

Patient to Population

A primary care physician perspective on health networks

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Hemlock Valley
British Columbia,
Canada

OUR JOURNEY

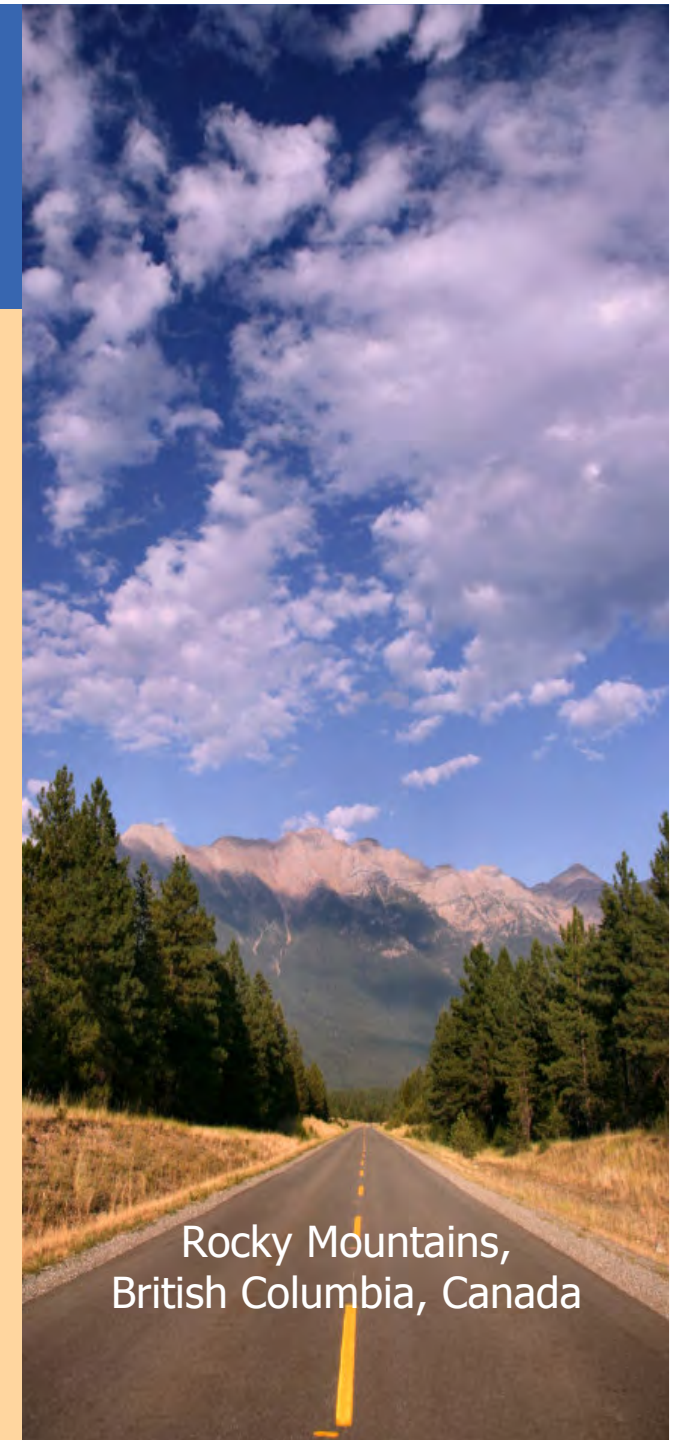
...into unfamiliar territory

“

“All adventures,
especially into new
territory, are scary.”

