



Shuswap North Okanagan
Division of Family Practice
An FPSC initiative

2023 | Annual
2024 | Report



Highlights of the Year

- **Longitudinal Family Physician Payment (LFP) Model Expansion**

The year saw continued uptake and support for the LFP model, with its expansion into facility-based care in early 2024. SNO facilitated engagement sessions with family physicians, fostering the exchange of ideas and best practices.

- **Launch of Patient Education Video**

SNO introduced its first patient education video aimed at helping individuals navigate the healthcare system. The video provides guidance on when to access services, aiming to improve efficiency and overall system awareness. [Watch the video here.](#) *Please refer to image A.*

- **Wildfire Response and Support**

In August 2023, wildfires ravaged the Shuswap North Okanagan region. SNO played a vital role in the North Okanagan Incident Command structure, effectively communicating critical information to healthcare providers and ensuring evacuation protocols were followed to protect providers, patients, and the wider community.

- **Walk-In Clinic Closures**

2023 presented significant challenges for walk-in clinics across the province, and Vernon was no exception, with the closure of its last two clinics. SNO engaged with physicians, community stakeholders, and the Ministry to explore solutions. However, a shortage of primary care providers, a growing number of orphaned patients, and rigid funding structures hindered progress. SNO continues to work within its mandate to address these issues.

- **Shuswap Saturday Clinic**

In response to the lack of after-hours care and walk-in clinics, the Family Physicians came together to find creative solutions to the problem. The Shuswap Saturday Clinic was launched on October 1, 2023. From October 1, 2023 to March 31, 2024, the clinic saw 446 patients over 24 Saturdays, averaging 18.5 patients per session, potentially reducing visits to the emergency department. *Please refer to image B.*

- **Attachment Strategy Implementation**

SNO hired two Attachment Coordinators to support the SNO PCN Service Plan Attachment Strategy, successfully attaching 223 patients to primary care providers through the Health Connect Registry.

- **Prenatal Classes in Salmon Arm**

Salmon Arm maternity providers launched a series of prenatal classes focused on labor, delivery, and postpartum support. The first two sessions were attended by 43 expectant mothers, with participation later increasing to 70, including spouses and support persons. *Please refer to image C.*

- **After-Hours Care Program Pilot**

SNO successfully lobbied for Family Physicians and Nurse Practitioners to be added to the FPSC After-Hours Care Program pilot, launched in January 2024. With 90% of SNO family physicians and nurse practitioners registered, the program has been an invaluable support for both providers and patients. *Please refer to image D.*

- **Pathways Public Facing Portal**

SNO supported the launch of the public-facing Pathways portal, designed to help patients navigate healthcare resources and services. [Access the SNO Pathways website here.](#)

Highlights of the Year Continued

- **UBC North Okanagan Family Residency Program**

The UBC North Okanagan Family Residency Program commenced this year, and SNO is committed to supporting its collaboration with site director, Dr. Travis Allen, faculty, and family practice residents, aiming to strengthen recruitment and retention efforts.

- **Networking Opportunities**

SNO facilitated several networking events, bringing together healthcare professionals to share knowledge and expertise, including:

- Unplanned Pregnancy and Resources for Female Sexual Health (Dr. Procyschen)
- An Evening with Pediatricians (Dr. Reznikov and Dr. Riedlinger)
- General Surgery Networking Event
- Early Psychosis Intervention (Dr. Dagg)
- Webinar with Dr. Gabor Maté for primary care providers and MOAs
- Medical Oncology Evening
- Quarterly GPOB Meetings (Vernon)
- WorkSafe BC Presentation on Mental Health Injuries
- UBC CPD HPV webinars for family physicians, NPs, and MOAs

- **Recruitment Successes**

SNO achieved successful recruitment through UBC's International Medical Graduate (IMG) program, with Dr. David Barrett joining Mainstreet Medical in Vernon. Additionally, two physicians were matched through the Practice Ready Assessment (PRA) program: Dr. Lucky Kotingo (Sicamous Community Health Centre) and Dr. Husni Abdalla (Enderby Health Centre).

