

# Langley Division of Family Practice Annual General Meeting

September 23, 2020

*“A Year of Change”*

# AGM Agenda

- Approve Minutes
- Elect Board
- Appoint Auditors
  - Financial
- Board Governance, strategy financial – local, regional & provincial
- 2019-2020 highlights
- Recognition



Call the AGM to order





# Motion:

Approve the minutes of the 2018-2019 AGM

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\*Poll 1



# Langley Division of Family Practice

## Annual Report

### 2019 - 2020





# Message from LDFP: Board Co-Chairs

Dr. Carolyn Van Schagen and  
Dr. Ron Matthews

## Executive Director

Ellen Peterson



# LDFP Board 2019-2020

Dr. Carolyn Van Schagen

Dr. Ron Matthews

Carrie Murphy, NP

Dr. Alister Frayne

Dr. David Chapman

Dr. Ryan Uy – Resident Representative

Dr. Leo Wong – PCN Lead

Dr. Jeff Plante – Dept Head of Family Practice





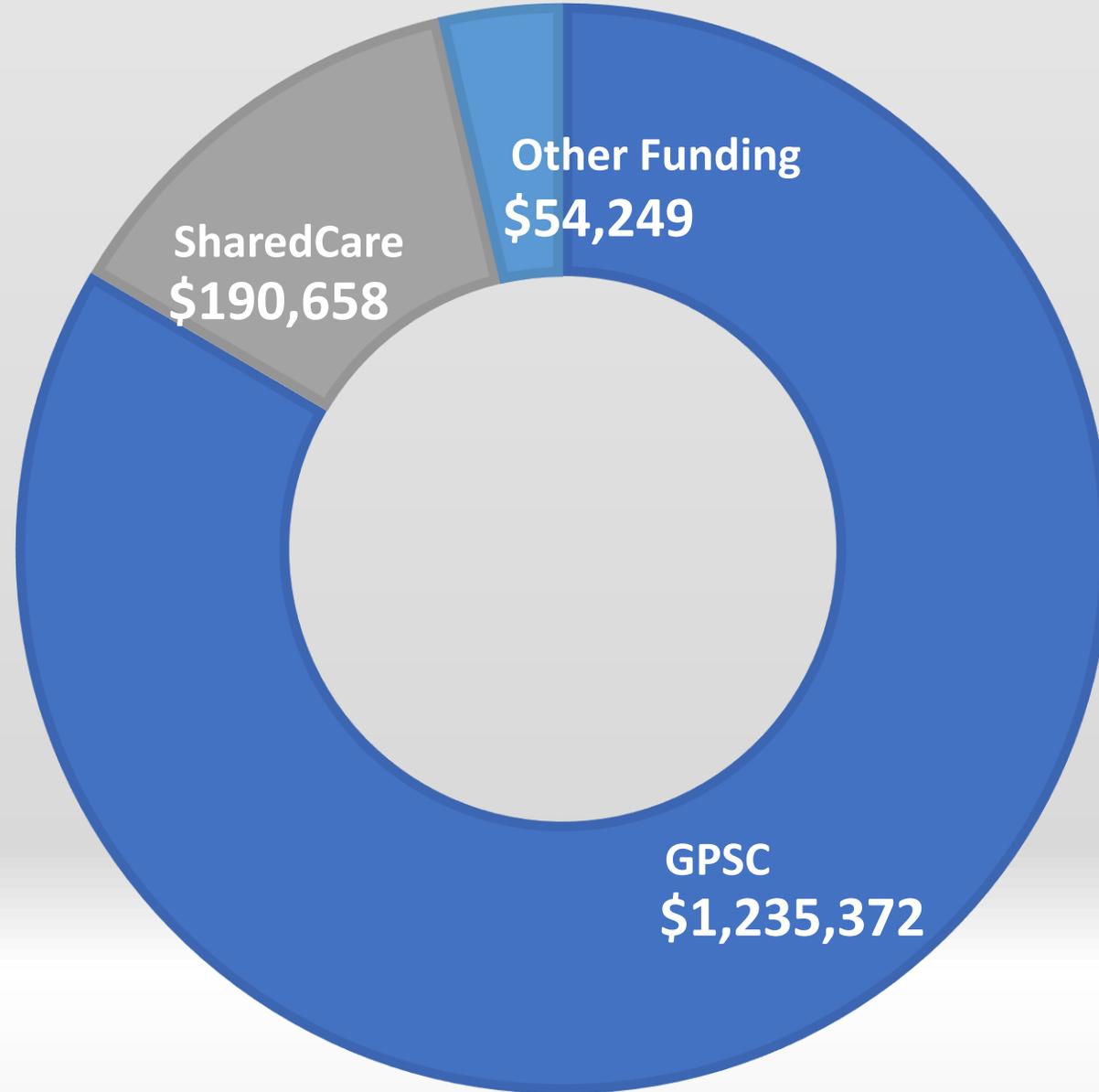
# Financial Report

# Statement of Operations

	<b>2020</b>	<b>2019</b>
<b>Revenues</b>	1,480,279	1,410,761
<b>Expenses</b>	1,502,885	1,414,629
<b>NET</b>	- 22,606	- 3,868
<b>Other Income</b>	21,623	20,006
<b>NET INCOME</b>	<b>-\$ 983</b>	<b>\$ 16,138</b>

