

# Shared Care Physician and Project Leads Workshop 2023

**SUMMARY REPORT** | JULY 2023



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On May 8 and 9, physicians, project leads, Divisions of Family Practice (DoFP) staff, Doctors of BC staff, health care providers, Shared Care Committee members, and patient partners convened in Victoria at the Inn at Laurel Point for a two-day workshop, spanning topics including engaging with patient partners, Indigenous cultural safety and humility, evaluation and measures, along with several project presentations and group activities. Here's how the day unfolded:

## DAY ONE

### OPENING

**Krys Wallbank**, the workshop's emcee, guided the group through introductions and a land acknowledgment. Shortly after, **Patrick Leon** from Katzie First Nation led the group through an opening prayer song and offered his own experiences as a First Nations patient.



**Dr Josh Greggain**, Doctors of BC's president, thanked Patrick Leon for his opening prayer and his words of affirmation. Dr Greggain spoke of the sharing of words and stories as an alternate interpretation of Shared Care. He encouraged everyone to sit, listen, and share in stories over the two days. He stated that connecting at a human level will make the day, week, month, or even year, better for patients, physicians, and care providers. Dr Greggain acknowledged that we're not in the pandemic, but we're also not through the pandemic. He hoped that the group would aspire for something bigger and greater together as we move forward in this journey of improving the quality of patient care in our province.



### WHY SHARED CARE NOW?

**Laura Anderson**, Senior Manager, Quality Impact, presented on Shared Care, why it's important, and the focus on not just funds, but innovation. Grounded in patient stories, she spoke of the IHI Triple Aim and how it influences and guides Shared Care's work. She also shared stories about ongoing Shared Care projects including the Langley DoFP's "Creating the Framework for Indigenous Cultural Safety and Humility in Primary Care" project, and CBT Skills' Spread Initiative Phase One training which focuses on physician health and wellness.



## BREAKOUT SESSIONS

The group broke into two sessions, one for project leads and project support, and one for physicians and care providers. Below are some of the highlights of each session:

### Project Leads

**Shana Ooms**, Executive Director, Surgical Renewal, Ministry of Health and **Andrea McMaster**, Initiative Liaison, Quality Impact, led a breakout session for project leads focused on providing a governance and accountability context for Shared Care.

- Shana dived into Shared Care’s governance, structure, its relationship to the Physician Services Committee (PSC), and the PMA.
- The group learned about the PSC’s priorities including alignment with other JCCs and health system objectives, evaluation and improved learning, evaluation measures for capturing system impacts, and others.
- Shana elaborated on the committee’s priorities, which include supporting collaboration, reporting outcomes and lessons learned, and meeting the triple/quadruple aim.
- Andrea spoke about challenges from a project lead’s perspective, specifically around the topics of engagement, resources, and evaluation and reporting.



### Physician Leads

**Dr Ian Schokking**, Family Physician and Shared Care Committee Co-Chair and **Brooke Knowlton**, Manager, Strategic Initiatives, Quality Impact, jointly led a breakout session for physicians, focusing on their experience being involved in Shared Care projects.

- The group discussed their experiences and, using flipcharts, brainstormed on what’s worked well and what can be improved in the future.
- Additional discussions took place around what’s needed from Shared Care to better support or enhance physician leadership in projects.
- The co-presenters noted that Shared Care funds a diversity of innovative projects across the province, and posed to the group: how can we build upon what has already been successful to create system change?
- A large emphasis was placed on collaboration between all stakeholders, including physicians, health care providers, patients, health authority partners, other system partners, and project managers. Additionally, the conversation focused on lessons learned and identifying opportunities for spread, while ensuring projects are set up to be sustainable.





## JOURNEYING TOGETHER: REFLECTIONS ON INDIGENOUS CULTURAL SAFETY

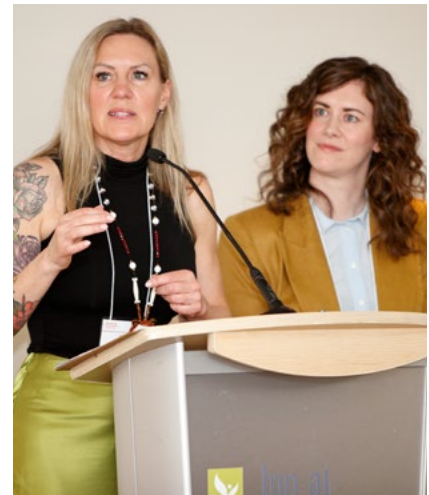
**Tracy Elke**, Liaison, JCC Alignment and **Rachel Nolte-Laird**, Manager, JCC Measurement and Planning, led a presentation on the JCC's work on Indigenous Cultural Safety, the importance of this work in the context of improving the quality of care, and provided a look at how this work will take shape.

