

YEAR IN REVIEW 2021/22

During this time of extraordinary adversity, BC doctors have continued to model resilience and strength in taking care of their patients and each other. Doctors have not only adapted to virtual environments but are battling rising rates of physician burnout and moral distress.

Recognizing the challenges that doctors were facing, the Joint Collaborative Committees (JCCs) relied on their strong relationships with health care partners at community, regional, and provincial levels to:

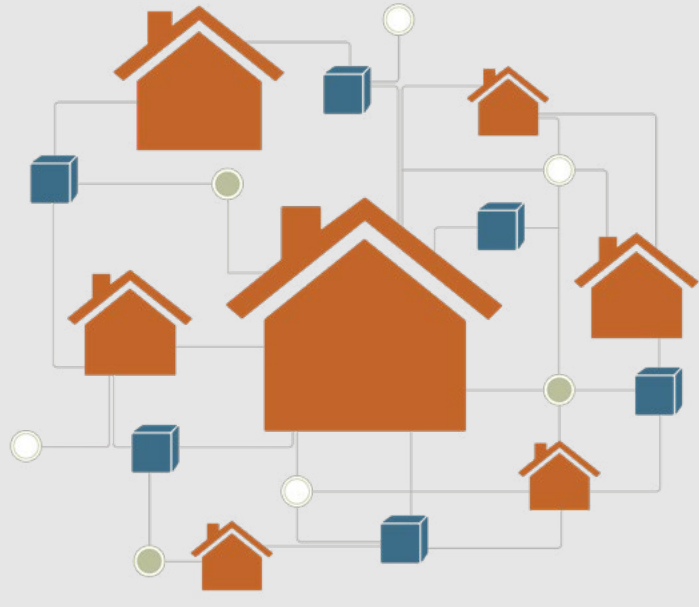
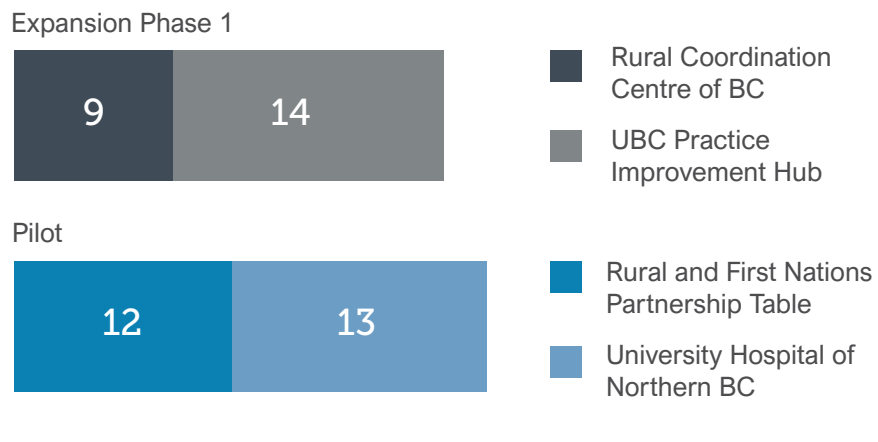
- Engage with Indigenous communities and partners to advance and incorporate culturally safe care into practice.
- Partner with the Physician Health Program of BC to develop provincial resources that support physician health and wellness.
- Release a set of statements which provided doctors guidance on the use of virtual care for practices and in service delivery.

Below are impactful examples by physicians leading, engaging, and innovating system transformation through committee programs and initiatives.

INDIGENOUS CULTURAL SAFETY AND HUMILITY

COMMUNICATING WITH COMPASSION

\$1.8M investment to expand the Compassionate Leadership Program in 2022/23 to 20 cohorts of 12 people



The learning journey was co-created by PCN stakeholders including the First Nations Health Authority, local K'ómoks First Nation, Inuit and Métis representatives, Island Health Authority, GPSC's Practice Support Program, and Comox Valley Division of Family Practice.

