

PHC & CDM PROGRAM UPDATE – March 2010 **Realizing Possibilities Through Partnership**

Chronic Disease Management Forums:

- The Regional Support Team held a Chronic Disease Management Forum February 4, 2010, in the South Island. A record sixty- eight family practice physicians attended together with 37 Medical Office Assistants. Three Specialists presented clinical updates in the areas of Diabetes, Cardiac and Kidney Disease. An update on the recent changes for the complex care fee codes was also offered by Dr. Cathy Clelland of the BC Medical Association. The evaluations of the Forum were very positive.
- The next CDM Forum is planned for March 24th, 2010 in Nanaimo, currently 71 physicians and 40 MOAs have responded to the invitation to participate.
- Between April 1, 2009 and March 31, 2010, the Regional Support Program will have held seven CDM Forums, in communities in South, Central and North Vancouver Island. Over 225 physicians will have attended one of these sessions.

Diabetes Education Centres, Nutrition Services, North Island Liver Service (Update for February 2010)

- Michelle Crosby, VIHA NILS nurse, was presented the National Clinical Nursing Excellence Award by the Canadian Hepatology Nurses Association of Canada. Michelle has been described as holistic, calm, attentive, a great team player and teacher as well as having generosity of spirit who advocates strongly for patients. Congratulations, Michelle!
- Heart Matters is a community cardiac education program, sponsored by VIHA Diabetes Education Centres. The Heart Matters program is offered in Parksville and Campbell River. The Port Alberni Heart Matters program is completing its pilot program in March 2010. A Heart Matters program for Nanaimo is being planned.
- Many VIHA Diabetes Education Centres continue to offer Patient Drop In sessions. The purpose of these sessions is to provide patients (without a booked appointment) an opportunity to see a Diabetes Educator for quick questions or concerns. Patients are seen on a first come, first served basis, no physician referral required. Please see below for times:
 - Royal Jubilee Hospital Diabetes Education Centre - Wednesday afternoon, 1330 – 1530 hrs
 - Parksville Diabetes Education Centre – Tuesday morning, 0900 – 1100hrs
 - Port Alberni Diabetes Education Centre - Wednesday afternoon, 1300 -1430 hrs
 - Duncan Diabetes Education Centre – Wednesday afternoon, 1300 – 1500hrs
 - Campbell River Diabetes Education Centre – Wednesday afternoon, 1500-1600hrs
- Diabetes education staff in Campbell River, Port McNeill and Port Alberni have been providing outreach services to Aboriginal communities on request.
- March is Nutrition Month. The theme of the 2010 campaign is: Celebrate food...from field to table! The focus is to help Canadians discover and engage in ways to eat well, live well while learning where food comes from.
- National Dietitians' Day will be celebrated on Wednesday March 17, 2010. Registered Dietitians (RDs) are regulated health professionals uniquely trained to be the experts in the field of food and nutrition. RD's translate the science of nutrition into healthy food choices for the prevention, management and treatment of disease. There is a diverse range of RD's roles within the PHC/CDM portfolio: Clinical acute care RD's provide medical nutrition therapy to patients; Residential Care RD's provide nutrition assessment/intervention for residents; Ambulatory care RD's provide nutrition recommendations for the prevention/management of disease, while Integrated Health Network RD's provide nutrition advice to their clients in a community environment.

Integrated Health Networks:

- The Integrated Health Networks continue to work towards targets set by the Ministry of Health for both provider and patient engagement. The inter-disciplinary teams are supporting physicians in running group medical visits with good results. A number of community partners have been contracted to provide services and resources to appropriate IHN patients. IHN teams are currently located in the communities of Victoria, Sooke, Nanaimo, Port Alberni, Oceanside and Campbell River.

Nurse Practitioner Demonstration Project:

- The evaluation of the second phase has started. This evaluation has met the rigors of the Ethics Committee and has their approval so when complete, it may be published and we will be able to demonstrate our positive findings to a broad audience.

Practice Support Program:

- The Practice Support Program continues to engage and support physicians island- wide. To date, 277 physicians have participated in completing one of the learning modules offered. Currently the team is engaged in delivering a Mental Health Module to physicians across the island. Over 100 physicians participated in the early cohorts of this module and we now plan to broaden our uptake of the Mental Health module and offer the tools and resources to physicians in other communities.