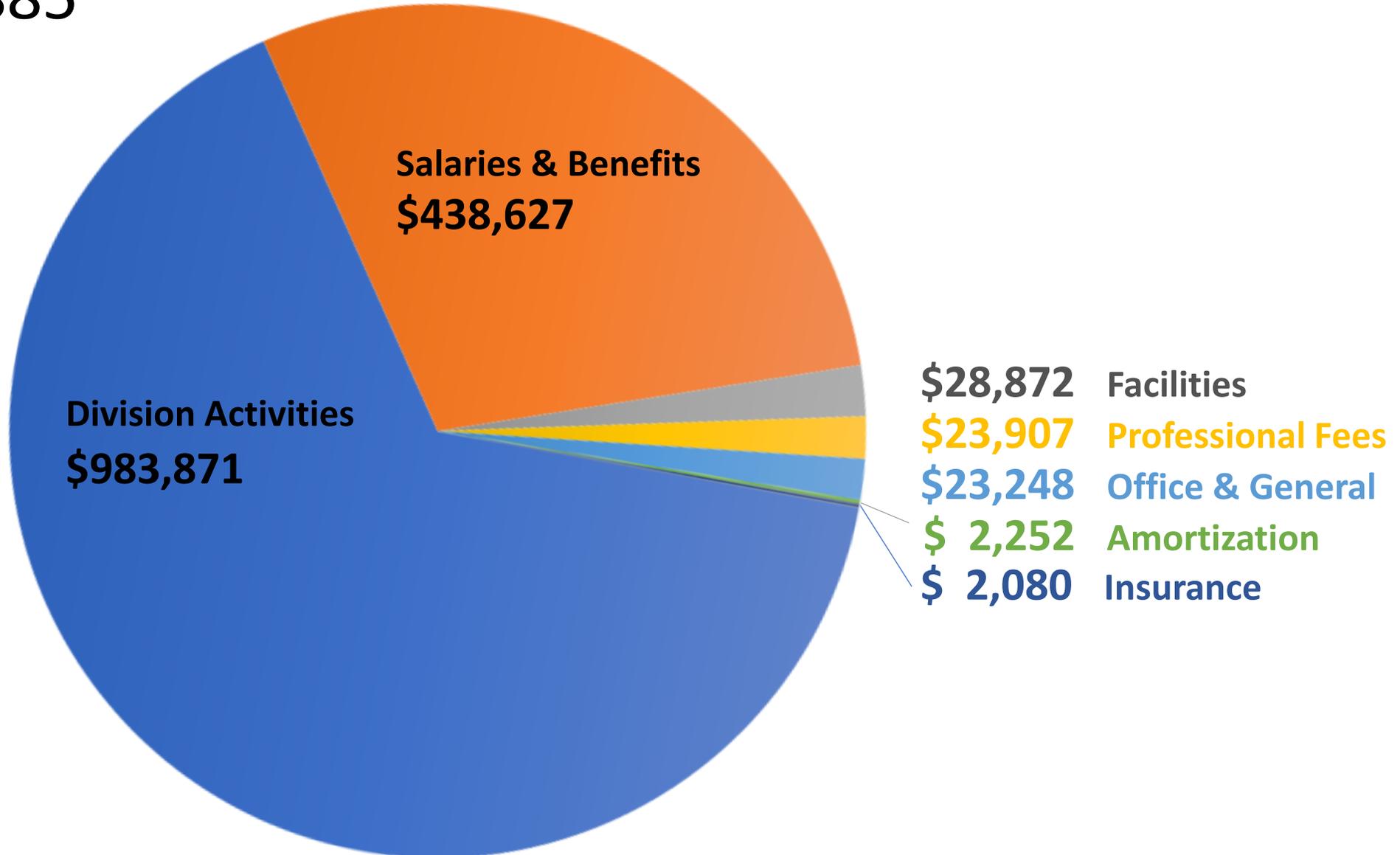
# Revenues

\$1,480,279



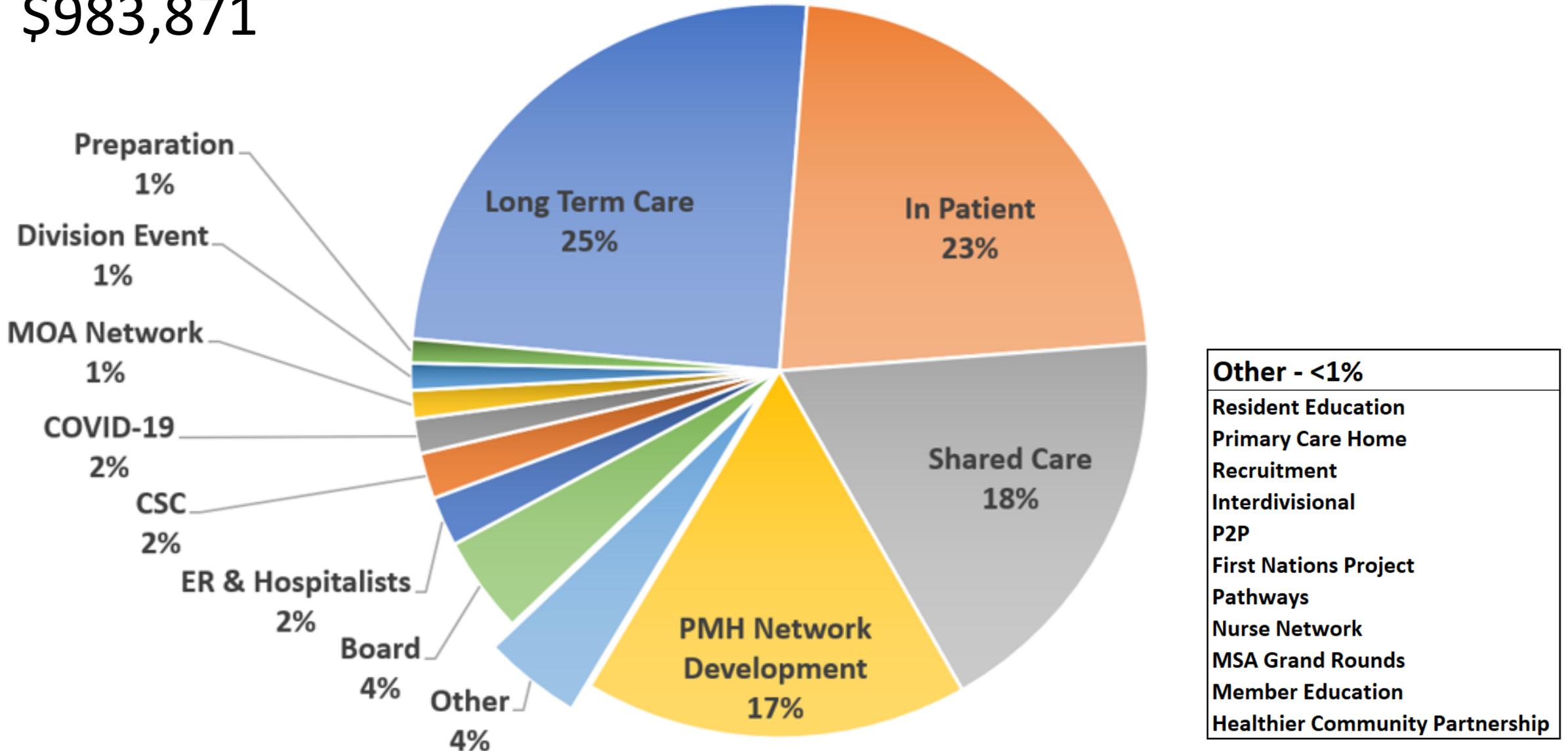
# Expenditures

\$1,502,885



# Division Activities

\$983,871





## Motion:

Appoint D'Abadie Moody Chartered Accountants as auditor for 2020 - 2021

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\*Poll 2



# Highlights



*A year of change*

September 2019 - 2020

# Strategic Planning

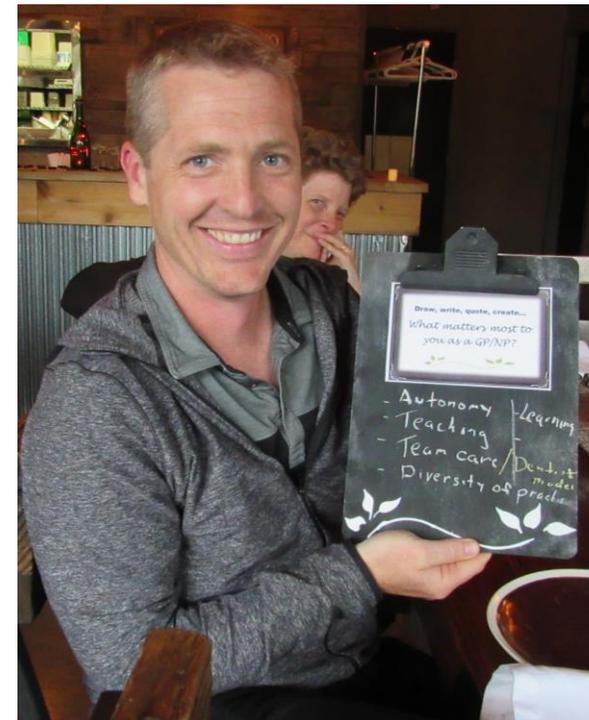
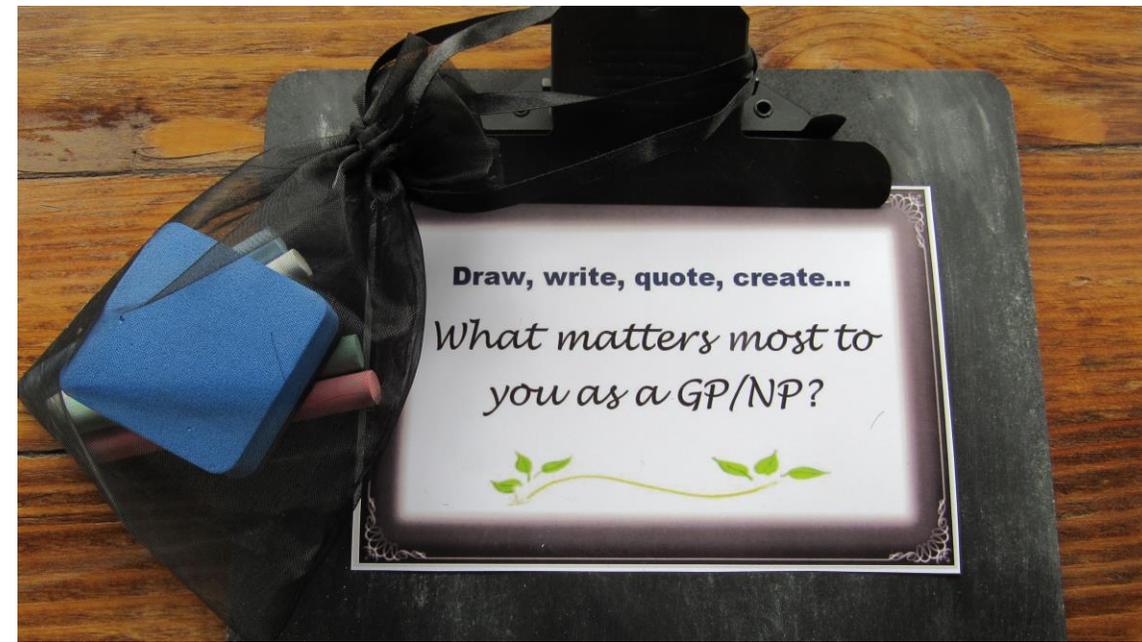
(June 2019)

