

Physician & Project Leads Workshop 2023

AGENDA Day 1

Monday, May 8

TIME	TITLE	ROOM	PRESENTERS
8:00-9:00 (60 mins)	BREAKFAST & REGISTRATION	Terrace	
9:00-9:15 (15 mins)	Welcome & Territorial Acknowledgement	Spirit	<p>Krys Wallbank Facilitator</p> <p>Patrick Leon Cultural Representative</p> <p>Dr Joshua Greggain Doctors of B.C. President</p>
9:15-9:35 (20 mins)	Opening Group Activity: Who's in the room?	Spirit	<p>Krys Wallbank Facilitator</p>
9:35-10:05 (30 mins)	<p>Shared Care Overview: Why Shared Care now?</p> <p>Right now, innovation and new models of care are even more important within our health system. Using Shared Care's Guiding Principles, this session will walk through the focus of the work supported by the Shared Care Committee.</p>	Spirit	<p>Laura Anderson Senior Manager, Shared Care, Quality Impact</p> <p>Adrian Leung Director, Quality Impact</p>
10:05-11:15 (70 mins)	<p>Breakout Session: On the Same Page</p>	<p>Calling All Project Leads!</p> <p>Understanding challenges and the importance of showing impact when running a Shared Care project</p>	<p>Spirit</p> <p>Andrea McMaster Liaison, Quality Impact</p> <p>Shana Ooms Shared Care Co-Chair</p>
		<p>Physician Leads – Let's Chat!</p> <p>Shared Care physician leads are invited to join the Shared Care Committee Co-Chair Dr Ian Schokking for a dialogue on how Shared Care can be used to improve the health care system. You will be invited to share your feedback on what's working well and what can be improved within Shared Care to create system change. As Ian says, "all innovation comes from the stuff you haven't heard before".</p>	<p>Merino</p> <p>Brooke Knowlton Manager, Strategic Initiatives, Shared Care, Quality Impact</p> <p>Dr Ian Schokking Shared Care Co-Chair</p>
11:15-11:30 (15 mins)	BREAK	Terrace	

<p>11:30-12:30 (60 mins)</p>	<p>Journeying Together: Reflections on Indigenous Cultural Safety</p> <p>This session will highlight the cultural safety work happening in the JCCs as well as reflections on the importance of relationship building, allyship, and decolonizing our approach to evaluation and engagement.</p>	<p>Spirit</p>	<p>Tracy Elke <i>Liaison, Strategic Initiatives, JCC Alignment</i></p> <p>Rachel Nolte-Laird <i>Manager, JCC Measurement & Planning</i></p>
<p>12:30-13:15 (45 mins) LUNCH Terrace</p>			
<p>13:15-13:30 (15 mins)</p>	<p>Group Activity</p>	<p>Spirit</p>	<p>Krys Wallbank <i>Facilitator</i></p>
<p>Rapid Fire Presentations <i>Three project spotlight presentations with Q & A afterwards.</i></p>			
<p>13:35-14:00 (25 mins)</p>	<p>The 4 Cs of Emergency Medicine & Family Practice: Building Relationships to Improve Continuity of Care</p> <p>How can you build positive relationships between physicians who work on the front lines of the busiest Emergency Department in British Columbia and community family physicians in the second-most populated city in the province?</p> <p>Join the Surrey-North Delta Division of Family Practice as they walk you through how they developed the “The 4 Cs” of Communication, Connection, Care and Collegiality, and the positive contribution it made to the implementation of Primary Care Networks.</p>	<p>Spirit</p>	<p>April Bonise <i>Project Manager</i></p> <p>Tomas Reyes <i>Executive Director, Surrey North Delta DoFP</i></p>
<p>14:05-14:30 (25 mins)</p>	<p>Gender-Affirming Care—East Kootenay</p> <p>The Shared Care EK Gender-Affirming Care project through the East Kootenay Division of Family Practice aimed to improved access to transgender care for patients in the region. The East Kootenays is primarily composed of rural communities and many barriers exist for those seeking trans care. Historically, gender-affirming care has taken place in specialized clinics in larger urban centers but with any emerging area of medicine it is becoming widely recognized that primary practitioners can support a significant portion of care for patients. We are removing these barriers by educating primary care providers, highlighting resources they can access to support patients and mapping out services available to patients both locally and virtually.</p>	<p>Spirit</p>	<p>Dr Chris Pienaar <i>Specialist Physician Lead</i></p> <p>Lisa Larkin <i>Project Manager</i></p>