Primary Health Care Organizations & Urgent Care Centres:

Port Hardy Interdisciplinary Practice

- A healthy heart presentation was held Feb 23rd at the Fort Rupert Health Center in Port Hardy; a second presentation in Port McNeill is planned for the beginning of March.
- We are beginning to plan our Women's Health Fair – date TBA.

Comox Valley Nursing Centre

- Chronic pain services continue to be a significant part of the Nursing Centre work. We have recently used resources from the Calgary Pain Clinic website to host a group meeting about “pacing” – balancing activity and rest.
- We are initiating a new project which will provide “closer-to-home” services for clients living with chronic pain in Campbell River. A member of the IHN team will work with chronic pain clients who were unable to attend programs in the Comox Valley due to significant pain levels and/or transportation needs. Clients will be invited to participate in a monthly support group and access a Chronic Pain Self Management Program (UVic, Centre for Aging program). The CVNC chronic pain team will be available to support the work of the project nurse in Campbell River.
- The CVNC is hosting a medical rounds on March 5th for family doctors entitled: *“Clearing the Fog of Chronic Pain Referrals within VIHA: Serving Your Patients Well”*. The Centre's GP Pain consultant, Dr B. Fehlau will present and we will review the Pain Program website to help physician's expedite where and how to refer their patients. Invitations have been extended to Central/North Island physicians.
- February is Eating Disorder Awareness Month and staff initiated a new group focusing on mindfulness and our relationship with food for those with binge and/or compulsive eating. Staff (including a graduate student) facilitated a discussion with secondary school counselors and will be creating a mentoring link with peer counselors in the high schools. The focus will be on early intervention, prevention and healthy body image for teens.

Ladysmith Family Practice/Ladysmith Community Health Centre

- There has been a marked reduction in cases of H1N1 impacting both Urgent Care and the Family Practice Clinic.
- The FPC has completed the 200+ patient surveys and we are awaiting results.

- Revenue is up in the FPC due to an increase in number of registered patients, improved CDM and changes to some of the MOH billing methods.
- We are still waiting for the official guidelines to be distributed by the CRNBC re the administration of the "morning after pill".
- We are working with CYF staff towards improving the Ladysmith Youth Reproductive Health Program by introducing an NP to the team. Statistics have shown that Ladysmith has more than twice the BC average for teen pregnancies.
- The LCHC Seniors at Risk team has recognized that we have had a gap in our communication and have worked with the physicians to develop a physician notification process.

Health Point Care Centre

- As a result of a clinic review and report to the Director and Medical Directors of PHC/CDM, effective February 1, 2010 VIHA is pleased to announce that the age criteria to become a new patient at Health Point Care Centre has been lowered to age 55 and over from age 70 and over. Since January 2008, the clinic has been successful in targeting high-needs seniors in the Victoria area. Revising the age criteria supports better linkages with the current programs operating out of the Hillside Seniors Health Centre, which focuses on age 55 and older client groups. Other criteria remain the same (new patients must live within a defined geographic boundary- south of McKenzie Avenue and east of Douglas Street) and patients must currently not have a family physician.
- March is Embrace Aging month. This is an annual event sponsored by the Greater Victoria Eldercare Foundation. There are dozens of free public events to engage folks to "be well, be secure, be connected and be enriched". For more information, please see go to www.gvef.org and click on Embrace Aging.
- 2009 flu clinic summary: Health Point Care Centre has completed its seasonal and H1N1 flu clinics. 15 H1N1 clinics were added to the seasonal flu clinic schedule, resulting in a significant increase in flu clinics for 2009. Some clinic dates were cancelled due to lack of vaccine. Overall, Health Point vaccinated 733 patients throughout the flu season. This number represents a 16% increase in the number of vaccinated patients from last year (2008 saw 617 patients vaccinated).
- Physician update: Dr. Jill Norris has joined the team at Health Point Care Centre in January 2010. We are delighted to have her with us and the patients are pleased with increased care continuity.
- In partnership with our sister PHCO clinics, Health Point Care Centre conducted the 2009-2010 Patient Satisfaction survey in January/February 2010. Health Point looks forward to obtaining the results of the survey to learn more about the patient perspective and how we can improve their experience with us. The team is also interested in exploring new ways of engaging our patients as partners in their care.

Chemainus Health Care Centre

- Wendy Carmichael has recently joined the PHC & CDM Leadership team in a joint appointment with Residential Care as Manager of the Urgent Care Centre and the Residential Care facility. Gillian Baird, who previously held the position, has moved to a new exciting opportunity as Leader, Program Development – Residential Contract Services. Welcome Wendy and thanks Gillian!

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