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Strengthening our medical community takes sharing and staying open to change.

Build on supportive relationships and maintain patient centered care.

Work towards change that is better for physicians, better for patients and better for the system.





**PMH & PCN**  
Supporting change  
in the community of  
practice

# Strengthening the Patient Medical Home (PMH)

- Patient Attachment: Over **1800** calls through LDFP (September 2019 – August 2020)
- Team Based Care Expansion
  - Nursing Network
  - KPU Nursing Program - Primary Care Nursing recruitment
  - MOA Network
  - Clinical Counselling Pilot
- Fee for Service and Population Based Funding support
- Recruitment
- Business Analyst Series



# Business Analyst Series

- Taxes
- Human Resources
- Financials
- Retirement
- New to Practice Financial Planning

September 2019 - February 2020



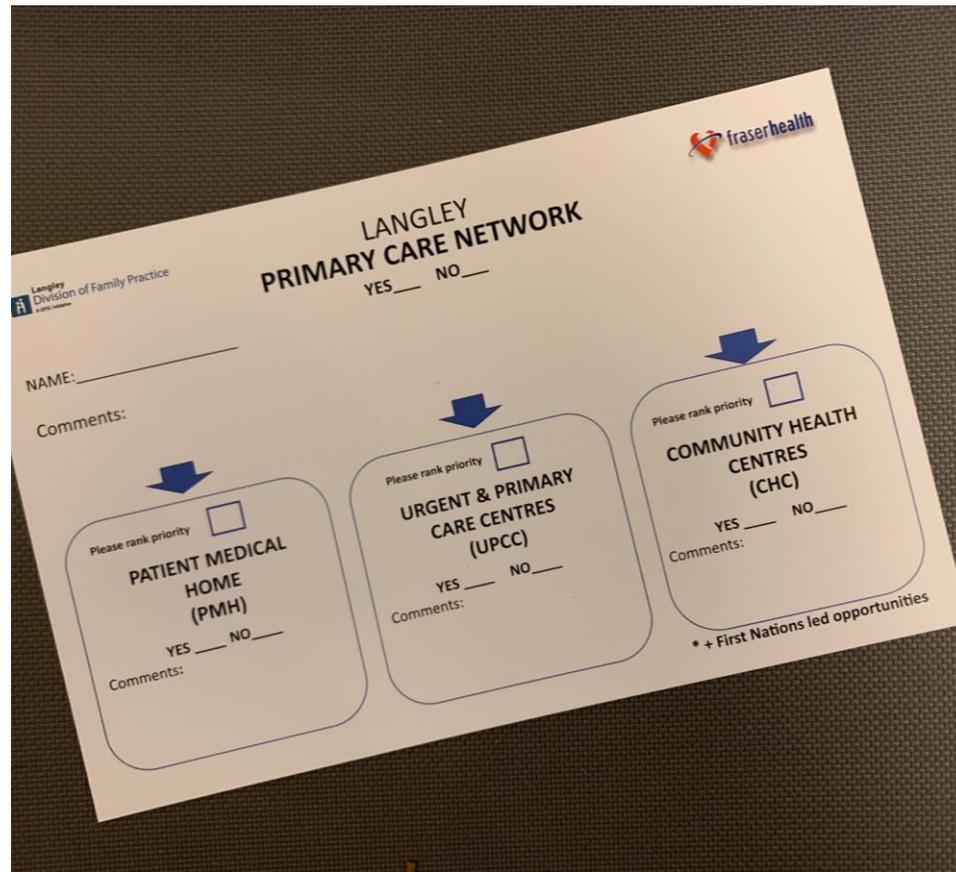
# Working on our Primary Care Networks (PCN)

- Exploring Urgent & Primary Care Centres (UPCC) for Langley and Community Health Centres (CHC)
- Expanding Networks of Care
  - In-Patient
  - Maternity Network
  - Long Term Care (LTC)
  - Youth Hub and Foundry Expansion
- First Nations relationship building
- Patient's Voices – involving the community
- Mental Health partnerships
- Home Health Redesign
- Collaborative Services Committee (CSC) PCN steering Committee



# Urgent & Primary Care Center Event

March 2020



## Your votes are in:

<b>PCN</b>	Yes: 100%	No: 0%
<b>PMH</b>	Yes: 97%	No: 3%
<b>UPCC</b>	Yes: 50%	No: 50%
<b>CHC</b>	Yes: 79%	No: 10%



**SharedCare**  
Changing access  
to care



# Youth to Adult MHSU Transitions in Care

## Langley Mental Wellness Clinic (LMWC)

(September 2019- March 2020)

