

# RIDGE MEADOWS DIVISION OF FAMILY PRACTICE



## Community of Physicians' Prove Better Together

**Treena Innes** Executive Director, Ridge Meadows Division of Family Practice

**Dr. Kamalpreet Dhillon** Physician Lead PCN, UPCC & COVID-19 Division Strategic Advisory Committee Member

**Dr. Frank Ervin** Regional Division Head Respiriology

# AGENDA

COVID-19 Urgent Response: Locking the Physician Doors & Specialists Knocking on our Doors

**Treena Innes**

Knock, Knock, Anyone Home to Help Specialists?

**Dr. Frank Ervin**

Community of Physicians: Working as One

**Dr. Kami Dhillon**

Community of Physicians: Why is this important?

**Dr. Frank Ervin**

# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER: Locking the Physician Doors

How to keep physicians and their clinics safe when COVID-19 first emerged?

## The Response:

- Let's go virtual
- What are we going to do about local testing?
- Clinic roadshow
- Doc to Doc Hotline
- "Go To" communication team

## The Learnings:

- Where is our COVID-19 expert?
- Where is the PPE?
- Breaking the funding rules
- Working at rocket speed



**Ridge Meadows**  
Division of Family Practice  
A GPSC initiative

**Join us for our next Division virtual hang night!**

**Who:**  
Family Physicians, Specialists, MOAs  
and Primary Care Network Partners

**When:**  
Tuesday, April 14, 5:30-7:00 pm  
To RSVP Call/Text  
**604.786.0775**  
You will be paid a stipend for your attendance at the meeting.

**This week's discussion will focus on:**



The NEW Medical Health Officer's Updated Testing Guidelines for COVID-19: What do they mean for you, your patients and the community?

Specialist changes during COVID-19: What do they mean for your patients and referrals?

How the government is financially supporting physicians during COVID-19.

**Agenda:**

- Guideline review and Q&A.
- What do the guidelines mean for the community at large?
- What do the guidelines mean for the homeless population and plans?
- Specialist changes during COVID-19: Updates from Radiology, Respiratory and Cardiology.
- Division strategy updates.
- Clinic capacity support and lights on.





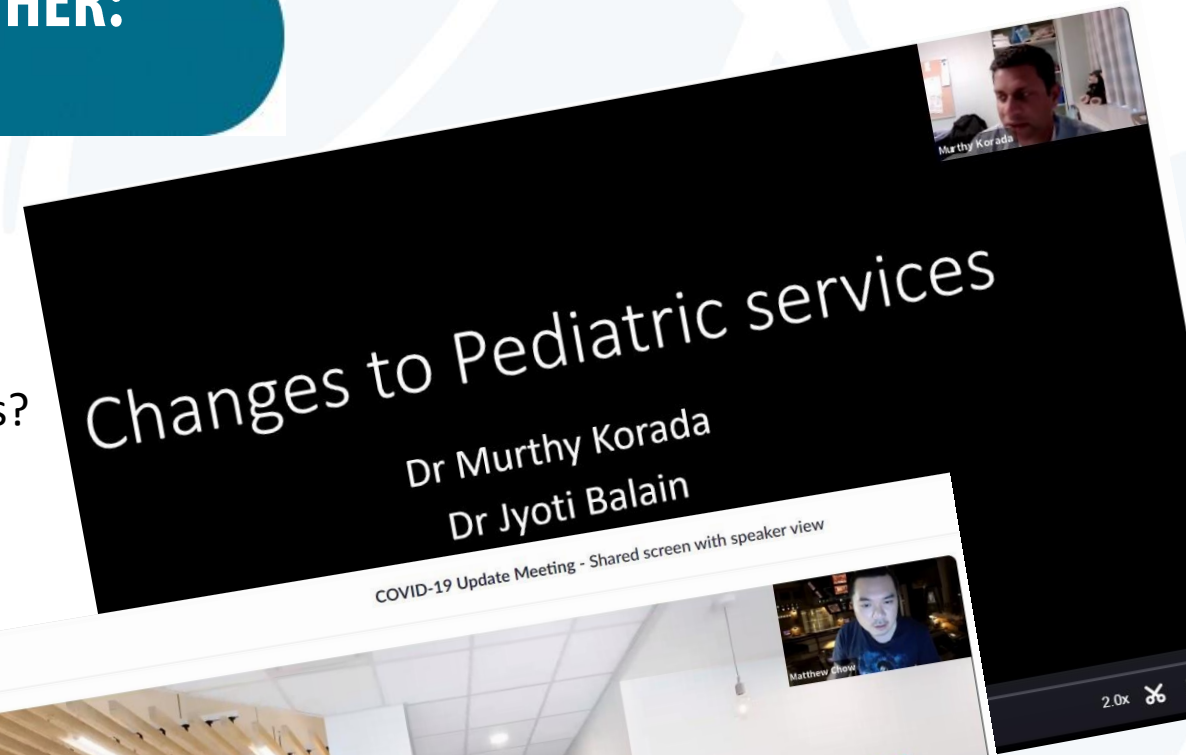
# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER: Specialists knocking on our doors

