


ANYTHING BUT NORMAL: A Year in Review


ANNUAL REPORT
2021-2022

BC FAMILY
DOCTORS



 @BCFamilyDoctors

 @bcfamilydocs

 bcfamilydocs.ca

**WE CANNOT
GO BACK TO OUR
PRE-PANDEMIC
'NORMAL' IN
HEALTHCARE BECAUSE
NORMAL WASN'T
GOOD ENOUGH FOR
PATIENTS OR FOR
PHYSICIANS.**



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INTRODUCTION

As the pandemic waxes and wanes, family doctors continue to adapt to changing pandemic conditions. After more than two years, the significant strain of providing care is affecting the health and well-being of physicians and other healthcare workers around the world.

At home here in British Columbia, family medicine is in crisis. Almost 1 million British Columbians do not have a family doctor. Doctors across the province are telling us that they cannot provide the care that British Columbians need and deserve within the current primary care system. And yet, there is hope.

Family doctors in BC continue to answer the call, providing care in a broken healthcare system while also contributing their knowledge, grit and determination to advocating for improved primary care. More and more, we see that the only answer is large-scale system change.

How do we make unprecedented change in unprecedented times? The pandemic has shown us that we can be nimble when faced with a crisis. BC Family Doctors is committed to sounding the alarm on family physician

shortages, increasing levels of burnout, and the real-time collapse of primary care services in BC. We need urgent action and investment in family doctors.

In this Annual Report, you will find messages from our President, Dr Toye Oyelese, and Executive Director, Dr Renee Fernandez. We will also review the impact BC Family Doctors made over the last year. We invite you to also [visit our website](#) for an ongoing report on our Progress on Strategic Priorities, our Economics work, and our Membership growth.

HAVE QUESTIONS?
Reach out

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604 638 2943



MESSAGE FROM OUR PRESIDENT

This was an interesting year. We saw a pandemic plague, forest fires, severe floods and a primary healthcare crisis that is still not being properly addressed by the government. Through all of these, BC Family Doctors worked to improve the economic and professional well-being of our profession. We pushed for the recognition of family physicians as specialists, released our principles and priorities for the integration of virtual and in-person care, and advocated for the recognition of family medicine clinics as critical healthcare infrastructure.

My time as President of BC Family Doctors helped me understand why things do not always work the way they should and why change happens so slowly. Most importantly, I discovered how naive I was about the rules around how we are remunerated and the process for how this is negotiated. There are many of you frustrated with the healthcare system (with good reason). I would encourage you to use these frustrations and get involved in advocacy and leadership work. The presence and expertise of family doctors, specialists in primary care, is required at any table where important healthcare decisions are being made.

This year, we achieved the highest membership in the organization's history, with 2,826 members at the end of 2021. Although we are a small organization, we have a very prominent and important role in physician economics, advocacy and education. We continue to leverage our influence on behalf of our members and look for opportunities to increase our impact. One of those is working to modernize our governance structures, bylaws, and policies to ensure that they will stand the test of time. The Ad Hoc Governance Working Group that was approved by the board is a big step in this direction.

These are interesting times that can also be exciting times. At BC Family Doctors, we need to continue to think big and not waste a good crisis/pandemic. I am excited by what I see around me. We have a diverse, experienced and dedicated board working on behalf of family physicians in BC. We have the best staff working to achieve our goals. Coming out of the pandemic, we have opportunity for bold leadership created by the flux and chaos around us. The future is ours for the taking. And the future of healthcare resides in primary care.



DR TOYE OYELESE
BC FAMILY DOCTORS
PRESIDENT 2021-2022

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Healthcare in BC is cracking under the pressures of a system that was not designed to address the evolving needs of British Columbians. Family doctors across the province are telling us that they cannot provide the care that British Columbians need and deserve within the current primary care system.

Throughout this year, BC Family Doctors has been speaking out for family medicine. As your Executive Director, I've heard from many of you, our members, that the pandemic has become your breaking point, across practice settings and stages of career. You've said that it is now near impossible to provide the care needed by an aging and complex patient population that has growing mental health concerns and a backlog of primary care needs.

Family medicine is in crisis in BC. The province is no longer able to provide basic universal health care to its citizens. And the resulting moral distress for family doctors is growing larger by the day. As a result, family doctors are retiring, closing their practices, or reducing their hours – and many more are considering doing so. Many newer-to-practice family doctors are choosing not to do longitudinal family medicine. Family doctors in all types of practices and

settings are struggling to do their jobs without the needed resources and supports.