**62** referring members

**186** patient referrals

**101** patients seen (including **32** virtually)

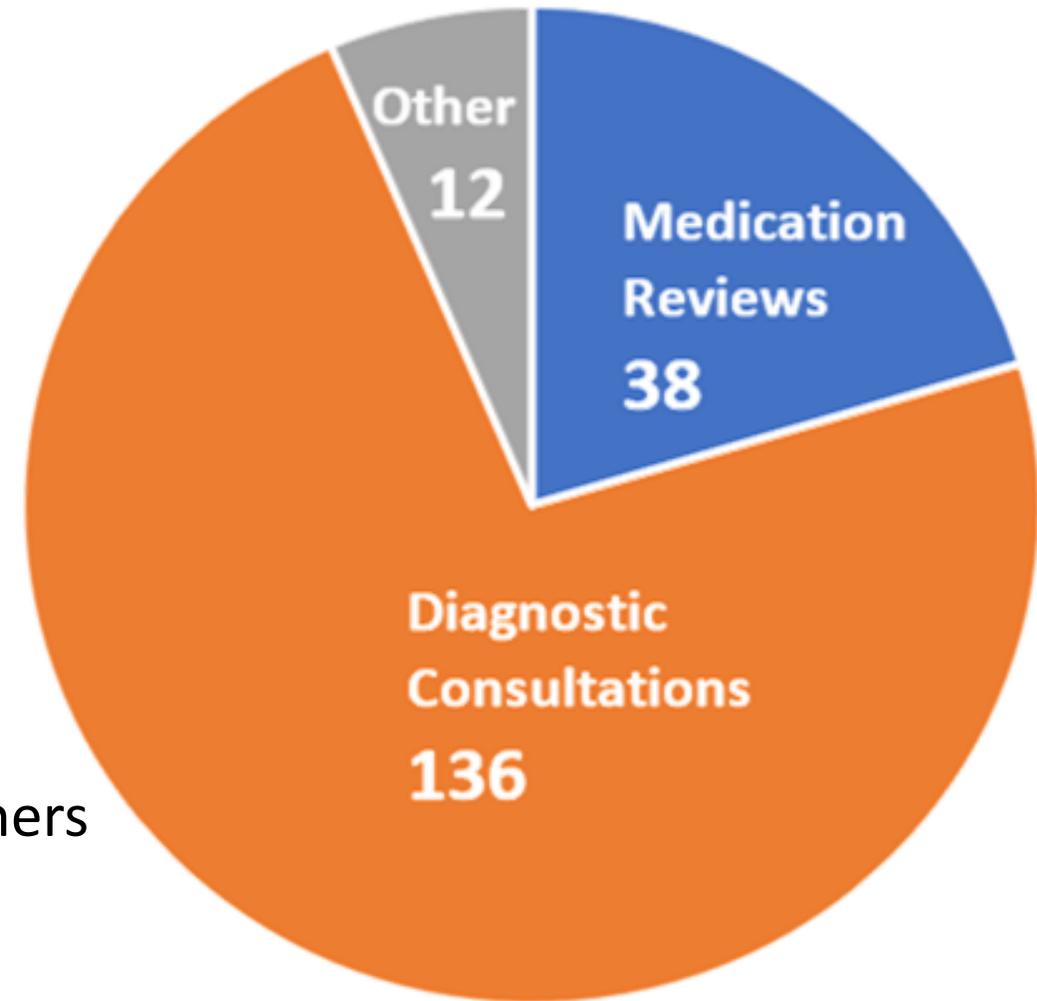
Team based care → Virtual care (March)

## LDFP and Fraser Health MHSU

Monthly meetings MHSU and Community Partners

Streamlining referrals

Increasing communication



# Langley Mental Health Wellness Clinic



Joint initiative of Langley Psychiatrists and Family Physicians

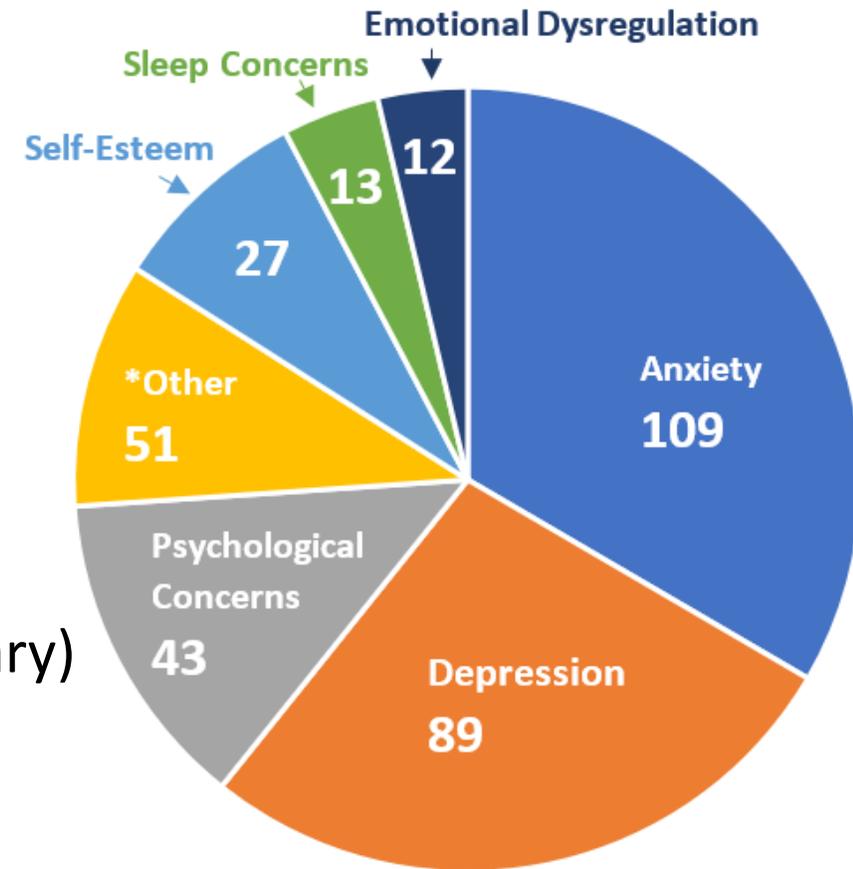
“Thank you. This was the first time my wife was able to join me, she is the one that keeps all my medical history straight. This was the best care and process I have been a part of, it was great.”

– LMWC Patient

# Complex Care: Multi-Morbidity Patients

## Access to Integrated Mental Health Services (A.I.M. Program)

Partnership with Encompass Support Services  
Clinical Counsellor interns in **6 Langley practices**  
Onsite counselling 2-3hrs/week  
**291 referrals** from Langley GPs/NPs (September-February)  
**124 patients seen** (September-April)



# Sharing Langley's Success and Learnings

## MedWatch (2017 – 2020)

**7900** sleeves distributed

**3800** seniors educated (including 2 virtual presentations)

**Shared with the** Sunshine Coast and Vancouver Division of Family Practice

## Presented at Quality Forum (Feb 2020)

MedWatch and Advanced Care Planning

## SharedCare Board Presentation (Virtual, March 2020)

MedWatch journey and success

Access to Psychiatry and Clinical Counsellor pilots





# Transitions in Care

## Hospitalist – GP/NP Communication

### Hospitalist & GP Event

- **53** guests (Site Medical Director, LMH Executive Director, GPs, NPs and Hospitalists) focused on **improved communication and patient care transitions**

GP/NP- Hospitalists  
Admission Notification Form

Fax Number | 604-533-6458  
Phone Number | 236-332-3930  
8:00 am - 4:00 pm

SharedCare  
fraserhealth  
Langley  
Division of Family Practice

### These improvements would be measured through:

- Decrease in duplications of patient tests
- Improved process for sharing of patient information upon admission and discharge
- Reduced hospital readmissions and length of stay
- Direct phone line to Hospitalists

Phone: 236-332-3930





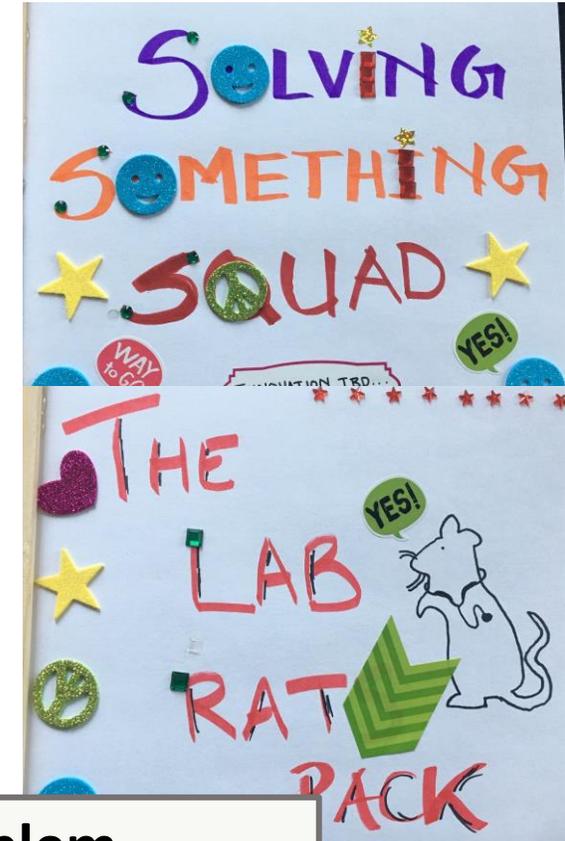
**Innovation Lab**  
Creating positive  
change

# Innovation Lab

Bringing together New to Practice GPs, Residents and experienced GPs

## Problem to solve:

“Patients experience barriers to accessing primary care due to GP/NP shortages.”



