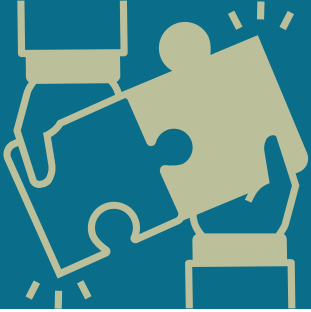




---

Vancouver Division of Family Practice  
Physician Peer Engagement Program  
**IMPACT REPORT**

2024-2025



# OVERVIEW



In its first year, the Physician Peer Engagement Program brought Vancouver family physicians and their teams together to connect, exchange ideas, and share experiences. Applicants proposed event ideas and topics they felt were relevant and timely to the delivery of primary care in their community.

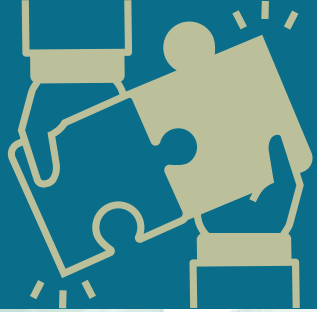
---

Our program objectives were to enhance community, foster collaboration across clinics, and share ideas, lived experiences, and spark innovation.



**Vancouver**  
**Division of Family Practice**  
An FPSC initiative

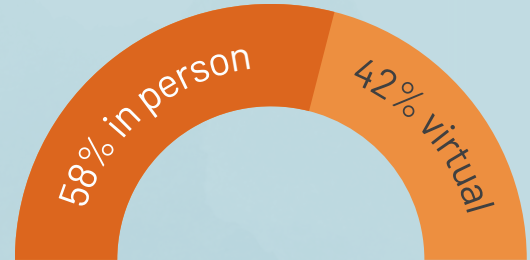
Physician Peer Engagement Program 2024-2025



# THE PROGRAM IN NUMBERS

## Events were attended by:

Family Physicians	134
MOAs	45
Clinic Managers	14
Nurse Practitioners	6
Total	199



A slight majority of events were held in person.

*It provided a framework and funding that makes the event possible.*



## \$54,000

in sessional payments provided to compensate family practitioners, clinic managers and MOAs for organizing and/or participating in the events.

## 100%

of Physician Organizers said they would participate in the program again if it were to be offered in the future.

There were a total of 19 events, ranging in size from 3 to 20 participants, with a total of 199 participants from 48 clinics.





# KEY THEMES OF DISCUSSIONS

We invited Family Physicians to collaborate with others in their community and to organize an event on any topic they felt was important and timely. These events covered a wide range of topics.

## Clinic Workflow Optimization

Including workflow, practice management, documentation, clinic booking, patient intake, PAS, and improving communications within clinic teams.

## Physician Wellness

Including mental health, peer to peer support, work satisfaction, and networking.

## Patient Care

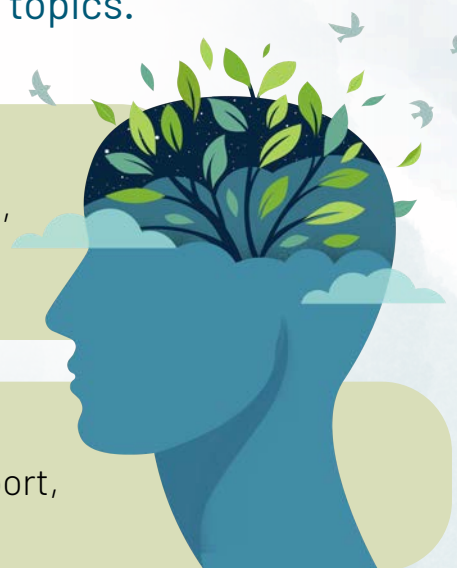
Including mental health resources, devastating diagnoses, trauma and death, improving access to contraception and maternity care.

## Clinic Technologies

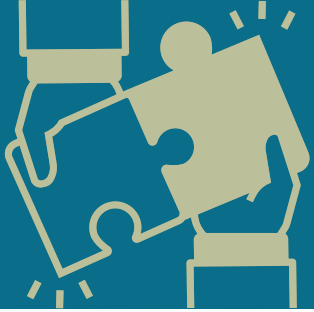
Including software, AI, and cybersecurity.