Simply put, the work of a family doctor has changed dramatically over the past decades, but the funding and supports for family doctors have not. I believe that family doctors are the essential foundation of a high-functioning healthcare system. As specialists in primary care, we have a depth and breadth of training, knowledge and skills that cannot be replaced. The changing demographics of our patient population and physician workforce require that we modernize and improve the funding, practice supports, and human supports for family doctors.

We must rebuild our battered healthcare system and invest in the work of family doctors. It's time to address the reforms necessary to ensure the stability and sustainability of family medicine. It's time to support family doctors as healthcare providers and as human beings.

In the difficult days ahead, BC Family Doctors will be working with you and for you to create a new reality for patients and physicians in BC.



DR RENEE FERNANDEZ
BC FAMILY DOCTORS
EXECUTIVE DIRECTOR

OUR YEAR IN REVIEW

Despite the challenges faced this year, BC Family Doctors has made a significant impact through our 2021-2022 programs, campaigns, and initiatives.

We have worked on improving the economic and professional standing of our profession, helped family doctors speak out for family medicine, laid foundations for the future of virtual care, strengthened relationships with our strategic partners, and provided an immense amount of practice support and resources for our members.

We know the primary care system is faltering. BC Family Doctors is doing our part - making progress towards creating an environment where family physicians, and our patients, can not only survive, but thrive. In these unprecedented times, we have the opportunity to create unprecedented change, for the better, for primary care.



BC Family Doctors has more members behind us than ever before. We could not do what we do without the strong support of our members and the community of changemakers standing with us.



“Are we going to be brave enough ... to have difficult conversations about what we expect and need our health-care system to do?”

- HealthyDebate.ca

Speaking out for Family Medicine

Speaking out and storytelling in support of change was a major focus of BC Family Doctors' advocacy work this year. **Over the last 12 months, we:**

- Launched our “Everyone Deserves a Family Doctor” [campaign](#) which included a letter to the editor tool and social media.
- Advocated for the College of Physicians and Surgeons to amend its bylaws to allow all family physicians practicing in BC to identify themselves as specialists in family medicine.
- Created virtual backgrounds for use by family physicians in virtual meetings that identify family physicians as specialists in primary care.
- Developed and released a [Key Messages Toolkit](#) to assist family physicians to speak publicly about concerns, stories and experiences.

OUR RESULTS:

Extensive coverage by media outlets, including print, digital, TV, and social. A flurry of social media activity in support of family doctors and our patients, increasing the reach and impressions of our cause.





The Future of Virtual Care

Virtual care was implemented rapidly in the early days of the pandemic to meet the immediate healthcare needs of British Columbians. The speed at which the system adapted did not allow for thoughtful, deliberate planning. As pandemic recovery began earlier this year, BC Family Doctors acted to ensure that the lessons of COVID-19 were not lost or forgotten.

We worked to identify our principles and priorities about the integration of in-person and virtual care. We highlighted and created a report describing the priorities of family doctors when it came to virtual care to guide the future use of virtual care in supporting accessible, equitable, high-quality care for all British Columbians.

BC Family Doctors' [Virtual Care priorities](#) were well received by physicians and stakeholder organizations alike. These will be used to influence the development of policy and fee codes moving forward.

OUR RESULTS:

- Met with the following organizations on our Virtual Care Report to share our recommendations for ongoing advocacy and negotiations:
 - Doctors of BC
 - BC College of Physicians and Surgeons
 - Consultant Specialists of BC
 - Section of Emergency Medicine
- Launched a dedicated web page at BCFamilyDocs.ca

- Issued and widely distributed a 5 page summary of our priorities



Media Coverage



Social Media Campaign



Billing and Practice Support

Helping our members simplify their billing and optimize their income is one of the main pillars of the services that BC Family Doctors provides.

This year, we dedicated a considerable amount of resources and effort to update our [billing tools](#) that family doctors rely on each and every single day.