Working together to understand the problem



**Exploring solutions**



# What **PART** of the problem do you want to solve?

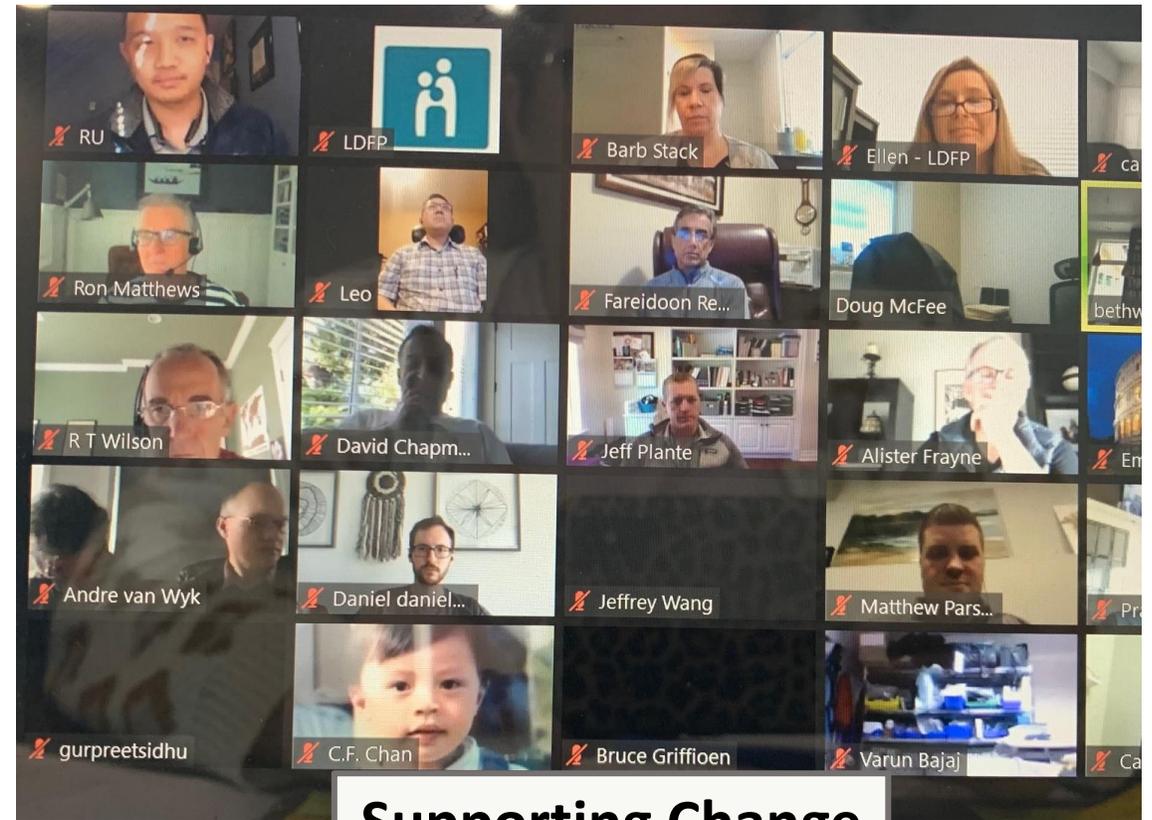
- **Increasing Capacity and Efficiency of Patient Visit**
  - New virtual technology
  - Allied health teams
  - Afterhours access to care
  - Better integration of telemedicine (screening and triage prior to GP/NP visit)
- **Defining Access**
  - Email access, text access, phone access...
- **Patient Education**
  - Text messaging as an education tool
  - Share allied health using telemedicine

# Supporting New to Practice and Residents through COVID

With the evolving COVID landscape, what changes have you noticed or made to the way you have practiced medicine (i.e. virtual medicine, telehealth, etc.)?

## Top Answers:

- Learning virtual or telehealth
- Concerned with difficulties diagnosing
- Patients like the telehealth, they find it convenient



**Supporting Change**



**Community of  
Teachers & Learners**  
Adapting to change in  
learning and in practice



# Residents

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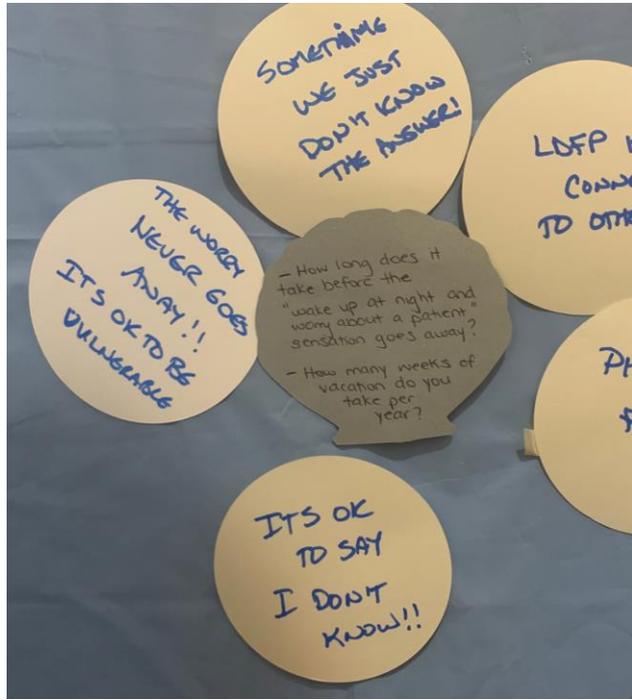
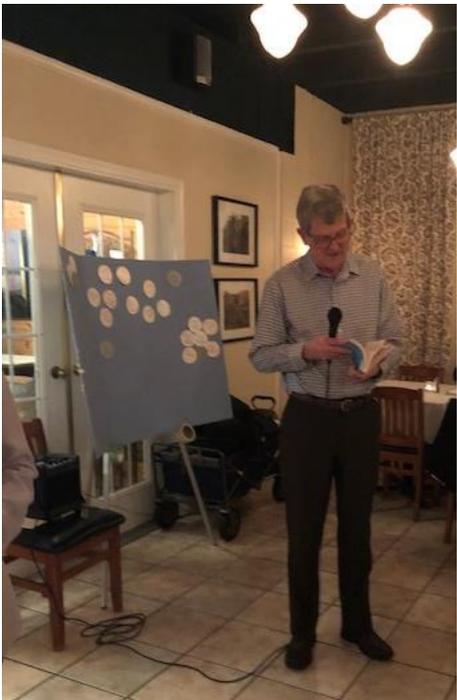
- **Resident Scholar Night** (June 2020)
- **Resident Graduation** (June 2020)
- **Resident Welcome** (July 2020)
- **IMG ROS** (July – October 2020)  
2 IMG spots granted to Langley for 2021 – 2023







P2P  
Supporting  
Change



# 4th Annual Pearls of Wisdom

March 2020

What you wish you knew when you were starting out, learning from each other and sharing wisdom gained through experience.



# LMH ER Meeting

February 2020

Supporting ER Physicians members to come together





# Happy Family Doctor Day 2020

## BC Family Doctor Day (June 2020)

Giving back to their patients in a time of need, this year, Langley Doctors donated and helped to deliver meals to Langley Seniors.