- **Community Partnerships**

SNO continues to build and strengthen community partnerships in all our communities, culminating in a presentation at the Southern Interior Local Government Association Convention to discuss Physician Recruitment and how communities can support recruitment and retention.

- **Primary Care Network (PCN) Updates**

- Formation of the PCN Steering Committee and adoption of Terms of Reference
- Focus on two key strategies: Attachment via NP recruitment and implementation of team based care
- Overcoming space challenges and securing space for the Vernon PCN Hub, located at the Vernon Health Unit
- Recruitment of allied health professionals, including pharmacy, integrated care coordinators, physiotherapists, social workers, and primary care nurses
- Successful Nurse Practitioner recruitment to all seven SNO communities support the attachment strategy. 12 Nurse Practitioners have been hired to date, with two additional NP's joining SNO in September 2024 and March 2025.
- Collaboration with the Okanagan Indian Band (OKIB) and Interior Health has expanded primary care services, with a second family physician joining to increase access. A nurse practitioner has also been successfully recruited to serve the Splotsin First Nation, further strengthening their primary care services.

Highlights of the Year Continued

Image A

Check Out This Video



MAKING THE MOST OF YOUR DOCTOR APPOINTMENT



Scan the QR Code with your phone to watch the video

Shuswap North Okanagan
Division of Family Practice
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FPSC
Family Practice Services Committee

Image B

SHUSWAP SATURDAY CLINIC

CLINIC LOCATIONS & TIMES
1.888.686.3006
ShuswapSaturdayClinic.ca



URGENT Same-Day Access WALK-IN ONLY

Shuswap North Okanagan
Division of Family Practice
An FPSC Initiative

FPSC
Family Practice Services Committee

Image C



PRENATAL CLASSES

THE BEST FOR BABY
FREE REGISTRATION

3 Weeks of Informative AND Interactive Learning Sessions

Class Instructors Include:
Local Physicians, Labour and Delivery Nurses,
Public Health Nurses and Lactation Consultants

Week 1 Labour and Delivery - Part 1
Week 2 Labour and Delivery - Part 2
Week 3 Postpartum Support

Public Health and Heartwood Postpartum

September 17, 24 AND October 1, 2024
6:30 to 8:30 pm
Shuswap Lake General Hospital
LEVEL 5 CONFERENCE ROOM

**For FREE Registration, please email:
SalmonArmPrenatal@gmail.com**

Shuswap North Okanagan
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Interior Health

Image D

Looking for urgent care when the clinic is closed?


Please call the clinic to connect with After Hours Care

For emergencies, please call 9-1-1 or go to the nearest hospital




After Hours Care is for non-life threatening health concerns like:

- Fever above 38°C
- Rash, sores, wounds, minor burns, or insect bites
- Dizziness, or unusual headaches
- Stomach pain, nausea and vomiting, constipation, diarrhea
- Pain while peeing, or blood in your poop
- Chest or sinus congestion, cough, sore throat
- Ear pain, or issues hearing



When you call After Hours Care, a care team will assess your health concern and when appropriate, a family doctor will call you back. After Hours Care is available weekdays between 5:00 p.m. – 9:00 a.m. and 24-hours on weekends and holidays. No appointment needed.



After Hours Care does not provide prescription refills, sick notes, counselling or crisis care.

Need a prescription refill?
Ask for an emergency refill from your pharmacist until you can connect with your family doctor/nurse practitioner.

Need urgent mental health help?
Call 310-6789 (no area code), KUU-US for Indigenous peoples at 1-800-588-8717, or the Kids Help Phone at 1-800-784-2433 (or text CONNECT to 686868).

