

BACKGROUND 2

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Ministry of Health
BC Medical Association

Successes of the three pilot communities

Since June 2010, Divisions of Family Practice in three regions of B.C. have been working to support improved access to primary care and to ensure residents have family physicians. As of Dec. 31, 2012, the total number of patients connected to a family doctor in the three pilot communities is approximately 9,400.

White Rock-South Surrey – total number of patients connect to a family doctor: 4,500.

- Recruited seven new doctors to the community.
- Opened a new primary care access clinic in partnership with Fraser Health, the Peace Arch Hospital and Community Health Foundation to provide transitional care to those discharged from hospital or emergency room without a doctor, help people find doctors in the community, and provide long-term care for patients who are difficult to attach to traditional primary care practices.
- Offered practice coaching for family doctors aimed at improving their capacity, enhancing quality of care and expanding access to patients seeking a doctor.
- Provided matching grants to physician practices to hire or expand access to registered nurses and other allied care providers.
- Established a locum program enabling physicians to ensure their patients are cared for when they are away from their practices.

Cowichan Valley – total number of patients connect to a family doctor: 1,100.

- Opened new maternity clinic in Cowichan District Hospital in partnership with the Cowichan District Hospital Foundation and Vancouver Island Health Authority.
- Recruited one new doctor.
- Established a locum program.
- Found local general practitioners for more than 600 patients when their own doctor was suddenly and unexpectedly unable to practice.
- Formed Aboriginal health working group to enhance relationships and improve primary care access.
- Currently manage the hospital support program to care for hospitalized patients without a family doctor.
- Currently planning a community primary care clinic to serve patients without a family doctor.
- Currently planning a practice coaching initiative to optimize use of electronic medical records, increase office efficiencies, improve quality of care and increase capacity for practices to take on new patients.

Prince George – total number of patients connect to a family doctor: more than 3,800.

- Eight new doctors added to the community.

- Developed and implemented a coaching resource for family doctors and their practice teams to assist them to find efficiencies and increase capacity.
- Opened the Blue Pine Primary Health Care Clinic in partnership with the Northern Health Authority for patients who need team-based care and do not have a physician.
- Manage the In-patient Primary Care Doctor program to care for patients admitted to hospital without a family doctor.
- Started a residential care program in partnership with Northern Health, to provide continuous care to those in residential facilities.
- Formed a community resource network to assist with recruiting new doctors to the community.
- Partnering with the city and health authority on initiatives to build a healthier community, such as setting targets for obesity and having physicians work with patients to reach the targets for healthy living.

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