Over **160** meals were donated.





**Networks in Care**  
Supporting Change  
in Community  
and Care

# Long Term Care



- New LTC Facility - *The Village* - 25 beds
- Virtual Working Group Meetings (March/August 2020)
- COVID Support
  - Virtual care
  - Limited entry
  - Back up GP list
  - Outbreak support
- LTC 5 Year Evaluation

**Care Conference with a GP or NP**

Site/Division/HA	2014/15	2019/20	Net change (14/15 to 19/20)	% change (14/15 to 19/20)
Jackman Manor	6%	56%	50%	833%
Langley Gardens	12%	86%	74%	617%
Langley Lodge	18%	70%	52%	289%
LMH	42%	74%	32%	76%
Fort Langley Srs.	13%	21%	8%	62%
Langley overall	24%	64%	40%	167%
FHA	30%	70%	40%	133%

# MOA Network - Communication and Support

- E Newsletters
- Basecamp (Weekly/Monthly)
- Recruitment of MOAs for Practices
- Engage Specialist's MOAs in the Network

**MOA E-Newsletter** *Fall 2019*

**You are invited:**  
Please join us for an evening of **Communication in Care** and a celebration of **National Medical Office Assistants Week**. All Langley MOAs are invited!

Tuesday October 22<sup>nd</sup>, 2019  
5:30 pm  
Langley Golf & Banquet Centre  
21550 44 Ave, Langley City

Please RSVP to [Kaitlin.Frost@LDFP.org](mailto:Kaitlin.Frost@LDFP.org) by Friday October 18th

**Langley Mental Wellness Clinic Pilot**  
The Langley Mental Health Wellness Clinic is up and running. The current wait time is 4 weeks.

[Langley MOA Network](#)

**Message Board** All messages ▾

[Continue writing 2 drafts...](#)

- BS** **MOA Practicum Student**  
Barb Stack • Jul 3 — Hello All - I have been contacted by a Douglas College Student who is looking for a three week Practicum placement- Then is ready to
- KF** **Urine Dipsticks**  
🐞 Question by Kaitlin Frost-Gill • Jun 29 — Good morning, We have heard that a couple practices are having difficulty with delayed orders for urine dipsticks. Is 1
- AL** **Billing for faxed Rx refills**  
Alison Lark • May 22 — Hello everyone! I was just speaking with a doctor from another office and he mentioned that there is a code we can bill when the doctors 3
- KF** **MOA Virtual Meeting**  
🌟 FYI by Kaitlin Frost-Gill • May 14 — In lieu of an MOA event, would you be interested in an MOA Virtual Meeting? Let us know how you feel, please complete
- JVD** **Multiple Radiology req's in Profile**  
Jenelle Van Diermen • May 12 — Hi Everyone, Just wondering what those of you in Profile do when you are entering multiple radiology reqs. We are having issues
- D** **Life Labs Central Intake Fax Number**  
Deanna • May 4 — Apparently Dr. Wong informed the Docs on their Basecamp that Life Labs has a Central fax number now. Does anyone know anything about this? 7

the opportunity to meet with a GP and Clinical  
ication reviews and treatment plans.

current medications list.

**Here**  
ing vaccine begins on October 15 this  
ic Health is making every effort to get  
quickly as they can.

**Order Form is attached.**

**Resource Society**  
e aware, Ishtar has undergone a name  
known as Ishtar Women's Resource  
re accurately reflects the scope of work  
ansition housing role in the community.

ded for children/youth who have  
ormally Children Who Witness Abuse  
gone a province-wide name change.  
tion, Education, Advocacy, Counselling  
CE) program for children and youth

ster.

**Langley**  
Division of Family Practice  
A GPSC initiative



# **MOA Network – Education and Events**

**Autoclave Training (April 2019/Jan 2020)**

**Communication in Care Event (October 2019)**

**Practice Workflow Virtual Event (June 2020)**

**Transitions in Care Virtual Event (August 2020)**

# Working with our Community Partners

- Langley Meals on Wheels
- Langley Senior Action Committee Table
- Langley Community Services Society
- Langley Youth Hub Coalition
- Encompass Support Services Society
- Langley Seniors Resource Society
- Stepping Stone Community Services
- Langley Psychiatrists
- Deloitte
- Langley Overdose Response Committee
- Poverty Reduction Committee
- FH Mental Health
- Langley School District -Youth Forum



**COVID-19**  
Changing the way  
we care

# COVID Response – Member Support

## Supporting Members and MOAs

Virtual Member Meetings, workflow changes

Safety plans

Communication

Financial support

In patient/Call

Member swab support

## Virtual Care Support

“How to” support for GPs/NPs and MOAs

Learning from one another, adapting to change

## PPE Distribution

Access/sourcing supplies

Donations in kind



# COVID Response – Community Support

## COVID Assessment Clinics in partnership with FHA

Two assessment clinics

Langley GP/NP recruitment and clinical oversight

## Marketing to community

“Call your family doctor, they know you best”

Online, newsprint and radio media

## Isolated Seniors Communication Tool

MOAs, community partners and  
volunteer calling support

**Need care?**

Call your doctor first.  
They know you best.

### Langley doctors now able to refer patients to COVID-19 testing clinics

With changes Monday, waiting rooms have disappeared as doctors try to keep patients a safe distance

SARAH GROCHOWSKI / Mar. 16, 2020 6:00 p.m. / LOCAL NEWS / NEWS



Community testing clinics will, as of Monday, alleviate some of the brunt of COVID-19 exposure Langley doctors are facing on the frontlines of the pandemic.

Before Monday, the 38 family practices, 100 community physicians, and 12 nurse practitioners treating Langley's sick had been suited up in full gear to test patients who show symptoms of the virus.

Doctors  
of bc  
Better. Together.

# Recruitment

**20** New Candidates

**7** new GPs to Langley



# Langley Division of Family Practice Welcomes You

Tamanna Abbaszadeh, NP  
Salome Abbott, SP  
Mimi Atlabachew, NP  
Hark Bawa, Resident  
Paul Beckett, SP  
Vipanjot Behar, GP  
Umrao Bhatti, GP  
Paramveer Brar, Resident  
Joyce Ching, Resident  
Christine Dechert, Locum  
Jennie Ding, Resident  
Harmeet Dhaliwal, GP  
Jasvinder Dhaliwal, GP

Eileen Fan, Resident  
Sean Fernando, Resident  
Amyrna Fidai, Resident  
Nicholas Fitterer, NP  
Amanpreet Gill, GP  
Pavvin Hayer, NP  
Daljit Herar, GP  
Tomas Hirmer, Resident  
Karima Jiwa, Resident  
Jaeryong Jung, Resident  
Iris Kim, GP  
James Liu, ERP  
Robin MacKay, Resident

Fatima Mouisset, Resident  
Mona Nasiri, Resident  
Jessica Neufeld, Resident  
Ellie Parton, Resident  
Avis Picton, SP  
Jordan Querido, Resident  
Daniel Raff, Resident  
Kanika Rai, Resident  
Javad Ramezani, Resident  
Lorenzo Somma, GP  
Reza Tayebi, GP  
Vlatka Vukojevic, Resident



