



Guest Column - Pam Aikman, Director of Community and Family Health, VCH, North Shore

Special points of interest:

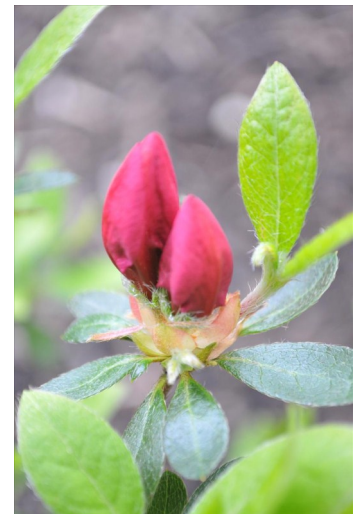
- Member Preferred Purchase Program
- High Needs Patients
- Paid Division Event
- One-stop Physician Resource Line

An exciting NS initiative is underway to improve delivery of Home and Community Care, plus Mental Health and Addictions. The focus is to identify complex patients in GP practices and offer integrated and accessible community based support services. This will include collaborative care management, care planning and service navigation that responds to patient needs and supports the GP.

While not a formal Division initiative, the NS DOFP is sending representatives to support the planning (Dr. Juanita Anderson, Dr. Dean Brown, and Dr. Francis Vala). This work comes in response to MOHS goal "to have the ma-

majority of patient needs met by high-quality, community-based health care and support services through an integrated system of primary and community care services".

It is hoped that by redesigning how we provide community services in collaboration with primary care we can: improve health outcomes; provide effective access and navigation of the community-based health care system for patients, families and caregivers; engage patients, families and caregivers as full partners in health care delivery; and, reduce per capita costs for complex patient populations.



To learn more, or to become involved, contact Erin Black, erin.black@vch.ca.

Board Members

Dean Brown, Chair

Lisa Gaede, Treasurer

Genevieve Lauzon

Erin Hasinoff

Jim Hayward

Juanita Anderson

Francis Vala

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Palliative Care Dine and Learn

The Palliative Care Dine and Learn, *Dying on the North Shore*, was presented by Dr. Peter Edmunds, Head of the NS Palliative Care Program on February 2, 2011 at the Pinnacle Hotel.

Discussions included referral crite-

ria to the program and the Hospice's day-program, team resources, and PC issues faced by GPs.

Presentation materials and referral forms are posted on www.divisionsbc.ca/northshore

and www.deanbrown.ca.

A one-page summary is included in this newsletter.

Collaborative Services Committee Update

The CSC recently held its second meeting with the third scheduled for March 18th.

Thus far, we've concluded the terms of reference for our work together; set parameters for decision-making; and, discussed priority issues for the Division (our 8 areas of focus) and for VCH, e.g., reducing surgery wait times; home first strategy (staying at home and discharge home sooner); and, physician

engagement, e.g., dialogue with hospitalists re: discharge planning. The VCH strategy over the next 3 years includes: Palliative Care, MHA, Aboriginal Health, Seniors, and Maternity/Infant Care.

With the foundations set and some working groups underway, our next steps will be find real solutions for clinical issues.

CSC members include 3 Board members, 1 GPSC/MoH repre-

sentative, 3 VCH reps, 1 Provincial Division rep and the Division Coordinator.

Division Member Preferred Purchase Program

In exploring options that support physicians and their practices, the Division obtained a preferred purchase program through Staples Inc. for GP office supplies.

The program offers Division members up to 65% off retail prices, individual account reconciliation, next day delivery and a number of other benefits. A one page summary of the program is

posted at www.divisionsbc.ca/northshore and www.deanbrown.ca

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We're in the process of exploring preferred purchase programs for other practice-related resources and will keep you posted.

Please feel free to share your ideas with us by contacting our Coordinator:



Powell River Adventure

Dr Dean Brown, went to Powell River on February 18th to speak to their medical staff about the NS experience in becoming a Division.

Take home message: the importance of primary care is being recognized. This is an unpre-

cedented opportunity to create an infrastructure for GPs, and to bring the voice of General Practice to the table.



High Needs Patients Working Group

High needs and unattached patients is an area identified by Division members as a priority.

A working group including Division members, Dr. Dean Brown, Dr. Francis Vala, and Dr. Bryce Kelpin, along with two VCH representatives (Juan Solorzano and Sandra Edelman) has met, initially to define the scope of the problem and to break “high-needs patients” down into meaningful sub-groups.

Further meetings are scheduled to consider how best to address the issues affecting these various groups.



Division Looking Ahead - April 16, 2011

On April 16, 2011, the Division will hold a half-day (0830-1330) event with sessional payment for attendees.

It's taking place at the Capilano Golf and Country Club in West Vancouver with a guest speaker, a brief NS update and round table discussions of where we're at and where to go from here.

Over lunch, we'll hold the AGM including election of Board members.

An email invitation will follow.

One-Stop Physician Resource Line

Board member, Dr. Francis Vala, and Division members Dr. Fatemeh Ghannadi, and Dr. Parvaneh Beheshti, along with 2 VCH reps held their first meeting to discuss a one-stop physician resource line.

The idea is to make it easier for

GPs and MOAs to access by phone, any community resources that support patients.

Discussions are underway as to how this phone line might be staffed and resourced. Both groups are excited about the possibilities.