After Hours Care is a 6-month pilot in 4 regions of the province from Doctors of BC and HealthLink BC. It provides care to patients when our clinic is closed evenings, nights, weekends, and holidays.
www.fpsc.bc.ca/ahc

FPSC
Family Practice Services Committee

HealthLinkBC

The Year in Review

- APRIL**
 - Unplanned Pregnancy and Resources for Female Sexual Health
 - FP / OB Quarterly Meeting
 - Inter-Divisional Strategic Council Meeting
 - SNO Presentation to Southern Local Government Association
- MAY**
 - FP/MOA Network Meeting – Vernon
 - FP/MOA Network Meeting – Salmon Arm
 - North Okanagan Medical Clinic Survey
 - Pediatricians: Dr. Reznikov and Riedlinger
- JUNE**
 - Salmon Arm After-hours and Orphaned Patients discussion
 - North Okanagan UBC Family Residency Event: Recruiting Family Doctors from the Beginning
 - NP Networking Meeting
- SEPTEMBER**
 - HIVE Business Solutions – Vernon
 - HIVE Business Solutions – Salmon Arm
 - UBC North Okanagan Family Residency Working Group meeting
 - SNO Collaborative Services Committee Meeting
- OCTOBER**
 - NP Networking Meeting
 - SNO Annual General Meeting
- NOVEMBER**
 - Evening with General Surgery
 - MOA Networking Event – Salmon Arm
 - MOA Networking Event – Vernon
 - WorkSafe BC – Mental Health Injuries
 - FP / OB Quarterly Meeting
 - UBC CPD HPV webinar for Family Physicians, NPs and MOAs
- DECEMBER**
 - How can I help: Access to Care and Orphaned Patients (Vernon)
 - FPSC: After Hours Care Program Presentation with Dr. Easterbrook and Dr. Ho
- JANUARY**
 - NP Networking Meeting
 - Early Psychosis Intervention with Dr. Dagg
 - Dr. Gabor Maté webinar for Primary Care Providers and MOAs
 - Salmon Arm: Saturday Clinic Review, Long Term Care and PCN Update
- FEBRUARY**
 - Evening with Medical Oncology
 - Follow-up UBC CPD HPV webinar for Family Physicians, NPs and MOAs
 - Longitudinal Family Physician Payment: Facility Based Care Webinar
 - North Okanagan Family Practice Residency: The Art of Family Residency
- MARCH**
 - Vernon: Vernon Jubilee Hospital In-patient Care funding and On-call Meeting
 - Inter-Divisional Strategic Council Meeting

Welcome to SNO

The following physicians / nurse practitioners joined our communities this year:

SALMON ARM

Dr. Gretchen Snyman
Dr. Gabe Krahn
Andi Bernauer, NP

ARMSTRONG

Jennifer Rush, NP

VERNON

Dr. Dylan Coupal
Dr. Taylor Jespersen
Andrew Brown, NP
Jane MacDonald, NP
Paulina Niechcial, NP