Over a 12 month period, BC Family Doctors:

- Enhanced and updated the content and features of the Simplified Fee Guide.
- Expanded the Billing Question library
- Updated our Practice and Billing Tools to help you with common diagnostic codes, audit and adjudication information and service location codes.
- Answered over 1,850 member billing questions.
- Registered and Supported MOAs with access to all the above resources.
- Improved our Uninsured Services package
- Assisted physicians with understanding the updated guidance on consultations and referrals.
- Created a wall poster and patient handouts of the Family Physician-Patient Compact to encourage conversations about the physician-patient relationship and support requirements for the CLFP portal code
- Supported physicians with practical help related to pandemic-related practice changes, such as the COVID-19 Travel Clearance Letter and sick notes.
- Hosted 2 webinars - Understanding your Mini-Profile and Avoiding Audit Pitfalls.



Visit our website to view an Economics Tracker with the current status of fee code changes that BC Family Doctors is working on.

Modernization of Fee Codes

BC Family Doctors systematically reviewed fee codes for MSP-payable and uninsured services to reflect current standards of care, language, and service delivery. We are working closely with Doctors of BC, GPSC, and MSP in reviewing and modernizing fee codes in numerous areas.

This year alone, BC Family Doctors:

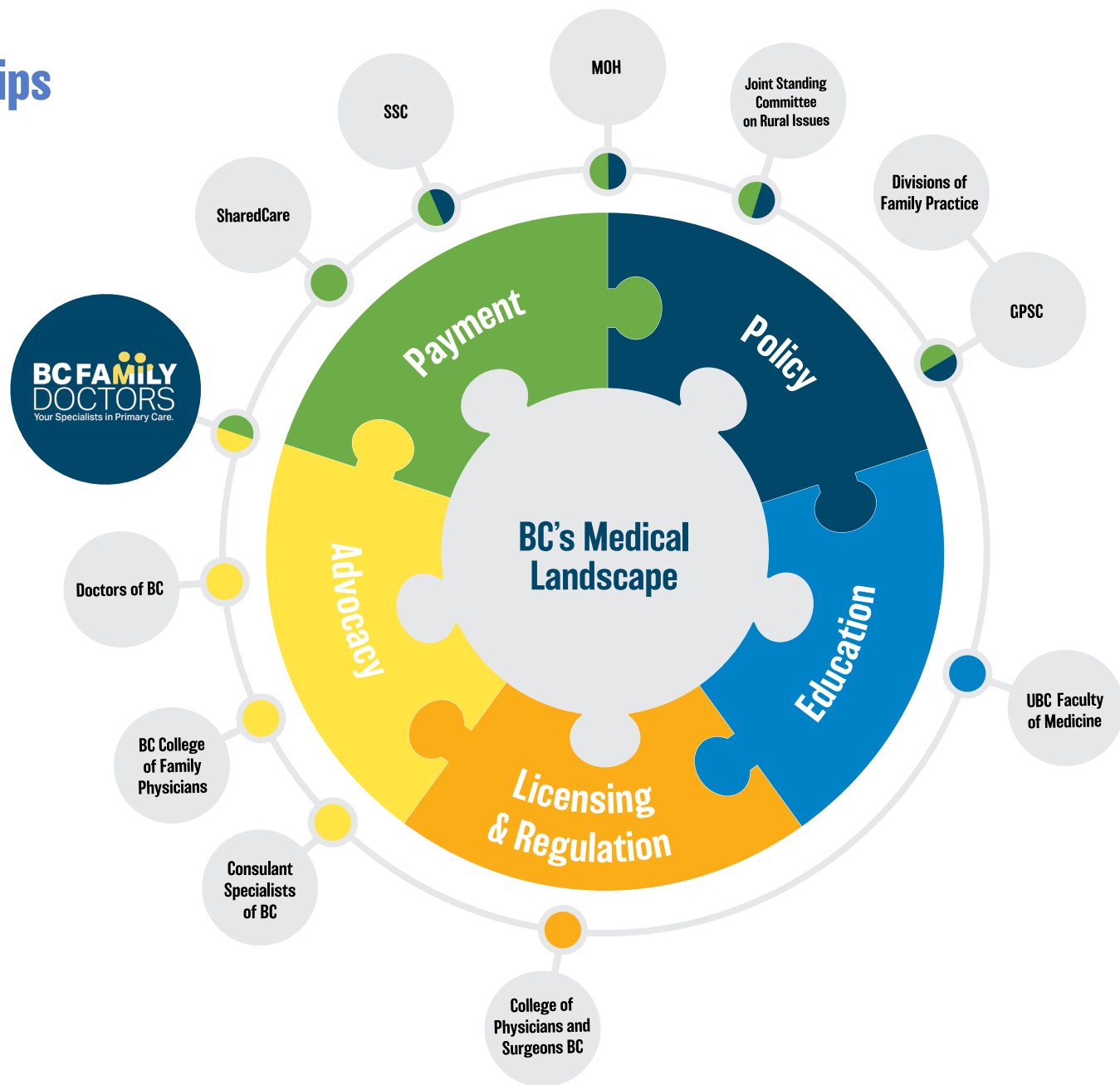
- Created new fee codes for contraceptive implant insertions and removals.
- Increased the value of the prenatal and postnatal care fee codes.
- Advocated for continuation of the temporary respiratory immunization fee codes, and addition of pertussis immunization in pregnancy to the list of eligible immunizations.
- Determined how to allocate funds to family medicine fee codes from the general fee increase negotiated in the 2019 Physician Master Agreement.
- Updated the wording of uninsured services fee codes to reflect modern language and values.
- Identified the inequity in funding for women's health procedures, including tray fees and pelvic examinations.
- Launched a project to lead the modernization of the family medicine payment schedule to align fee codes with current standards of care and modern service delivery of family medicine work.