## Clinic Security

Including physical security, staff safety, and emergency planning.







# EVENT HIGHLIGHTS

Here are some of the event highlights Physician Organizers shared:

★ *We explored various topics that could lead to improved practice efficiencies, increased physician satisfaction, and quality improvement.*



★ *New ideas and advice about clinic operations including advice for building an Indigenous Lens to care as well as plans for future collaborations in this area.*

★ *One [of my event's] participants with a passion for teaching shared her resources on recruiting medical students and residents.*

Unstructured sharing allowed for peer support, networking and collaboration.

★ *Improved MOA booking and Clinician communication.*

★ *Shared tips on MOA-physician ratios.*

★ *Improved referral network.*

Having basically worked in isolation for so long, I really find it refreshing to be reminded of the importance of physically getting together and discussing things with colleagues.



**Vancouver**  
**Division of Family Practice**  
An FPSC initiative

Physician Peer Engagement Program 2024-2025



# MORE EVENT HIGHLIGHTS

★ *Improved practice management and documentation best practices.*

★ *A plan for starting a Balint-style clinical support program for MDs and NPs.*

★ *Explored models for equitable workload distribution.*

★ *Learned about another online scheduling tool that can be used by patients.*

*[The program] provided a framework and funding that makes the event possible.*

★ *Each participating physician plans to make specific changes to the clinic's workflow to ensure patient care is enhanced.*

*Your support gave me the motivation to start on this longtime dream project.*

★ *Two of my peers have opened up a QI project supported by PSP.*

★ *Created new peer networks.*

★ *Discussed pros and cons of using AI scribe for family medicine.*

---

Physician Organizers reported that their events were a great success in bringing busy colleagues together for peer networking, problem solving and collaboration.

---



**Vancouver**  
**Division of Family Practice**  
An FPSC initiative

See the full list of  
event successes





# OUTCOMES & FEEDBACK

We asked Physician Organizers to share which Primary Care Network (PCN) or Patient Medical Home (PMH) outcomes their events achieved:

Enhanced patient care	89%	Enhanced patient experience & culturally safe care	37%
Improved clinic operations or workflow	89%	Improved continuity of care	37%
Enhanced team-based care	58%	Improved coordination of care	32%
Improved physician/staff experience and/or wellness	53%	Increased attachment	21%
Improved patient access	47%	Increased social determinants of health	5%

## Program Feedback

*[FPs] are busy, being paid for their time results in greater engagement.*

*It was wonderful to be able to do this in a formal manner and have our time be compensated - thank you!*

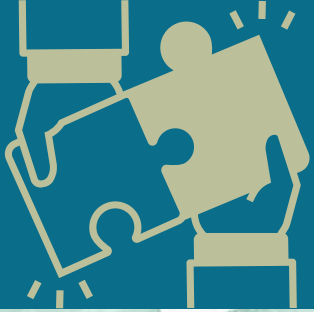
*We try to meet informally, but it's challenging with time constraints and to do it in our free time, unpaid.*

89% of Physician Organizers said that their event would not have happened without the support of this program.

*The Physician Peer Engagement Program strongly encouraged us to set a date and put pen to paper. While...our discussion may have happened in a less organized fashion, the program allowed us to be structured, set goals, and feel our time was valued.*







# GOING FORWARD

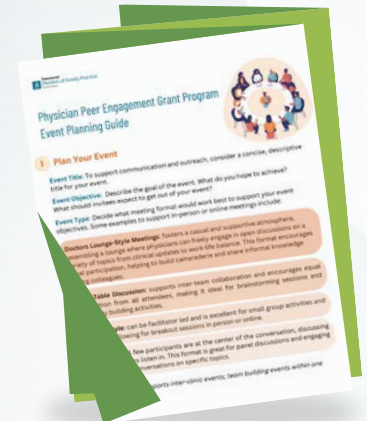
Back by popular demand – the Peer Physician Engagement Program is returning soon! We heard from many Physician Organizers that they wanted to continue the conversation.



[Visit our page for the latest information on this program](#)



Our popular Event Planning Guide will also continue to be [available on our website](#)



**Vancouver**  
**Division of Family Practice**  
An FPSC initiative

Physician Peer Engagement Program 2024-2025