ENDERBY

Dr. Patrick Stel

RESIDENTS

Dr. Emma Corbet
Dr. Naomi Fuglem
Dr. Amelia Johnson
Dr. Aly Pierik





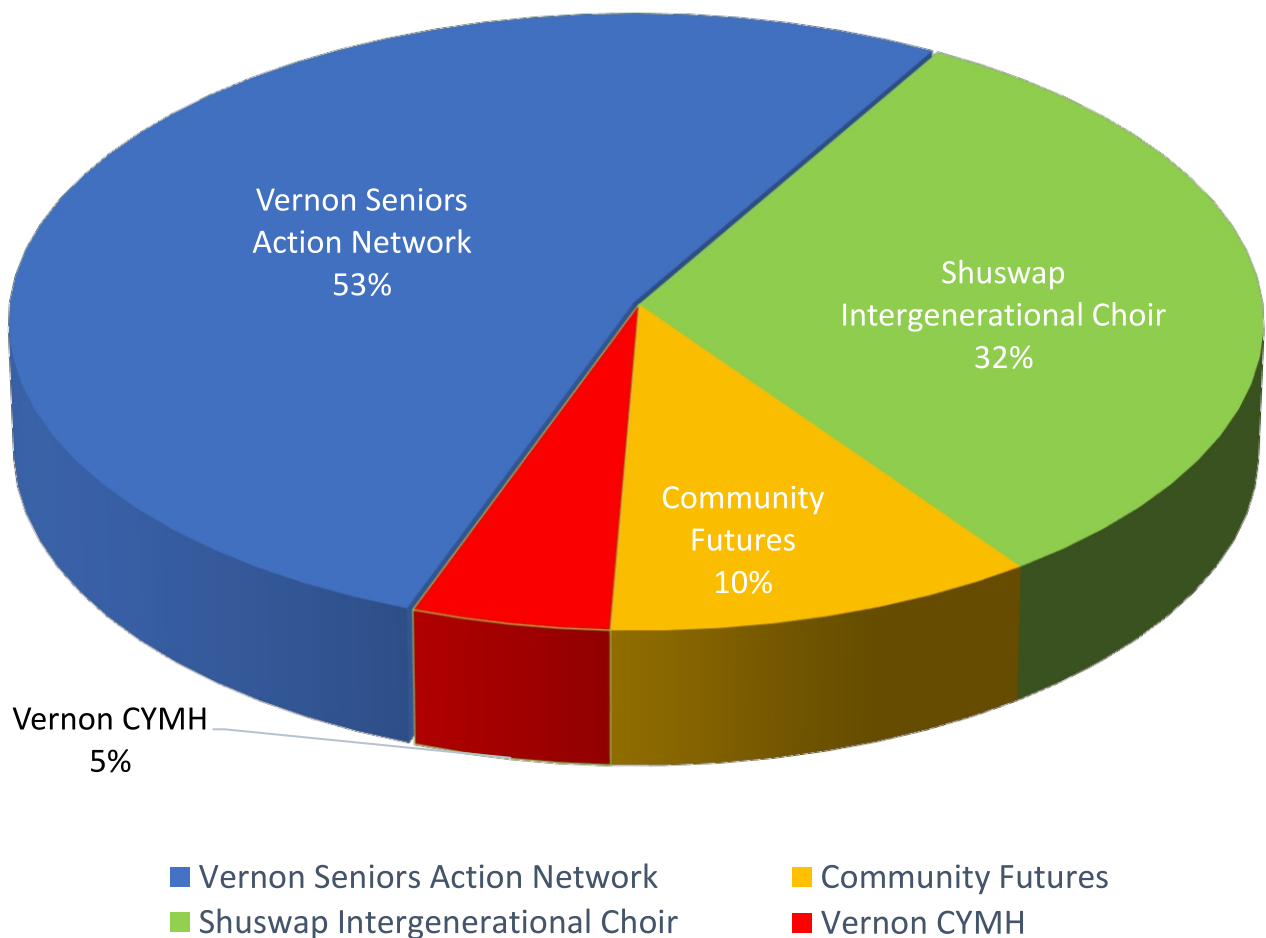
Major Expenses

Division Initiatives with Community Partners

2023-2024

Vernon Seniors Action Network	\$	25,000
Shuswap Intergenerational Choir	\$	15,000
Community Futures Development Corporation of the Shuswap	\$	5,000
Vernon CYMH Coordinator	\$	2,303
Total	\$	47,303

