

PHC Facility Engagement Project Final Report

Project Name	PHC0041 - Re-engaging Family Physicians with Providence Health Care
Date of Report	July 25, 2018
Key Milestones Achieved	<p>The Dinner Meeting of PHC Department of Family Medicine was attended by 34 people. The list of attendees can be found <u>below</u>.</p> <p>Attending family physicians were proactively involved in bringing up their concerns and insights to develop and maintain the quality of patient care as being shown in the feedback forms as shown <u>below</u>.</p> <p>The feedback forms were divided into 3 grand themes:</p> <ol style="list-style-type: none"> 1. <u>Priorities for Connecting PHC & MSA</u>: this question is intended to gain participation of FPs in MSA and how their participation could be meaningful 2. <u>Priorities for SPH Redevelopment</u>: Most of the respondents are interested in participating in SPH Redevelopment, especially related to the Primary Care Clinic 3. <u>Priorities for Primary Care change</u>: Attending FPs have expressed their expectation that the new SPH will provide an accommodating place for care of the elderly. <p>7 attendees (21%) returned the completed feedback questionnaires.</p>
Key Accomplishments	<ul style="list-style-type: none"> • High level of attendance rate and interest. • Main feedback: Reinforce the quality of care for elder care, outpatients, mental health and geriatric patients by PHC Family Medicine. <p>-</p>
Key Issues/Challenges	<ul style="list-style-type: none"> • Low response rate (21%) for feedback questionnaire. However from the collected feedback, possible projects would emerge especially related to patient care of Department of Family Medicine (DoFM).
Budget Update	<p>The approved budget was \$4,000 from the proposed budget of \$12,000. After the project implementation in May 2018, the total claims and expenses amounted to \$3,988.85</p> <p>Item of expenses:</p> <ul style="list-style-type: none"> • Meal for participants = \$3,745.75 • Sessional payment for Project Lead to plan, arrange and final reporting for 1.75 hours = \$234.10

*Project Results	The project's feedback summary for elder care, outpatients, mental health and geriatric patients will be incorporated into the new design of the Primary Care Clinic in SPH Redevelopment.
*Unexpected Outcomes	N/A
*Lessons Learned	SPH Redevelopment will improve the quality of patient care by engaging family physicians. The collaboration between Family Physicians and Specialists through exchange of perspectives in SPH Redevelopment planning may also provide an avenue to meet the needs of specialized care for the elderly via primary care.
*Recommendations for improvement (to inform future projects and strategic decision-making)	<p>This Dinner Meeting could be the basis for future projects in the DoFM. This could include projects that enable:</p> <ul style="list-style-type: none"> • Collaboration between Family Physicians and Specialists by sharing perspectives of care for geriatric patients • A formal avenue for DoFM to participate in the SPH Redevelopment plan in regards to specialized care for elders via primary care • Opportunities to propose Primary Care Innovation..
*Project Costs	\$3,988.85

****For Final Report Only***

PHC Department of Family Medicine RSVP List – May 16, 2018

	FNAME	LNAME	Confirmed	Attended	Comments
1	Nardia	Strydom	Yes	Yes	
2	Melanie	Catacutan	Yes	Yes	
3	Rita	McCracken	Yes	Yes	
4	Jeff	Pike	Yes	Yes	
5	Neil	Well	Yes	Yes	
6	Fraser	Norrie	Yes	Yes	
7	Cole	Stanley	Yes	Yes	
8	Damon	Ramsey	Yes	No	
9	Heather	Cherneski	Yes	No	
10	Eileen	Wong	Yes	Yes	
11	Rupinder	Brar	Yes	Yes	
12	Keith	Ahamad	Yes	Yes	
13	Serena	Verma	Yes	Yes	
14	James	Lai	Yes	Yes	
15	Launette	Rieb	Yes	Yes	
16	Adrian	Wilson	Yes	Yes	
17	Joss	De Wet	Yes	Yes	
18	Ken	Tekano	Yes	Yes	
19	Marla	Gordon	Yes	Yes	
20	Barb	Griffin	Yes	Yes	
21	Donna	McLachlan	Yes	Yes	
22	Clare	Alexander	Yes	Yes	
23	Tinus	Wasserfall	Yes	Yes	
24	Nirvair	Levitt	Yes	No	
25	Nathaniel	Winata	Yes	No	
26	Arun	Mehra	Yes	Yes	
27	Warren	Murschell	Yes	Yes	
28	Najmi	Nazerali	Yes	Yes	
29	Sue	Turgeon	Yes	Yes	
30	Simon	Ko	Yes	Yes	
31	Kevin	Li	Yes	Yes	
32	Carolyn	Hall	Yes	Yes	
33	Muni	Nazerali	Yes	Yes	
34	Soraya	Lorenzon	Yes	Yes	
35	Nick	Graham	Yes	Yes	
36	Sarah	Stone	Yes – will arrive after 7 (no food)	Yes	
37	Silvia	Guillemi	Yes – will arrive after 7 (no food)	Yes	
38	David	Moore	Tentative	No	
39	Ashnoor	Nagji	Yes – will arrive late 7pm	Yes	
40	Sarah	Tranquilli-Doherty	Tentative Maybe late after 8pm	No	FINAL Numbers: 34 attendees