- Sally Ride, Astronaut

”



Rocky Mountains,
British Columbia, Canada

OUR LANDSCAPE

Canada Health Act

Public Administration

Comprehensiveness

Universality

Portability

Accessibility



Federal
Parliament,
Ottawa, Ontario



OUR LANDSCAPE

Provinces

10 Provinces, 3 Territories

Geographically & culturally diverse



Provincial Legislature,
Victoria, British Columbia

OUR LANDSCAPE

Health Authorities: Five regional, one provincial

Health Authorities in British Columbia

- Interior Health
- Fraser Health
- Vancouver Coastal Health
- Vancouver Island
- Northern Health
- Provincial Health Service



TRAVEL COMPANIONS

Family Doctors

- Self-employed
- Fee for Service
- Many connected to hospitals

BCMA

- Negotiates physician compensation
- Advocates for doctors

Different Directions,
Perspectives & Interests

Health Authorities

- Primarily responsible for health services delivery

Ministry of Health

- Overall responsibility for funding and services

“ A boat doesn't go forward if
each one is rowing its own way. ”
- Swahili Proverb



Dragon Boat Racing,
Vancouver,
British Columbia

A photograph of three hikers with large backpacks walking away from the camera on a rocky beach. The hiker on the left has their arms raised and is holding a long wooden stick. The middle hiker is wearing a green shirt, and the hiker on the right is wearing a white shirt. They are looking out at a large body of water with white-capped waves crashing against a rocky shore. In the background, there is a forested hillside under a cloudy sky.

West Coast Trail,
Vancouver Island, British Columbia

“

If you want to travel fast,
travel alone.

If you want to travel far,
travel together.

”

BEGINNINGS

White Rock,
British Columbia



Family Practice

- A rapidly growing population
- An aging population with complex health conditions
- Increasing chronic disease
- Rising need for mental health support
- People who want a family doctor can't always find one
- Resource pressures
- FPs and community health providers at capacity

UNIQUE APPROACH TO CHANGE

General Practice Services Committee (GPSC)

- Ministry of Health Services + BCMA
- Operational rather than structural solutions
- Input from Health Authorities

Responsible for:

- Care incentives (fee codes)
- Practice Support Program (PSP)
- New Divisions of Family Practice



General Practice Services Committee *Improving primary health care for BC physicians and patients*

A Partnership between the BC Medical Association and the BC Ministry of Health Services

“Finding solutions to support and sustain full service family practice in British Columbia”

NEW DEVELOPMENT



Divisions of Family Practice

An initiative of the General Practice Services Committee

- Groups of community physicians voluntarily organized
- Increased professional support
- Intent to collaborate with partners to address health care needs

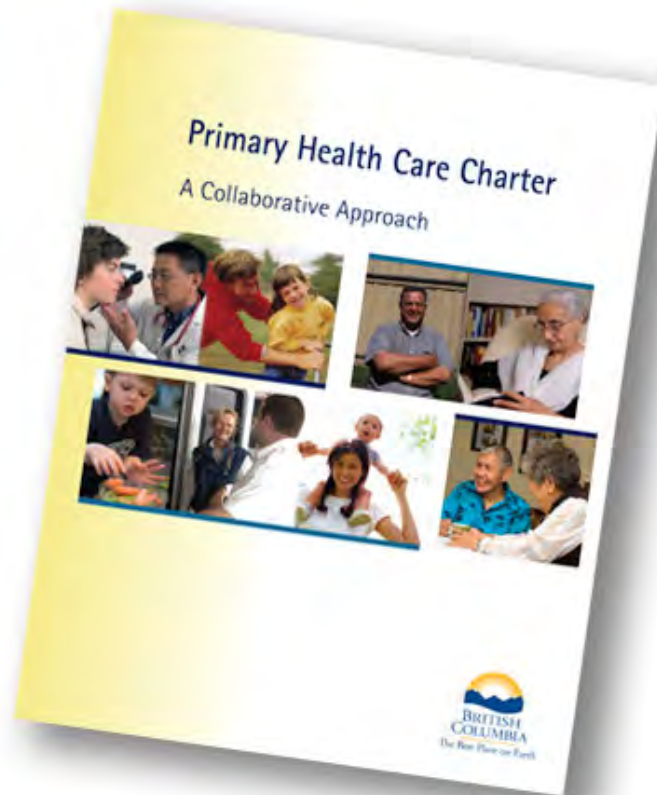


TRIPLE AIM:

- Improved patient and provider experience
- Enhanced quality of care
- Contribution to sustainability of health care system

OTHER INFLUENCES

Primary Health Care Charter



“Family physicians are the cornerstone of Primary Health Care.

They are part of a broader community network and professional team...”