Division Initiatives with Community Partners



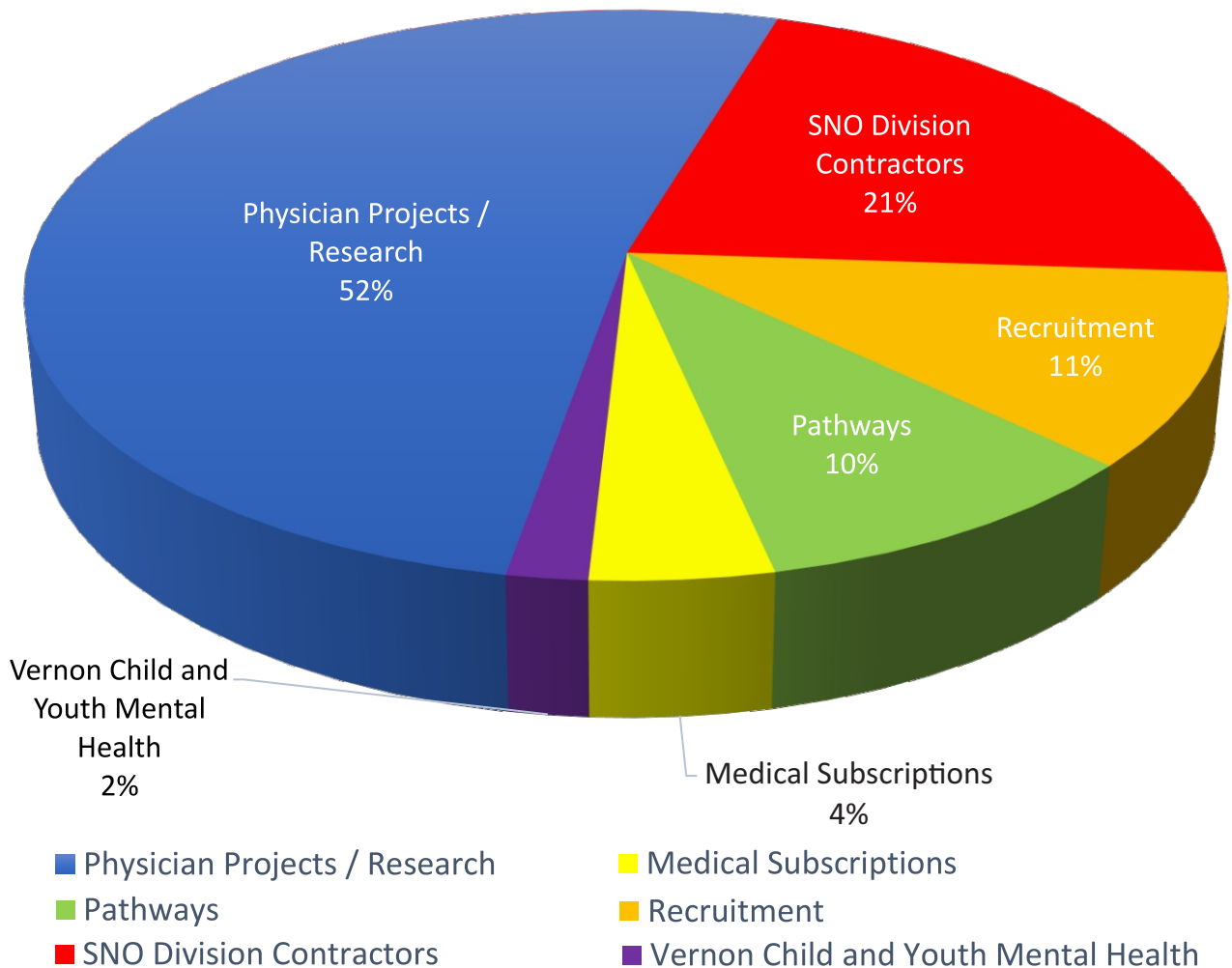
Major Expenses

Programs and Projects

2023-2024

Physician Projects / Research	\$	57,537
SNO Division Contractors	\$	23,749
Recruitment	\$	12,124
Pathways	\$	10,622
Medical Subscriptions	\$	4,749
Vernon Child and Youth Mental Health	\$	2,105
Mentorship	\$	171
COVID-19 Support	\$	85
Total	\$	111,142