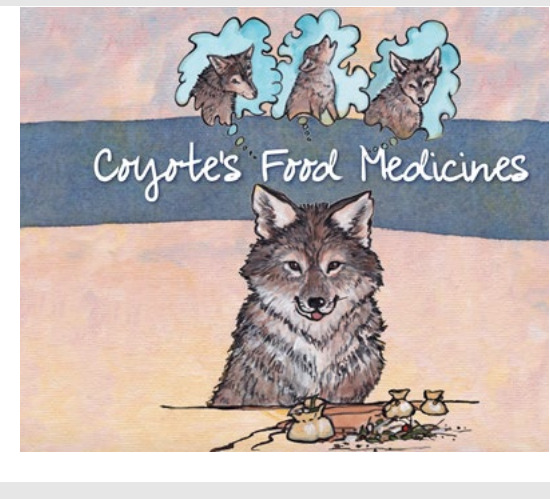
CULTURALLY INFORMED TEAM-BASED CARE LEARNING JOURNEY

The Comox Valley Primary Care Network (PCN) partnership is advancing cultural safety and humility with its unique and innovative learning journey that provides a foundation for team development. Over the course of the learning journey, participants attend opening and closing circles with Elders, receive teachings on the history of Indian hospitals, lateral racism, trauma informed practice, land-based healing, traditional medicines, and Indigenous health services. The learning journey also entails relational practice sessions and principles of culturally-informed care.

This learning journey has removed power differentials, engaged teams in shared learning across the PCN, and supported localized learning and knowledge sharing provided by members of the local First Nations, Inuit, and Métis communities.

PROMOTING HEALTHY MEDICATION USE

The *Coyote's Food Medicines* story was nominated for the 2021 BC Patient Safety & Quality Council's Award for Excellence in the Strengthening Health & Wellness category. It was recognized for empowering Indigenous people to discuss the importance of maintaining good health when taking multiple medications, and to encourage conversations with health care providers.

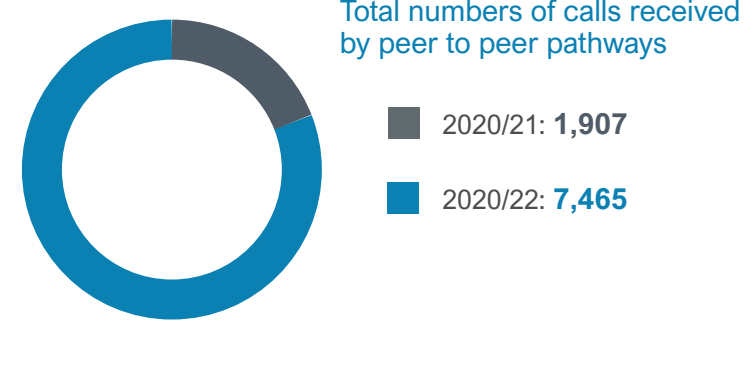


PHYSICIAN WELLNESS

DOCTORS HELPING DOCTORS

Real-Time Virtual Support (RTVS) pathways were created as a resource for rural, remote, and Indigenous practitioners to use within their local communities by connecting them to RTVS Virtual Physicians. These "peer-to-peer" pathways provide rural healthcare providers with free and friendly support for all urgent or non-urgent patient cases.

The support helped to decrease feelings of isolation and stress, improve practitioner recruitment and retention, and strengthen interprofessional and collegial relationships.



A PROVEN COMBINATION OF TECHNOLOGY AND COACHING

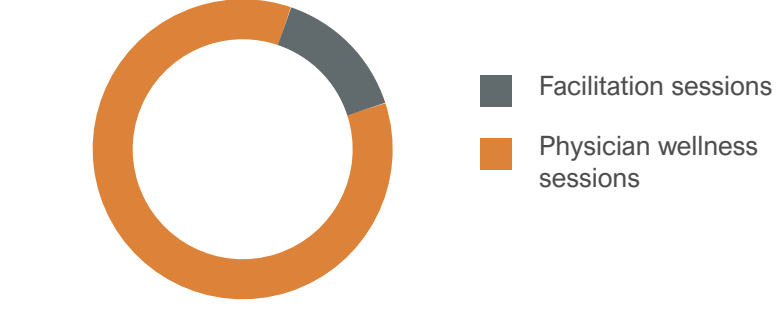
The Practice Support Program and the Central Island Division of Family Practice, a clinic in Qualicum Beach moved half of their visits to virtual in one year with the support of in-practice coaching and a peer-led webinar series about optimizing technology.

These changes increased the physician's self-reported productivity and connection with specialists, increased the clinic's capacity by 10%, and saved the clinic about 5,000 sheets of paper per month by switching to an e-faxing platform.