**Moving Forward**  
Lighting the way  
for change

# SharedCare: Moving Forward

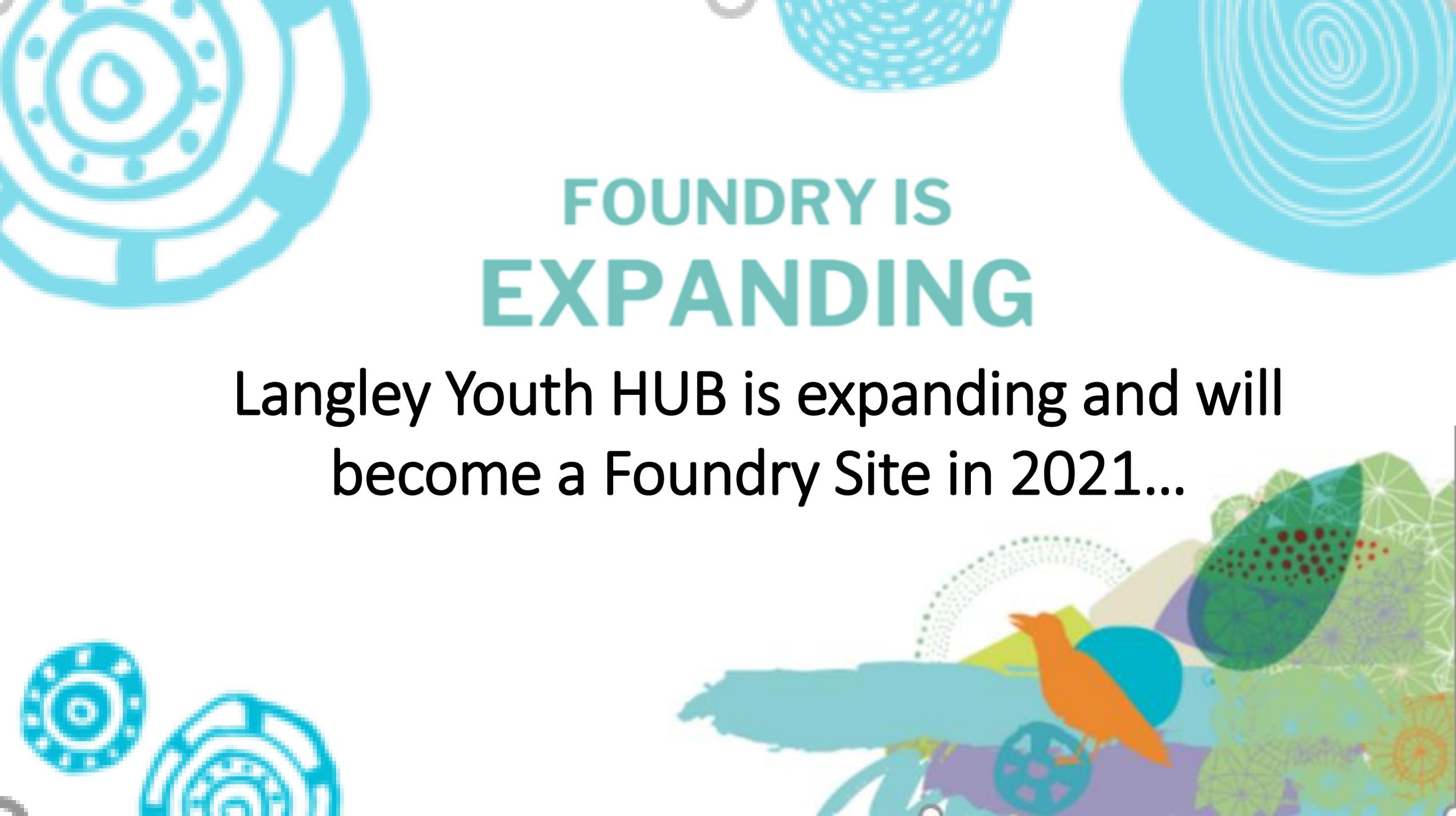
## Transitions in Care (TiC)

- Ask an Expert Specialists Virtual Series
- MOA Network
- Hospital Admission Form

## Coordinating Complex Care (CCC)

- Advanced Care Planning
  - MedWatch
- Polypharmacy Risk Reduction





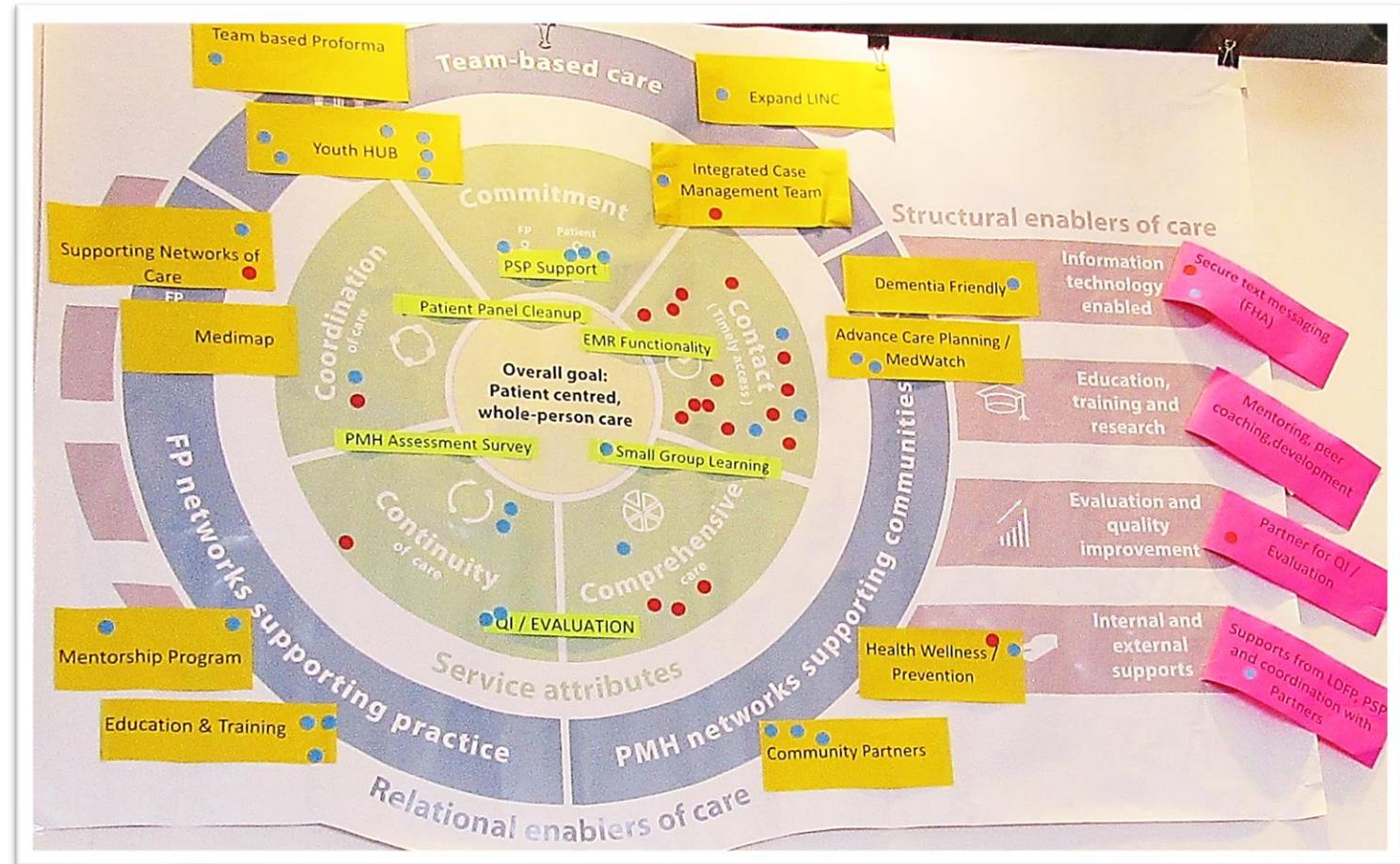
# FOUNDRY IS EXPANDING

Langley Youth HUB is expanding and will  
become a Foundry Site in 2021...