Programs and Projects



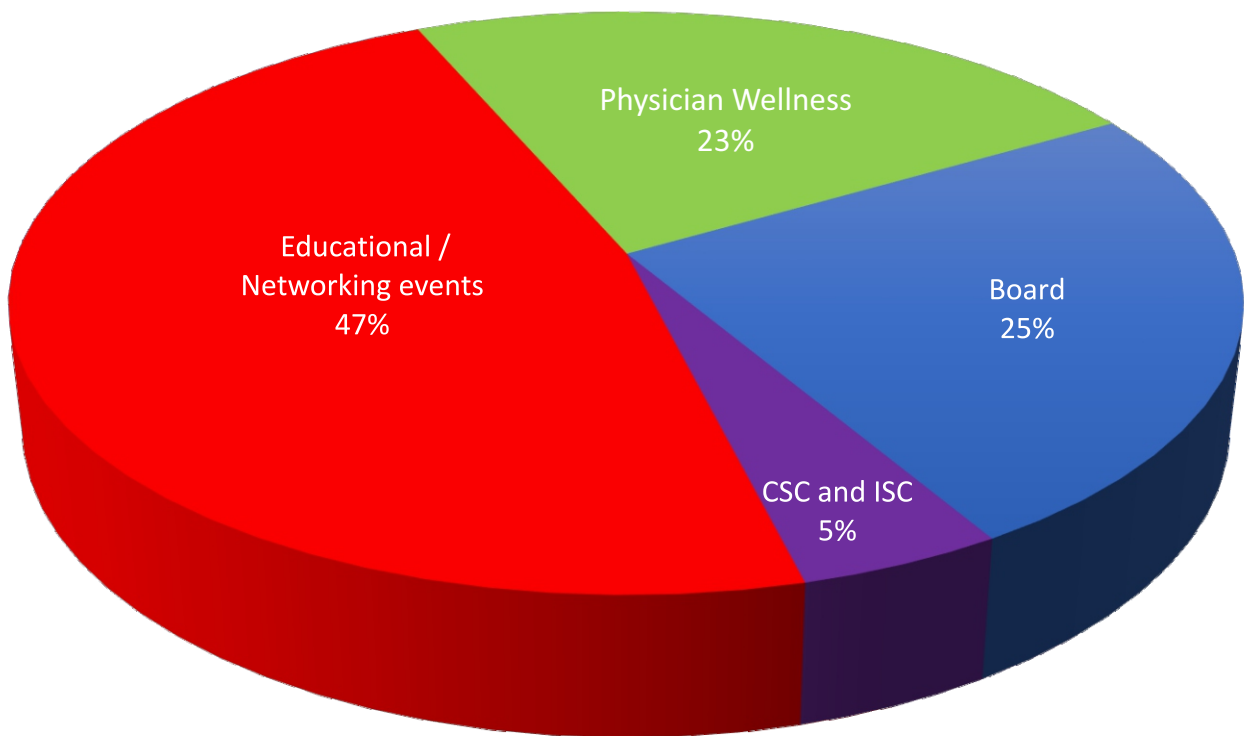
Major Expenses

Director, Physician and Member Sessional Fees

2023-2024

Directors and Member Fees			
Board	\$	72,091	
CSC and ISC	\$	13,470	
SNO Physician Sessional Funding			
SNO Events and Physician Wellness	\$	67,382	
SNO Educational and Networking Events	\$	137,945	
Total	\$	290,888	

Director, Physician and Member Sessional Fees



- Board
- Educational / Networking events
- CSC and ISC
- Physician Wellness

Financial Statements

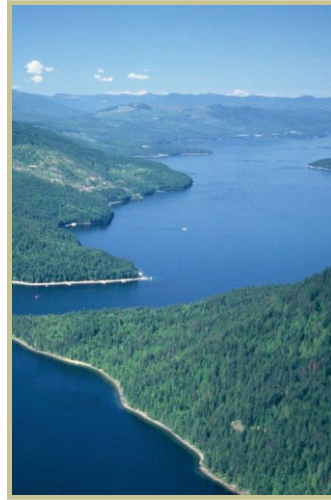
2023-2024 Statement of Operations for the Year Ended March 31, 2024