The presenters explained the JCC's Indigenous Cultural Safety and Humility Principles:

- Indigenous-designed and -directed strategies
- Look, listen, and learn
- Building relationships and leaning into partnerships
- Responsive to the In Plain Sight Report and TRC Calls to Action
- Advancing action through alignment and coordination

The team also presented learnings they've taken away from ongoing Indigenous and physician consultations, along with details of the First Nations Community-Based Experiential Learning Sessions held in 2022.

Finally, they closed with details on how the team can support SCC projects, including JCC Honoraria guidelines, learning opportunities for physicians, and Promising Practice & Connecting to Resources.



## RAPID FIRE PRESENTATIONS

Following an hour of lunch and networking in the naturally lit and glass-paneled Terrace Ballroom, participants returned to the Spirit Room to listen to three rapid-fire presentations on Shared Care projects.

### The 4 Cs of Emergency Medicine and Family Practice: Building Relationships to Improve Continuity of Care

**April Bonise**, Project Manager, and **Tomas Reyes**, Executive Director of the Surrey-North Delta DoFP, presented on their project, which aimed to build positive relationships between family physicians and front-line physicians working in Emergency Departments. Through the development of their 4 Cs (Communication, Connection, Care, and Collegiality), the implementation of Primary Care Networks was positively impacted, and communication between the two physician groups greatly improved.



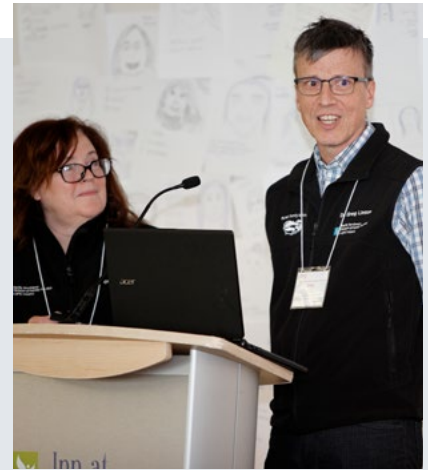
## Gender-Affirming Care – East Kootenay

**Dr Chris Pienaar**, Pediatrician and Specialist Physician Lead, and **Lisa Larkin**, Project Manager, showcased their Gender-Affirming Care project, which was done through the East Kootenay DoFP. The project focused on removing barriers to access experienced by patients in rural areas, through the education of primary care providers—highlighting resources they can access to support their patients and mapping out services available both locally and virtually.



## Prehab-Rehab Metabolic Syndrome

**Colleen Enns**, Executive Director, Pacific Northwest DoFP; **MaryLou McKay**, Elder and Advisor, Nisga'a Valley, SC Prehab Rehab MetS Project; **Dr Greg Linton**, Family Doctor and Physician Co-Lead, SC Prehab Rehab MetS Project, President, Pacific Northwest DoFP; **Dr Onuora Odoh**, Family Doctor and Physician Co-Lead, SC Prehab Rehab MetS Project, Vice Chair, Pacific Northwest DoFP; and **Dr Robert Boushel**, Professor and Director, UBC School of Kinesiology, led the group through a brief summary of their Prehab-Rehab Metabolic Syndrome Project. The objective of the project was to design an impactful, culturally safe model of care to support patients living with Type 2 Diabetes and Metabolic Syndrome. This model of care has been accepted as an innovative model of excellence in new Primary Care Networks under development in British Columbia.



## NETWORKING

Participants enjoyed a 50-minute networking session in the Spirit room at the end of the day.



## DAY TWO

### SHARED CARE IN THE FUTURE

**Laura Anderson**, Senior Manager, Quality Impact, spoke on the future direction of Shared Care with a focus on top priorities. She explained there is an emphasis on tangible activities with meaningful health system benefits for patients and providers from PSC, with the long-term goals of reducing the per-capita cost of health care and incorporating new activities into existing evaluation framework.