<p>14:35-15:00 (25 mins)</p>	<p>Prehab-Rehab Metabolic Syndrome</p> <p>The Prehab-Rehab Metabolic Syndrome Project was created by the Pacific Northwest Division of Family Practice (DoFP) to design an impactful, culturally safe model of care to support patients living with Type 2 Diabetes and Metabolic Syndrome. This model is transforming patient care as well as the health care system and has been accepted as an innovative model of excellence in new Primary Care Networks under development in British Columbia.</p>	<p>Colleen Enns <i>Executive Director, Pacific Northwest DoFP</i></p> <p>MaryLou McKay <i>Elder and Advisor, Nisga'a Valley, SC Prehab Rehab MetS Project</i></p> <p>Dr Greg Linton <i>Physician Co-Lead, SC Prehab Rehab MetS Project, President, Pacific Northwest DoFP</i></p> <p>Dr Onuora Odoh <i>Physician Co-Lead, SC Prehab Rehab MetS Project, Vice Chair, Pacific Northwest DoFP</i></p> <p>Dr Robert Boushel <i>Professor and Director, UBC School of Kinesiology</i></p>
<p>15:00-15:10 (10 mins)</p>	<p>Closing & Evaluation</p>	<p>Spirit Krys Wallbank <i>Facilitator</i></p>
<p>15:10-16:00 (50 mins)</p>	<p>Networking</p>	<p>Spirit</p>

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AGENDA Day 2

Tuesday, May 9

TIME	TITLE	ROOM	PRESENTERS
8:00-8:30 (30 mins)	NETWORKING BREAKFAST	Terrace	
	Shared Care in the Future		
8:30-9:00 (30 mins)	The work of Shared Care is shaped by direction from the Physician Services Committee, the collective priorities of the JCCs and the Committee itself. This session will give an overview of the 2023/24 workplan for Shared Care and how the shifting priorities will look to enhance our impact within the health system.	Spirit	Laura Anderson <i>Senior Manager, Shared Care, Quality Impact</i>
	The SQI Journey: Learnings while we fly the plane		
9:00-10:00 (60 mins)	The JCC has provided opportunities for physicians to lead and participate in projects that are having a positive impact on their local communities. As the momentum for these physician-led initiatives grows, there is a desire to expand their impact even further by sharing them with others. To address this need, the SCC created the Spreading Quality Improvement program in 2021. Through this collaborative effort with healthcare authorities and community-based groups, participants have engaged in ongoing, two-way learning while using quality improvement methodologies. During this session, we will discuss the challenges and enablers for spreading physician-led projects in the context of BC healthcare.	Spirit	Dr Daisy Dulay <i>Provincial Co-lead, Spreading Quality Improvement (SQI)</i>
	Measuring for Success: How to get your project noticed		
10:00-11:00 (60 mins)	Measurement is key to improvement; however, collecting and analyzing data is only half the equation. Crafting key messages tailored to specific audiences can make all the difference to getting your work noticed. Join us in this session where we explore the processes of developing evaluation and knowledge sharing strategies. We will present ideas, resources, and approaches from Shared Care projects that were effective in showcasing their work.	Spirit	Kirsten Smillie <i>Senior Manager, Quality Impact</i> Eric Young <i>Senior Analyst, Quality Impact</i> Christine Tomori <i>Executive Director, CBT Skills Groups Society of Victoria</i> Dr Joanna Cheek <i>Psychiatrist & Clinical Associate Professor</i>
11:00-11:15 (15 mins)	BREAK	Terrace	