## The Response:

- Do we have enough funding to stretch to the specialists?
- Do we have enough staff and physician capacity?
- Where is their organization and support?

## The Learnings:

- Challenging to prioritize: Who first?
- More working at rocket speed



# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER

From what you're hearing, what surprised you about this response?

# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER: Knock, knock, anyone home to help specialists?

The need to respond as one community during crisis.

## The Response:

- How do specialists provide care?
- Can we join the urgent local response too?
- This feels good! Better together.

## The Learnings:

- The strength of establishing strong family physician and specialist partnerships early
- The importance of responding as one community.



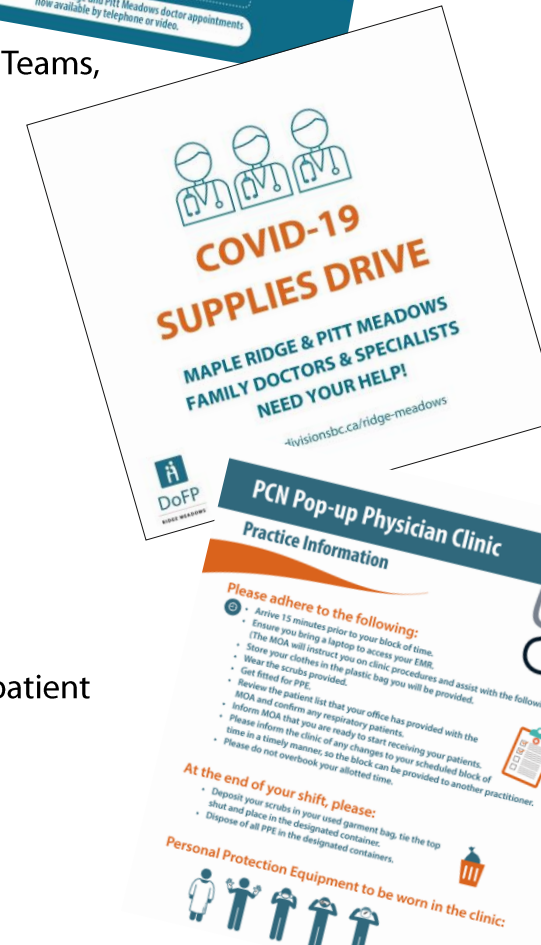
## COMMUNITY OF PHYSICIAN PROVE BETTER TOGETHER: Knock, knock, anyone home to help specialists?

Did your community bring both GPs and specialists together as one?

# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER:

## Community of physicians working as one

- **COVID-19 Testing & Assessment Site set up:** Supporting attached and un-attached patients.
- **Pop-up Physician Clinic:** Providing a safe space for physicians to see patients in-person.
- **Family Physicians, Walk in Clinics, Specialists & Specialty Clinics:** Virtual Care, Physician Pop-up Clinic, Supplies, Screening Teams, Safety, Communication, Engagement, COVID expert & Clinic Capacity.
- **Virtual Service Teams:** Community Health Nurses & Primary Care Network Allied Health Team.
- **Medical Office Assistants (MOAs):** Education, MOA Work Pool, Virtual Care & Basecamp.
- **Vulnerable Populations Supported:** Virtual Care, Screening Teams, PPE, Integration Plans & Patient Access.
- **Ridge Meadows Hospital:** Virtual Health Care Centre & Physician Backup Recruitment.
- **Virtual Health Care Centre:** Providing COVID-19 consults & relieving the system.
- **PPE:** Local COVID-19 Supplies Drive.
- **General Public 'Your Doctor is Open' Campaign:** Social Media, Advertising Campaign, Working in partnership with PSP for patient panel outreach plus complex care patient supports & working with local pharmacists.
- **Communications, Communications, Communications:** Division Hot Line, Doc to Doc Hot Line, Daily News

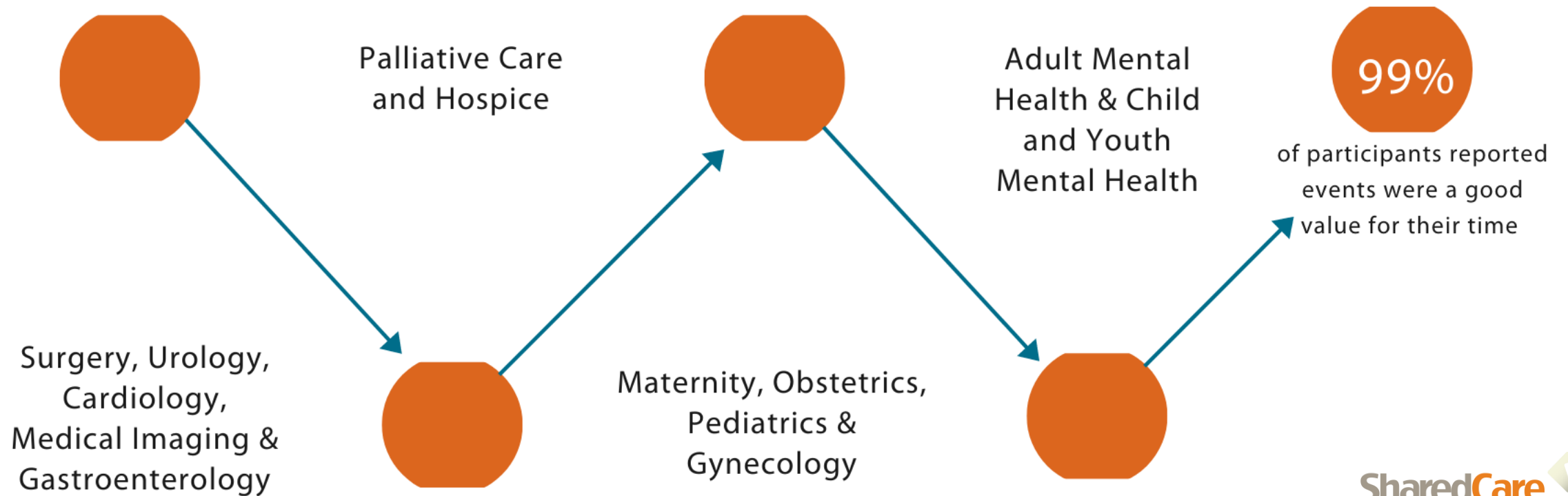




# COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER:

## Division Specialist & Physician Hang Nights

Division Hang Night Topics: Updates from ...



## COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER: Community of physicians working as one

Has your community strategized about bringing specialists, hospital docs and family docs together as one "community of physicians?"

## COMMUNITY OF PHYSICIANS PROVE BETTER TOGETHER: Why is this important?

Helping reduce  
specialist stress!





# QUESTIONS?