OTHER INFLUENCES

Evidence for benefits of primary care:

“... helps prevent illness and death, regardless of whether the care is characterized by supply of primary care physicians, a relationship with a source of primary care, or the receipt of important features of primary care... associated with a more equitable distribution of health in populations.” - *Barbara Starfield (2005)*

“...available evidence confirms improved population health outcomes and equity, more appropriate utilization of services, user satisfaction and lower costs in health systems with a strong primary care orientation.”

Atun R (2004) What are the advantages and disadvantages of restructuring a health care system to be more focused on primary care services? Copenhagen, WHO Regional Office for Europe

OTHER INFLUENCES

New Evidence: Marcus Hollander



“...the more higher-care-needs patients were attached to a primary care practice, the lower the costs were for the overall health care system (for the total of medical services, hospital services, and drugs).

The majority of the cost reductions stemmed from decreases in the costs of hospital services.”

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RESULTS

Divisions

- Physician Engagement
- Clinical Programs
- CME
- Physician Health & Social Events
- Operational Efficiencies

Health Authorities

- Clinical Integration
- Physician Engagement & Partnership

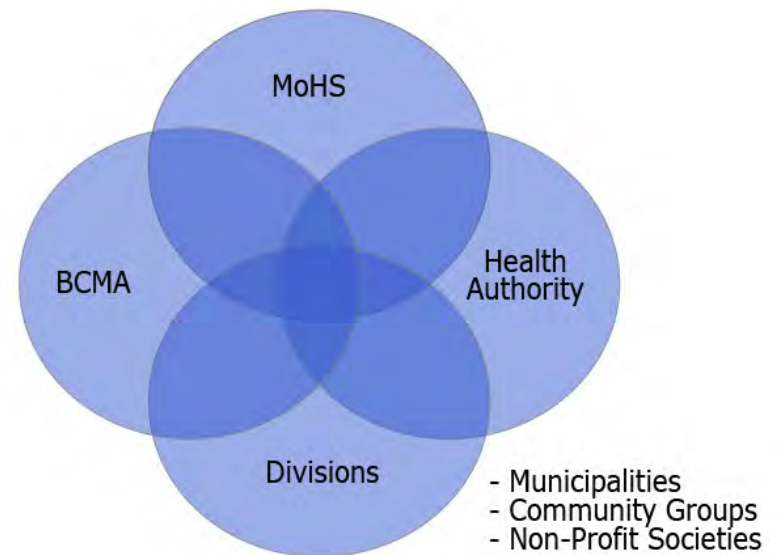
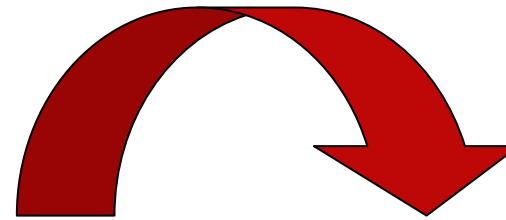
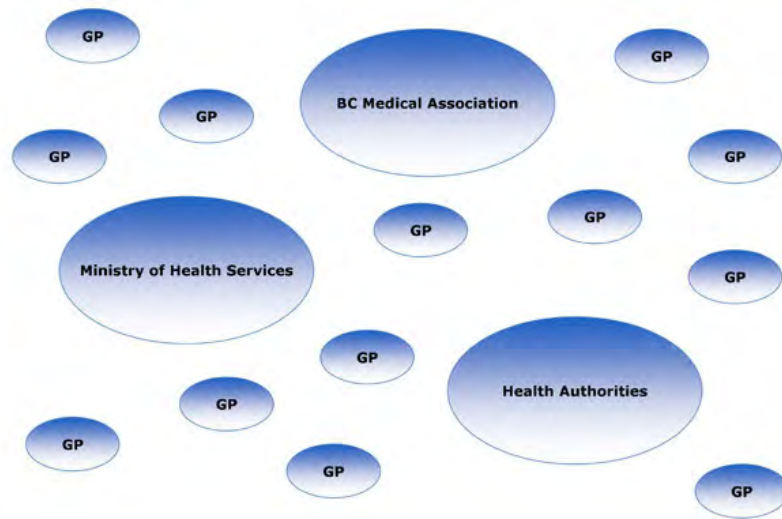
Province