11:15-11:30 (15 mins)	Group Activity	Spirit	Krys Wallbank Facilitator
11:30-12:30 (60 mins)	Project Lessons Learned Understanding the impact and importance of Lessons Learned on a project's outcome and how to best use and share learned lessons to improve performance and avoid repeating mistakes.	Spirit	Sarah Forster Initiative Liaison, Quality Impact Hamid Shirzad Senior Project Coordinator, Quality Impact
12:30-13:15 (45 mins)	LUNCH	Terrace	
Patient and Family Caregivers Engagement			
13:20-13:35 (15 mins)	i. Aiming High: Toward achieving breakthrough improvement in caregiver friendly health care Are we embracing “caregiver-friendly” approaches to managing complex, chronic disease? Is it a best practice or a common practice to support and include family caregivers as partners in care? How close are we to achieving breakthrough improvement? Why does it matter? We will share Family Caregivers of BC’s Caregiver Friendly Initiative and Caregiver RX Project© 2018 highlights, giving examples of throughout of indicators of success at the micro, meso and macro system levels (with particular attention to physician involvement). The model looks at caregiver identification, support, and inclusion as partners in care in our health care system and the value proposition of these three broad goals.	Spirit	Barb McLean Executive Director, Family Caregivers of BC Wendy Johnstone Director of Programs and Innovation
13:40-13:55 (15 mins)	ii. How To Effectively Engage Patients Patient partners can play a critical role in research and health care improvement. Hear a perspective from experienced patient advocate, writer, and research partner Eileen Davidson on how to effectively engage patients.	Spirit	Eileen Davidson Patient Partner
14:00-14:15 (15 mins)	iii. Engaging Meaningfully with Patient Partners In response to a need for clarity around processes and best practices that support patient partner engagement, “Meaningful Patient Partner Engagement: A Guide for Projects and Committees” was created within the Specialist Services Committee’s Physician Quality Improvement (PQI) initiative. A working group consisting of patient partners, regional staff, and a physician collaborated to create this document, which combines resources and literature on best practices, informed by the lived experience of working group members. Implementation of the guide commenced in early 2023, and introduction and adoption across other SSC and Shared Care initiatives is currently underway.	Spirit	Dan Angrignon Project Coordinator, PQI, Quality Impact Jen Atchison Senior Analyst, Quality Outcomes

Rapid Fire Presentations <i>Two project spotlight presentations with Q & A afterwards.</i>		
14:20-14:45 (25 mins)	<p>The 3Cs of Communication - A Model for Shared Care</p> <p>The 3Cs is a simple, easy-to-implement model that Divisions of Family Practice or specialist medical societies can easily utilize to help their community's physicians optimize communication and thereby improve the quality of care and reduce administrative burdens and burnout. A presentation of the three components will be provided, there is a component for specialist physicians, one for family physicians and one for the office staff that move communications between the physicians.</p>	<p>Spirit</p> <p>Nicolette Morris <i>Project Lead, Cowichan DoFP</i></p>
14:50-15:05 (25 mins)	<p>EASI Maternity Care</p> <p>A Vancouver-focused, multi-phase project which focuses on responding to gaps in patient preparedness along the various stages of their maternity care journey. To further current efforts, the project must engage key stakeholders, clinicians, and patients in creative ways as it was unfolding during both the COVID-19 pandemic and the primary care crisis. The goal of the project was to engage this cross section of voices in the creation of an online maternity information hub for Vancouver. The project envisions that both the collaborative engagement process and the online hub will contribute to making maternity care "EASI" - effective and seamlessly integrated - for patients and clinicians.</p>	<p>Spirit</p> <p>Justin Ho <i>Director of Membership Engagement and Collaboration, Vancouver DoFP</i></p> <p>Bella Hauner <i>Program Facilitator, Vancouver DoFP</i></p> <p>Dr. Ashnoor Nagji <i>Clinical Associate Professor, Faculty of Medicine, and Associate Professor, School of Population and Public Health, UBC</i></p>
15:10-15:30 (20 mins)	<p>Closing & Evaluation</p>	<p>Spirit</p> <p>Krys Wallbank <i>Facilitator</i></p>