## PHC Facility Engagement Project Final Report

<table>
<thead>
<tr>
<th><strong>Project Name</strong></th>
<th>PHC0041 - Re-engaging Family Physicians with Providence Health Care</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Report</strong></td>
<td>July 25, 2018</td>
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</table>

### Key Milestones Achieved

The Dinner Meeting of PHC Department of Family Medicine was attended by 34 people. The list of attendees can be found below.

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 below.

The feedback forms were divided into 3 grand themes:

1. **Priorities for Connecting PHC & MSA**: this question is intended to gain participation of FPs in MSA and how their participation could be meaningful
2. **Priorities for SPH Redevelopment**: Most of the respondents are interested in participating in SPH Redevelopment, especially related to the Primary Care Clinic
3. **Priorities for Primary Care change**: Attending FPs have expressed their expectation that the new SPH will provide an accommodating place for care of the elderly.

7 attendees (21%) returned the completed feedback questionnaires.

### Key Accomplishments

- 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.

### Key Issues/Challenges

- 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

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

Item of expenses:

- 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)*

This Dinner Meeting could be the basis for future projects in the DoFM. This could include projects that enable:

- 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
<table>
<thead>
<tr>
<th>FNAME</th>
<th>LNAME</th>
<th>Confirmed</th>
<th>Attended</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nardia</td>
<td>Strydom</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Melanie</td>
<td>Catacutan</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Rita</td>
<td>McCracken</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Jeff</td>
<td>Pike</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Neil</td>
<td>Well</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Fraser</td>
<td>Norrie</td>
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<td></td>
</tr>
<tr>
<td>Cole</td>
<td>Stanley</td>
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<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Damon</td>
<td>Ramsey</td>
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</tr>
<tr>
<td>Heather</td>
<td>Cherneski</td>
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</tr>
<tr>
<td>Eileen</td>
<td>Wong</td>
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<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Rupinder</td>
<td>Brar</td>
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<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Keith</td>
<td>Ahamad</td>
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</tr>
<tr>
<td>Serena</td>
<td>Verma</td>
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<td></td>
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<tr>
<td>James</td>
<td>Lai</td>
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<tr>
<td>Launette</td>
<td>Rieb</td>
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<td></td>
</tr>
<tr>
<td>Adrian</td>
<td>Wilson</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Joss</td>
<td>De Wet</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Ken</td>
<td>Tekano</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Marla</td>
<td>Gordon</td>
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<td></td>
</tr>
<tr>
<td>Barb</td>
<td>Griffin</td>
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</tr>
<tr>
<td>Donna</td>
<td>McLachlan</td>
<td>Yes</td>
<td>Yes</td>
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</tr>
<tr>
<td>Clare</td>
<td>Alexander</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Tinus</td>
<td>Wasserfall</td>
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<td>Yes</td>
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<tr>
<td>Nirvair</td>
<td>Levitt</td>
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<tr>
<td>Nathaniel</td>
<td>Winata</td>
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<tr>
<td>Arun</td>
<td>Mehra</td>
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<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Warren</td>
<td>Murschell</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Najmi</td>
<td>Nazerali</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Sue</td>
<td>Turgeon</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Simon</td>
<td>Ko</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Kevin</td>
<td>Li</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Carolyn</td>
<td>Hall</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Muni</td>
<td>Nazerali</td>
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<td>Yes</td>
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<tr>
<td>Soraya</td>
<td>Lorenzon</td>
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<tr>
<td>Nick</td>
<td>Graham</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Sarah</td>
<td>Stone</td>
<td>Yes – will arrive after 7 (no food)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Silvia</td>
<td>Guillemi</td>
<td>Yes – will arrive after 7 (no food)</td>
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<td></td>
</tr>
<tr>
<td>David</td>
<td>Moore</td>
<td>Tentative</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Ashnoor</td>
<td>Nagji</td>
<td>Yes – will arrive late 7pm</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Sarah</td>
<td>Tranquilli-Doherty</td>
<td>Tentative Maybe late after 8pm</td>
<td>No</td>
<td>FINAL Numbers: 34 attendees</td>
</tr>
</tbody>
</table>
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 GPs who do focused care to prevent CME and identify themselves - e.g. Addiction 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 & out-patient program
  - Office
    - E.g. Elder Care/Genetic 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 GPs with informatics about their area of expertise/interest

- How is PHTC primary care different from other health authorities? eg: Addiction, Mental Health, HIV care

- Connect more with community GPs not @ PHTC?

(tet 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?

0. Need better communication with community doctors not associated with PHC.

4. 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 between work and what I appreciated most was opportunities to hear specialists.

What would bring me back? More opportunities to meet with specialists + view of their perspective of 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 SPP? Given demographics, I really believe great thought needs to be given to how the elderly will be taken care of, via care but also as a group requiring specialized care.
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 to families, not just another burden.

2. PRIORITIES FOR SPH REDEVELOPMENT

What do you need to make this meaningful?
How would you like to be involved?
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 care innovation
- Support increasing the 0100 for those 85+ 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?

-need respectful space for care

[Handwritten note:]
[Signature]
1. PRIORITIES FOR CONNECTING WITH PHC & MSA

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

[Space for text]

2. PRIORITIES FOR SPH REDEVELOPMENT

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

[Space for text]
1. PRIORITIES FOR CONNECTING WITH PHC & MSA

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

- Encourage meetings at dinner
  - Invite Health care directors in
    - VCH or Manager of Family Practice
  - To discuss common goals and
    objectives
- We need to develop more partnership
  - To improve 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.
### AGENDA

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30</td>
<td>Arrival of Guest</td>
</tr>
<tr>
<td>7:00</td>
<td>Guests to be seated</td>
</tr>
<tr>
<td>7:15</td>
<td>Welcome (Nardia) – Thank Fraser for organizing</td>
</tr>
<tr>
<td></td>
<td>Dinner will be served as we go along</td>
</tr>
<tr>
<td>7:20</td>
<td>Speaker: Jeff Pike (Redevelopment)</td>
</tr>
<tr>
<td>7:40</td>
<td>Speaker: Neil Wells (MSA Engagement)</td>
</tr>
<tr>
<td>8:00</td>
<td>Table Discussions</td>
</tr>
<tr>
<td>9:00</td>
<td>Closing Speech from Fraser</td>
</tr>
<tr>
<td></td>
<td>Ask each group to provide us with 1 sentence as a take away</td>
</tr>
</tbody>
</table>

- Nardia
- Jeff Pike: 15-20 mins
- Neil Wells: 15-20 mins
- Fraser