REVENUE	2023-2024	2022-2023
FPSC In-patient Care	\$ 1,290,512	\$ 971,839
Infrastructure	\$ 751,918	\$ 706,355
FPSC Stabilization	\$ 750,000	\$ -
FPSC Long-term Care	\$ 413,936	\$ 408,385
FPSC PMH Network Development	\$ 180,191	\$ 113,192
FPSC PCN Change Management	\$ 40,833	\$ 95,323
FPSC Attachment Mechanism	\$ 14,329	\$ -
Share Care Initiative	\$ 30	\$ 42,480
FPSC Physician Integration and Retention	\$ -	\$ 5,481
FPSC Health Emergency Management	\$ -	\$ 240
Total	\$ 3,441,749	\$ 2,343,295
EXPENSES		
FPSC In-patient Care - SA / Vernon	\$ 1,291,012	\$ 971,839
FPSC Stabilization	\$ 750,000	\$ -
FPSC Long-term Care Initiative	\$ 413,936	\$ 408,385
Salaries and Wages	\$ 204,256	\$ 222,184
FPSC PMH Network Development	\$ 180,191	\$ 113,192
Directors and Member Fees	\$ 152,943	\$ 159,125
Educational Events	\$ 137,945	\$ 121,772
Programs and Projects	\$ 111,142	\$ 60,254
Division Collaboration with Community Agencies	\$ 47,303	\$ 49,383
Event and Meeting Costs	\$ 43,762	\$ 45,656
FPSC PCN Change Management	\$ 40,833	\$ 95,323
Professional Fees	\$ 26,799	\$ 23,309
Office	\$ 18,968	\$ 24,524
FPSC Attachment Mechanism	\$ 14,329	\$ -
Travel	\$ 7,426	\$ 4,918
Insurance	\$ 2,903	\$ 1,864
Bank Charges and Interest	\$ 2,247	\$ 2,748
Amortization	\$ 2,023	\$ 1,845
Shared Care Initiative	\$ -	\$ 42,480
FPSC Physician Integration and Retention	\$ -	\$ 5,481
FPSC Health Emergency Management	\$ -	\$ 240
Total	\$ 3,448,018	\$ 2,354,522
EXCESS (DEFICIENCY) of Revenues Over Expenses	\$ (6,269)	\$ (11,227)

2023/4 Statement of Cash Flow from Operating Activities for the Year Ended March 31

Cash Receipts from Funders	\$ 4,409,065	\$ 2,416,080
Cash Paid to Suppliers and Employees	\$ (3,555,974)	\$ (2,409,752)
Interest Paid	\$ (2,247)	\$ (2,748)
	\$ 850,844	\$ 3,580
Acquisition of Equipment	\$ (1,304)	\$ (1,260)
Net Increase in Cash	\$ 849,540	\$ 2,320
Cash at Beginning of the Year	\$ 631,556	\$ 629,236
Cash at the End of the Year	\$ 1,481,096	\$ 631,556

The full audit report is available to SNO members upon request.



Our Vision

Healthy patients, communities and physicians.

Our Mission

Family Physicians working to provide better sustainable healthcare for our communities, thereby increasing physician satisfaction.

2023-2024 Board Members

Dr. Mark Ansdell

Physician Lead and PCN Steering Committee Co-Chair

Dr. John Stimson

Treasurer

Dr. Juliann Aitchison

PCN Steering Committee Co-Chair

Dr. Nicolette Dreyer

Dr. Vici Edmondson

Dr. Rita Kutsche

Dr. Liz Montgomery