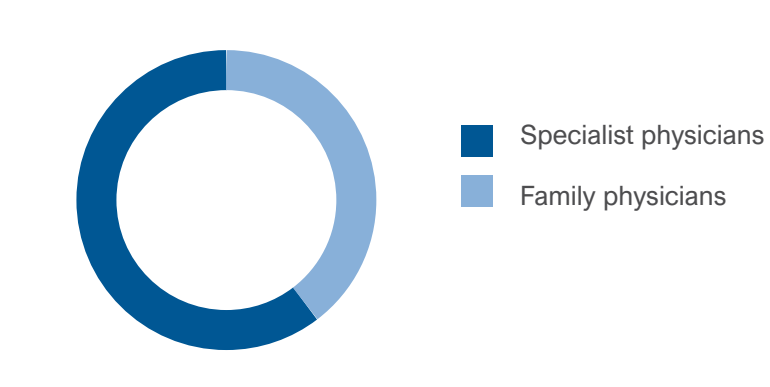
Suzanne Beyroth-Blyt, Practice Support Program coach (l) and Dr. Ashraf El Karsh (r)

NEW COGNITIVE BEHAVIORAL SKILLS TRAINING



130+ doctors participated in physician wellness and facilitation training to support their own mental wellbeing through evidence-based self-management strategies

JOY IN WORK

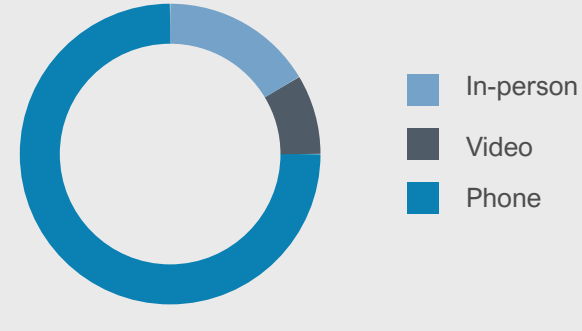


35+ doctors received funding approval to learn quality improvement methods that can help create a positive work environment

VIRTUAL CARE

MAINTAINING OPTIMAL CONTINUITY OF CARE

At the University Hospital of Northern BC, an internist led a pilot program designed to enhance the timely access to specialist care by incorporating virtual care into day-to-day practice. In two months, a team of two internal medicine physicians and a medical office assistant provided care for 150 referred patients. Each patient was offered the choice to visit in person, meet via video or phone call.



MINDFULNESS PROGRAM EMPOWERS YOUTH

A new family doctor-led mindfulness group for youth is making a tremendous difference by equipping adolescents with techniques for managing stress, pain, and anxiety, and preventing depression relapse. During the eight-week program, family doctors led virtual group medical visits for the teens who brought their own self-care plans on an online platform.

"Patient feedback was overwhelmingly positive, with proven viability for delivery within family practice. The group setting works; the kids are engaged, the online setting works for them."

—BC Family Doctor



CLOSER TO HOME ASSESSMENTS AND DIAGNOSTICS

Point-of-care ultrasound supercluster project equips 50 rural physicians with handheld ultrasounds and training. Anonymized ultrasound imagery is submitted to a provincial database to provide quality assurance and act as a provincial reference, which, when fully developed, will use artificial intelligence to help physicians make more accurate and quicker diagnoses.

EXPANDED PHYSICIAN ACCESS TO RESOURCES

220 community-based specialists requested access to the free subscription of UpToDate

35 hrs/mo of provincial language services used in real-time by community-based specialists with their patients across 16 specialties through a new pilot program

VIRTUAL CARE SUPPORTS

Free Zoom for Healthcare licenses were provided to family practitioners, specialist practitioners, and nurse practitioners which enabled:

32,600+ virtual visits via Zoom
1,500+ free Zoom licences
89 support requests related to virtual care were resolved

A partnership of Doctors of BC and the BC Government, the Joint Collaborative Committees (JCCs) bring together health care stakeholders to improve access to care through four committees: Joint Standing Committee on Rural Issues, General Practice Services Committee, Shared Care Committee, and Specialist Services Committee. Funding and support from JCCs enables the Rural Coordination Centre of BC, Divisions of Family Practice, and medical staff associations to take a grassroots approach to enhance patient care and improve professional satisfaction for doctors in communities and facilities.