- 12 Divisions now; 20 by end of year
- 35 communities, up to 1900 physicians (out of 3500 in province)



RESULTS

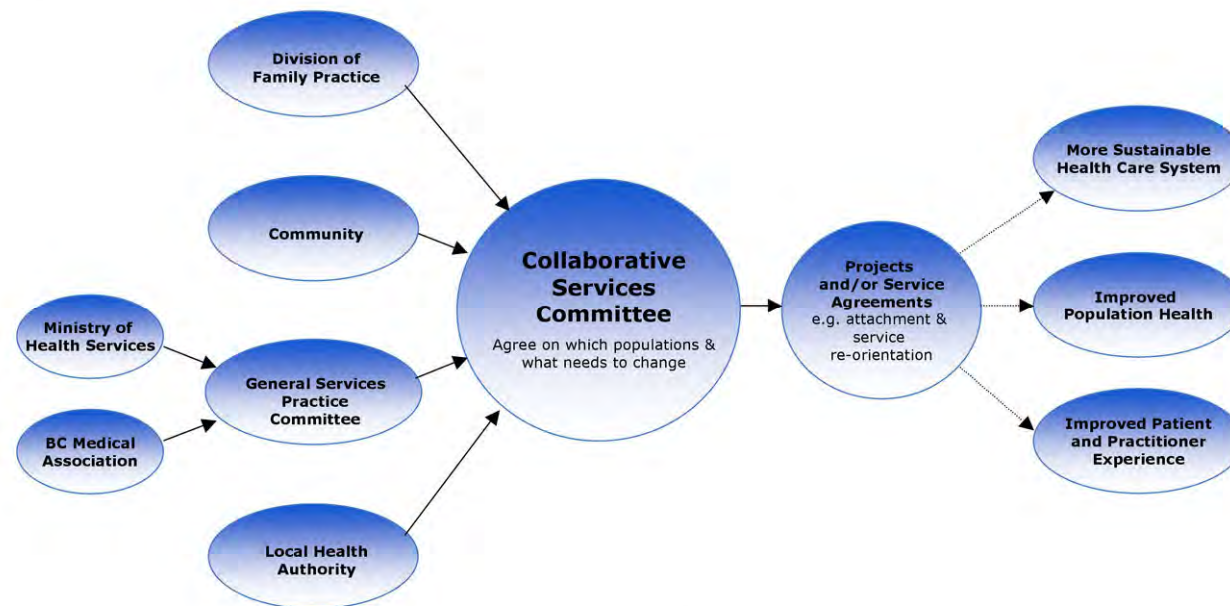
A new way of working together



RESULTS

System Transformation

Family doctors working in equal partnership with their Health Authority, the General Practice Services Committee (British Columbia Medical Association and the Ministry of Health Services), creating solutions to local primary health care issues.



Partners in collaboration at the local level to design innovative services to address local issues and improve population health.

THE WAY FORWARD

Where are we going?

Integration + Attachment

“A seamless, patient-centered system, with access to resources and connections for primary care physicians”



Howe Sound,
Pacific Ocean,
British Columbia

SUCCESS FACTORS

Relationships

- Doctor/ Patient
- Members of the health care team
- GPs and specialists, multi-disciplinary providers, system planners, administrators, community
- Patients and families, as partners



Orca Pod
Pacific Coast, British Columbia

SUCCESS FACTORS

Shared Perspectives

- Shared Vision
- Common Ground
- Flexibility, Adaptable
- Bottom-up
- Stimulating for all

“ It is not the answer that enlightens, but the question. ”
Eugene Ionesco *Decouvertes*



British Columbia
Coastal Rain Forest

SUCCESS FACTORS

Courage

- Unfamiliar territory
- Letting go of old ways
- Okay to fail and learn
- Trust in the process
- Open to new possibilities



Annual Polar Bear Swim,
Pacific Coast, British Columbia
Photo: Mark Klotz, Vancouver, BC

Canada Geese,
National Symbol

