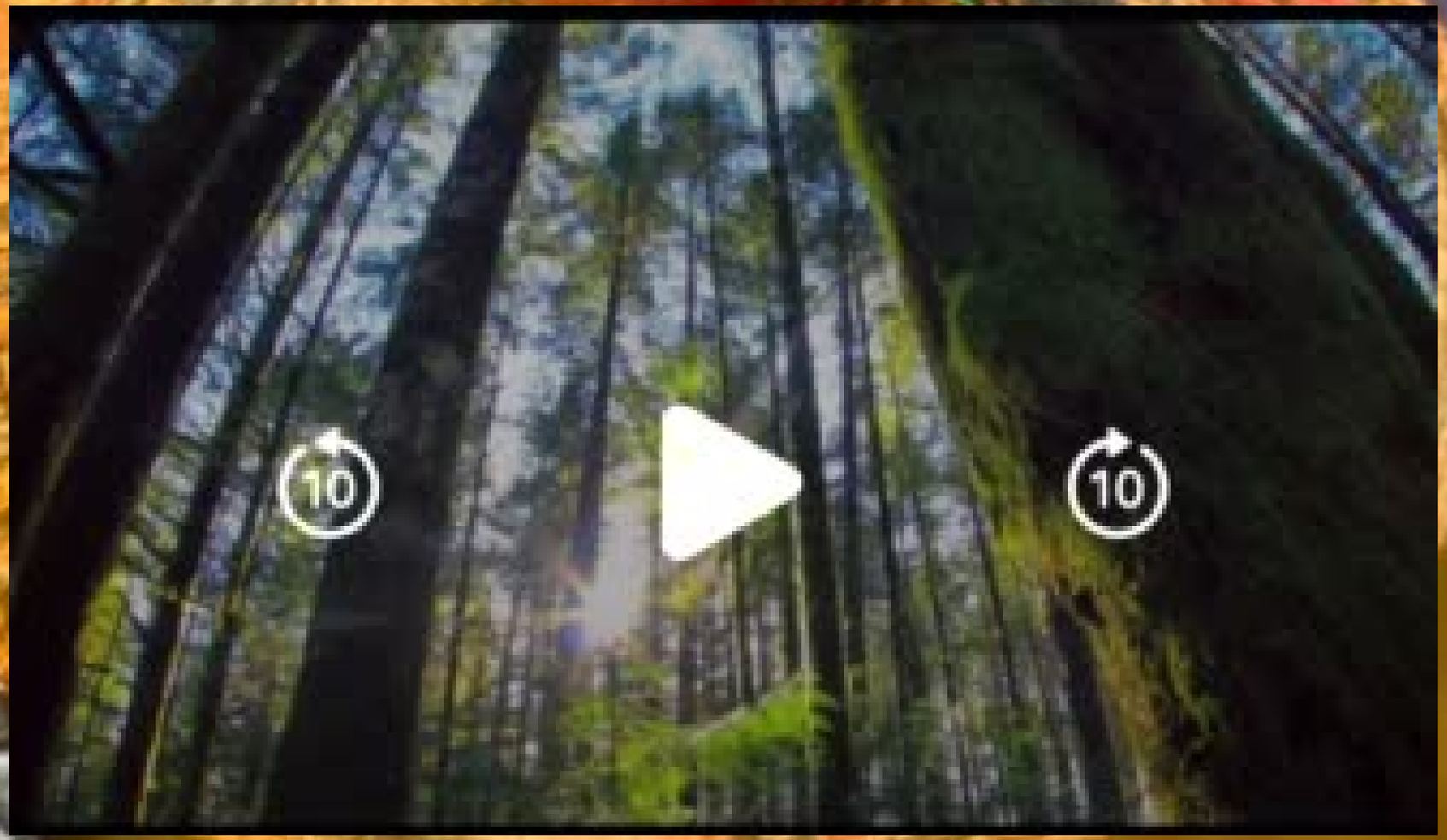
"We will only know care is culturally safe when indigenous people tell us it is"

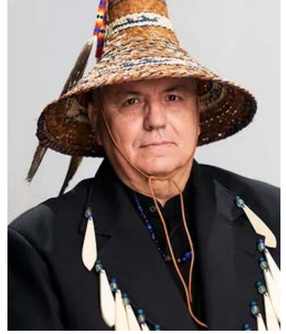
September 30: Orange Shirt Day, National Day for Truth and Reconciliation



Indigenous engagement and access to care has been a part of the Langley Division for a number of years. In most recent years, with the support and relationships of our local Indigenous community members and partners, we have been able to provide more focused opportunities and share a learning journey guided by the goal of cultural safety in primary care. This is not the end of our learning, we are committed to engage, learn, and support Indigenous patients and our care providers through experiences and cultural opportunities.

Join Us October 19
Launch Culturally Committed





Daniel Elliott
Stz'uminus
First Nation

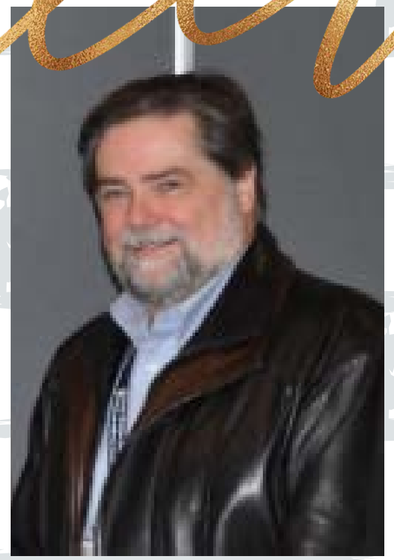
George Harris Jr.
Stz'uminus
First Nation

Emily White
Tla'amin and
Klahoose
First Nations

Jenn Smith
Tlowitis
First Nation

Retired & Admired 2023

cheers!



Ray Simkus

Shiv Ambulgekar

Stephen Shore

John Brynjolfson

You are the most important people in the healthcare system."

-Dr Stephen Shore to his peers

Dr Carolyn Van Schagen has contributed to the LDFP Board for the six years, the last three as Board Chair. Her resilience, guidance, and calm in the time of crisis is admirable. Ellen Peterson, LDFP ED, and Board Members took the time to thank and honor Dr Van Schagen for all that she has accomplished on the Board.

In true Dr Van Schagen manner, she shared meaningful and insightful words with her peers:

"the system is like an ocean, you have to learn to surf - covid was like a king tide! PCN is like a bunch of smaller waves that we will conquer one at a time..."

We appreciate YOU!

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