# PCN/PMH UPDATE

Based on member feedback from the U&PCC Event, LDFP Board and partners continue to advocate on behalf of Langley for PCN:

- **Wrote PCN Expression of Interest**
  - Funding delayed until 2021
- **Contacted MOH for support**
  - Requested Draw Down funds
- **Continue to focus on attributes**
  - Strengthening PMH's
  - Increasing team-based care and access to supports
  - Recruiting care providers and attaching patients





# Governance:

## Re-Elect LDFP Board

Dr. Ron Matthews – 1 year term

Dr. David Chapman – 2 year term

## Elect LDFP Board

Dr. Prabhjot Chahal – 2 year term

Valerie Moshchenko, NP – 1 year term

Dr. Daniel Raff – 1 year term Resident Representative

## Motion: to elect nominations as a slate

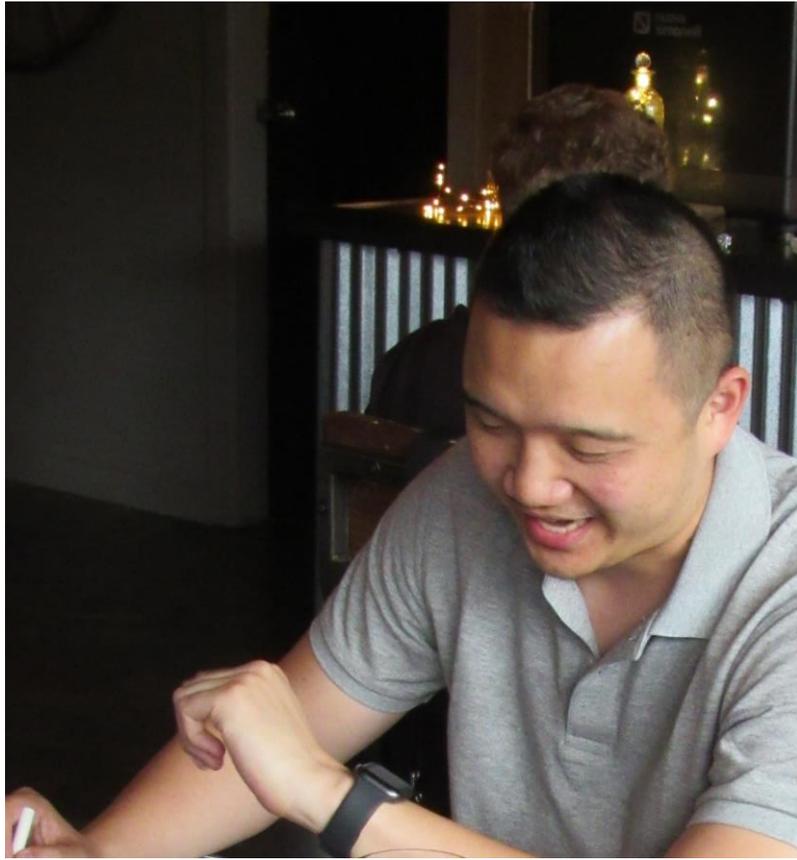
\*Poll 3

A background image showing several hands of different skin tones raised in the air, symbolizing participation or voting. The hands are positioned on the right side of the slide, with some in the foreground and others slightly blurred in the background.



## **Service Recognition**

Thank you for your  
leadership & service



Dr. Ryan Uy  
Resident Representative 2019-2020



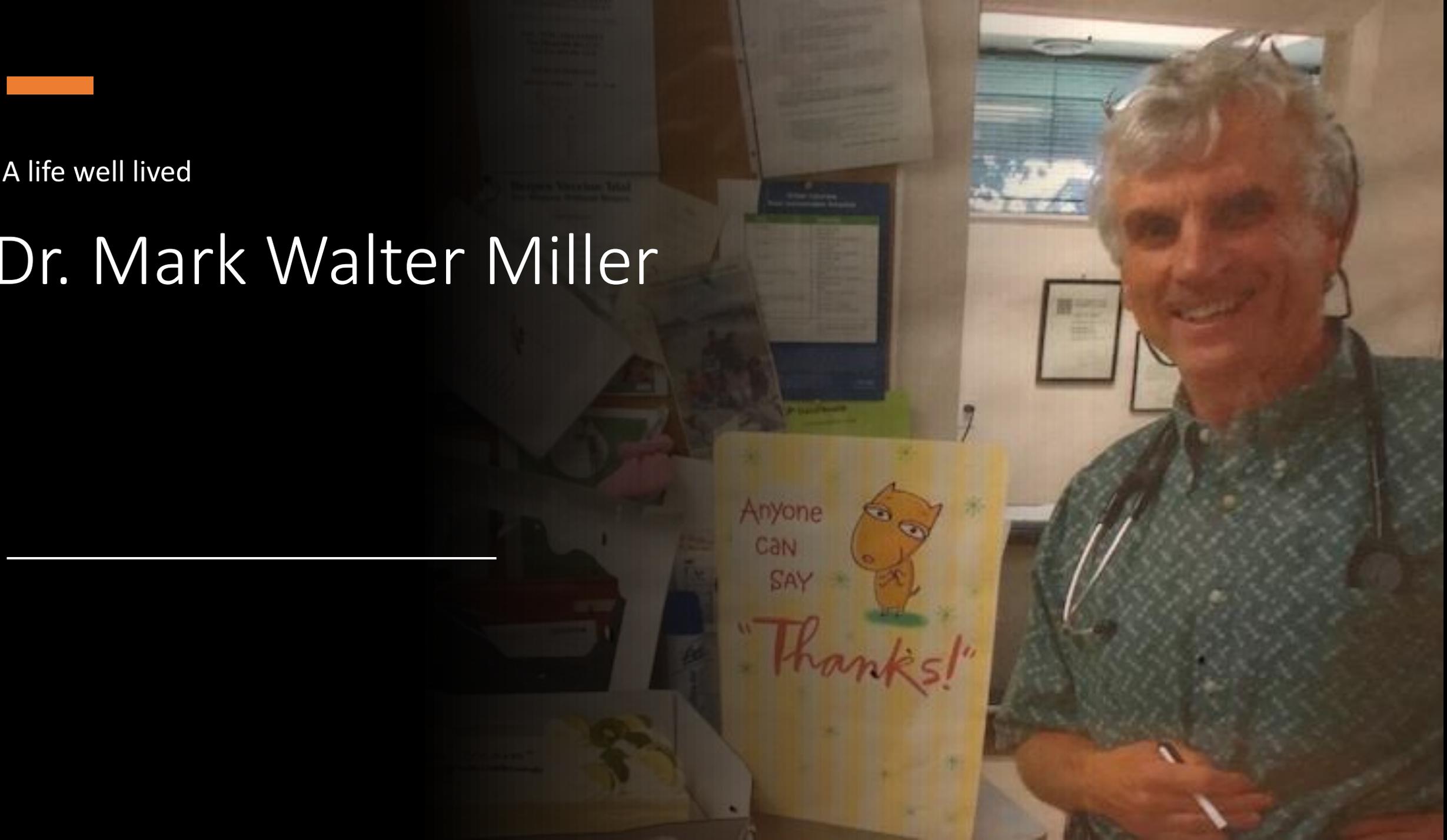
Dr. Alister Frayne  
Board Member 2015-2020



Carrie Murphy, NP  
Board Member 2014-2020

A life well lived

# Dr. Mark Walter Miller























# Motion: To approve the 2019 - 2020 annual report

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\*Poll 4





**Motion:**  
**To adjourn the 2019-2020 AGM**

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\*Poll 5



# Member Feedback and Next Steps

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Please put up your hand or use the chat function



# What is your top priority for the Board this year?

Please leave your comments in the chat or the survey link provided  
following the meeting

*Thank you and good evening*

\*Door Prize