### THE SQI JOURNEY: LEARNINGS WHILE WE FLY THE PLANE

**Dr Daisy Dulay**, Provincial SQI Physician Co-Lead; **Dr Lee Ann Martin**, Provincial SQI Physician Co-Lead; and **Aman Hundal**, Portfolio Liaison, Quality Impact led a presentation on the Spreading Quality Improvement (SQI) initiative. They discussed quality improvement, gave examples of projects that excelled during the project phase that were selected for provincial spread, and advised participants on how to improve the outcomes of their projects on a larger scale in order to achieve broader adoption.



### MEASURING FOR SUCCESS: HOW TO GET YOUR PROJECT NOTICED

**Kirsten Smillie**, Senior Manager, Quality Impact, and **Eric Young**, Senior Analyst, Quality Impact, presented to the group on the importance of evaluation and knowledge sharing. With the help of **Christine Tomori**, Executive Director, CBT Skills Society, and **Dr Joanna Cheek**, Psychiatrist and Physician Co-Lead of the CBT Skills Spread Initiative, they shared successful strategies for collecting, analyzing, and reporting valuable metrics and information to demonstrate a project's success. Emphasis was placed on contextualizing raw data and methods to display evaluations in an easily digestible format.



### PROJECT LESSONS LEARNED

**Sarah Forster**, Initiative Liaison, Quality Impact, and **Hamid Shirzad**, Senior Project Coordinator, Quality Impact, spoke on the importance of capturing lessons learned, not just at the end of a project, but throughout different milestones along the project's journey. They described three common themes in lessons learned: people, communication, process—and offered strategies for capitalizing on these areas of opportunity.

Participants split into groups for a breakout discussion in which the following questions were asked:

- How would you like to capture and share lessons learned as your project evolves?
- How would you like to access the lessons learned from other projects?
- What other themes are you experiencing in addition to people, process, and communication?





## PATIENT AND FAMILY CAREGIVERS ENGAGEMENT

Following a lunch break, participants heard three short presentations on the topic of engaging patient and family caregivers, and the role these partners play in quality improvement.

### Aiming High: Toward achieving breakthrough improvement in caregiver-friendly health care

**Barb McLean**, Executive Director, Family Caregivers of BC, and **Wendy Johnstone**, Director of Programs and Innovation, Family Caregivers of BC, gave a brief presentation on Family Caregivers of BC's Caregiver-Friendly Initiative and its Caregiver RX Project. This included examples of indicators of success at various system levels, and a look at caregiver identification, support, and inclusion as partners in care within our health care system.



### How to Effectively Engage Patients

**Eileen Davidson**, an advocate for the inclusion of patients in health care, spoke on the critical role of patients in research and quality improvement. Weaving together her experiences as a patient with chronic conditions and her dedication to patient advocacy, she described the importance of effectively engaging patient partners and shared strategies with the group.



### Engaging Meaningfully with Patient Partners

**Dan Angrignon**, Project Coordinator, PQI, Quality Impact and **Jen Atchison**, Senior Analyst, Quality Impact, led a brief presentation in response to a need for clarity around processes and best practices that support patient partner engagement. They presented the recently created Meaningful Patient Partner Engagement: A Guide for Projects and Committees, a helpful compilation of resources and literature on best practices developed by a working group of patient partners, regional staff, and a physician.



## RAPID FIRE PRESENTATIONS

The event closed with two project spotlight presentations, each with a Q&A afterwards.

### The 3 Cs of Communication – A Model for Shared Care

**Nicolette Morris**, Project Lead, Cowichan DoFP, presented an easy-to-implement model that can help community physicians optimize communication, thus improving the quality of care and reducing administrative burdens and burnout.



### EASI Maternity Care

**Justin Ho**, Director of Membership Engagement and Collaboration, Vancouver DoFP; **Bella Hauner**, Program Facilitator, Vancouver DoFP; and **Dr Ashnoor Nagji**, Clinical Associate Professor, Faculty of Medicine, and Associate Professor, School of Population and Public Health, UBC, presented a Vancouver-focused, multi-phase project that focuses on responding to gaps in patient preparedness along the various stages of their maternity care journey. The project envisions that both the collaborative engagement process, and the online hub it is currently building, will contribute to making maternity care “EASI”—effective and seamlessly integrated—for patients and clinicians.



## RESOURCES

### Event Agenda

#### Slide Deck

- **Day One**
  - [Part One](#)
  - [Part Two](#)
- **Day Two**
  - [Part One](#)
  - [Part Two](#)

### Networking List