Strengthening Relationships

Our Place in BC's Medical Ecosystem

BC Family Doctors collaborates daily with partner stakeholder organizations in order to create positive change. We are your advocate and your influencer, speaking about the needs of family physicians with Doctors of BC, the BC College of Family Physicians, GPSC, MSP, and more.

| COMMUNITY
| COLLABORATION
| SUPPORT
| CONNECTION



MEMBERSHIP

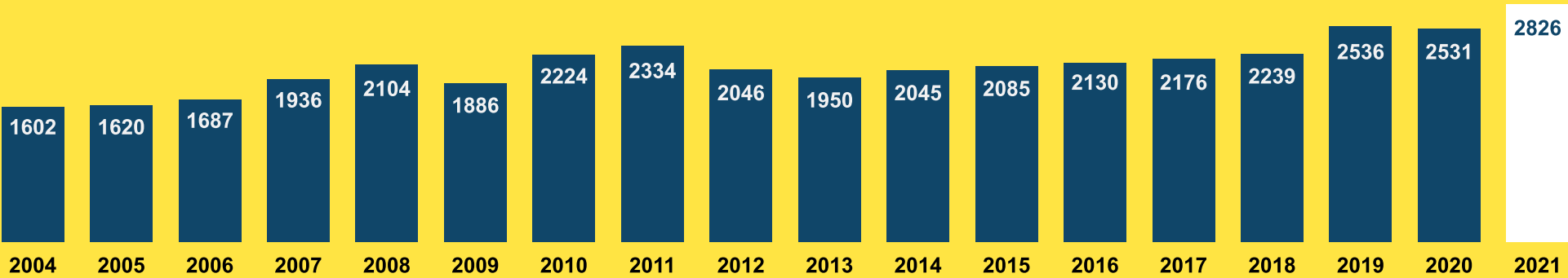
At the end of 2021, BC Family Doctors achieved the highest membership in the organization’s history, with 2,826 members. **We couldn’t do what we do without you.**

MEMBERS BY CATEGORY

Regular.....	2,047	Students.....	17
Reduced Dues.....	92	Residents.....	373
First Year in Practice.....	190	Professionally Inactive.....	43
Retired.....	60	Life Members.....	4

Thank you for joining us in our fight to save family medicine in BC.

Thank you for helping us build an environment where all family doctors can thrive.

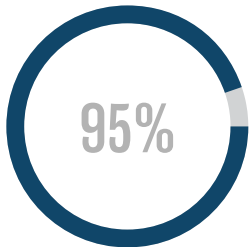


FINANCES AT A GLANCE

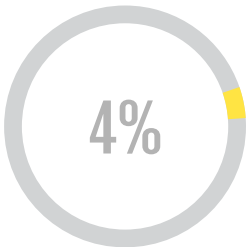
BC Family Doctors is pleased to provide our financial results for the year ended December 31, 2021.