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

- location - not just SPH
- engage specialists (CME?)
- engage GP's who do focused care to prevent CME and identify themselves i.e. Addictions Medicine, Residential Care
- including access information

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

- Space for Elder Care + outpatient program office
eg Elder Care / Geriatric Mental Health
- participate in SPH redevelopment process →
how do we give input?



3. PRIORITIES FOR PRIMARY CARE CHANGE

What do you need to make this meaningful?
How would you like to be involved?

- link GP's with information about their
areas of expertise/ interest

- how is PHC primary care different
from other health authorities?
eg Addictions Medicine, Res Care, HIV care

- connect more with community GP's not
@ PHC?
(they don't even receive email
notice about this)



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

- Need better communication with community doctors not associated with PHC.
 - ↳ most family docs do not have hospital associations directly they should be involved.
i.e. people not invited to this meeting.

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?



3. PRIORITIES FOR PRIMARY CARE CHANGE

What do you need to make this meaningful?

How would you like to be involved?

- Involvement of community gp's
- Ideas around ~~recruiting~~ family medicine doctors.
- How to make primary care more sustainable.
- Inclusion of allied health care.



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

① This session was extremely useful - a balance
of fun work! But what I appreciated most was
opportunities to hear specialists.

So what would bring me back: More opportunities
to meet with specialists + learn of their
perspective of 1st care.

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?



3. PRIORITIES FOR PRIMARY CARE CHANGE

What do you need to make this meaningful?
How would you like to be involved?

① What will be the place for care of the elderly in the new SPH? Given demographics, I really believe great thought needs to be given to how the elderly will be taken care of, via 1^o care but also as a group requiring specialized care.



DEPARTMENT OF
FAMILY MEDICINE

Leaders in primary care, champions
of community health

> 88k. Top 5%

BEFORE
taxes.

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familymedicine.providencehealthcare.org

1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

→ The MSA is 5-6:30 worst time
for parents — provide childcare
make it fun for families, not yet another
burden.

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

SITES St. Paul's Hospital | Holy Family Hospital | Mount Saint Joseph Hospital | Youville Residence | Marion Hospice
St. Vincent's: Brock Fahrni Pavilion, Langara, Honoria Conway - Heather

Providence
HEALTH CARE
How you want to be treated.



Simon Ko - Tinseltown

Ericksen - head of Board.



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

funding for primary care initiatives
financial support for 1^o care
innovation
support increasing the OI/OO
for those of us still in FFS
from the hospital + staff
association

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

real respectful space for
1^o care.

~~last guest~~



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

liaise w/ BCW's MSES group / ideas of engagement
to BC

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

- Share the presentation from today.
- Survey / focus groups for feedback
- Liaise with Divisions / other Hospitals. / SGP.
- Review funding for PC. - how does pt medical home pay?

1. The first part of the report is a general introduction to the subject of the study.

2. The second part of the report is a detailed description of the methods used in the study.

3. The third part of the report is a discussion of the results of the study.

4. The fourth part of the report is a conclusion and a list of references.



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

- Evening meeting w/ dinner -
- Invite health care directors in VCH or Division of Family Practice to discuss common goals and objectives.
- We need to develop more partnership to improve ~~access~~ access to primary care -

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

- to participate in the development of the primary care clinic -



1. PRIORITIES FOR CONNECTING WITH PHC & MSA

What do you need to make this meaningful?
How would you like to be involved?

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?

Eliminate paper charts at PHC. Everything
should be through EMR, ideally with
Care Connect integration and web
browser access at home.



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**Department of Family Medicine, PHC
Family Physician Engagement Dinner Meeting**

**Wednesday May 16, 2018 1830hrs - 2100 hours
La Terrazza Restaurant Yaletown, 1088 Cambie Street, Vancouver**

AGENDA

6:30	Arrival of Guest		
7:00	Guests to be seated		
7:15	Welcome (Nardia) – Thank Fraser for organizing Dinner will be served as we go along	Nardia	
7:20	Speaker: Jeff Pike (Redevelopment)	Jeff Pike	15- 20mins
7:40	Speaker: Neil Wells (MSA Engagement)	Neil Wells	15- 20mins
8:00	Table Discussions	ALL	
9:00	Closing Speech from Fraser Ask each group to provide us with 1 sentence as a take away	Fraser	