REVENUE

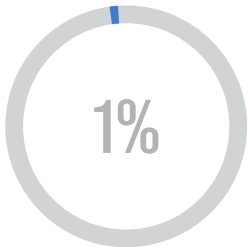
TOTAL \$1,093,902



MEMBERSHIP DUES



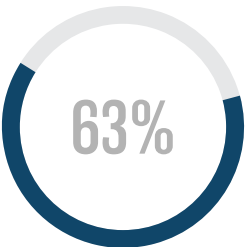
DOCTORS OF
BC GRANT



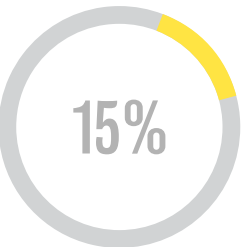
OTHER INCOME

EXPENSES

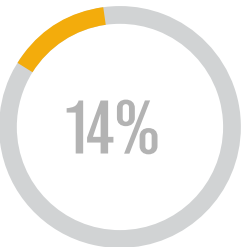
TOTAL \$972,463



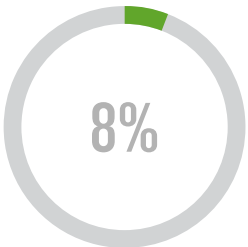
SALARIES &
BENEFITS



BOARD &
EXECUTIVE



CONSULTING &
PROFESSIONAL FEES



GENERAL
ADMINISTRATION

ADVOCATING FOR YOU

BC Family Doctors is fueled by a group of dedicated family doctors and staff who give their time, energy, and advocacy in support of the belief that caring for family doctors ensures both healthy patients and healthy communities.

BOARD OF DIRECTORS

PRESIDENT

Dr Toyé Oyelese

PAST PRESIDENT

Dr Jennifer Tranmer

PRESIDENT-ELECT

Dr Danette Dawkin

TREASURER

Dr Tahmeena Ali

CHAIR OF THE ECONOMICS COMMITTEE

Dr Karen Forgie

CHAIR OF THE BOARD

Dr Steven Goodchild

APPOINTEE TO DOCTORS OF BC STATUTORY NEGOTIATING COMMITTEE

Dr Maryam Zeineddin

FIRST 5 YEARS REPRESENTATIVE

Dr Goldis Mitra

FP RESIDENT YEAR 2

Dr Perneet Sekhon

FP RESIDENT YEAR 1

Dr Alexandra Sull

DISTRICT DELEGATES

DISTRICT 1	LOWER ISLAND	Dr K. Oona Hayes
DISTRICT 2	UPPER ISLAND	Dr Alicia Pawluk
DISTRICT 3	VANCOUVER	Dr Jessica Chan & Dr Ruchika Shukla
DISTRICT 4	NORTH & WEST VAN SQUAMISH/SUNSHINE COAST	Dr Paul Dhillon
DISTRICT 5	BURNABY	Dr Charlene Lui
DISTRICT 6	NEW WESTMINSTER	Dr Catherine Clelland
DISTRICT 7	FRASER VALLEY	Dr Harjinder Dau
DISTRICT 8	RICHMOND/STEVESTON/ SOUTH DELTA/LADNER	Dr Sharon Dodd
DISTRICT 9	SKEENA	Dr George Watson
DISTRICT 10	THOMPSON	Dr Grant del Begio
DISTRICT 11	CARIBOO	Dr Sara Nimmo
DISTRICT 12	PEACE RIVER	Vacant
DISTRICT 13	OKANAGAN	Dr Celestine Esume
DISTRICT 14	WEST KOOTENAY	Dr Brian Moulson
DISTRICT 15	EaST KOOTENAY	Dr Ashley Bakker
DISTRICT 16	SURREY/WHITE ROCK	Dr Sujatha Nilavar

REPRESENTATIVE ASSEMBLY DELEGATES

Dr Jason Easterbrook
Dr Lindsay Mackay
Dr Brittany Moulson
Dr Greg Costello
Dr Cole Stanley
Dr Kirsten Desjardins-Lorimer

Dr Onuora Odoh
Dr Elizabeth Zubek
Dr Ryan Herriot
Dr Shelly Eckland-Jetzer
Dr Justine Spencer

OUR STAFF

EXECUTIVE DIRECTOR

Dr Renee Fernandez

CHIEF STRATEGY & OPERATIONS OFFICER

Penelope Hutchison

PROGRAM & COMMUNICATIONS COORDINATOR

Meg McCaslin

ECONOMICS & BILLING PROGRAM MANAGER

Rachel Mitchell





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