



Vancouver
Division of Family Practice
An FPSC initiative

2025

Annual Report





Executive Director

Dr. Dave Baspaly

A message from Dr. Dave Baspaly, Executive Director and Chief Executive Officer

2024/25 was an exceptional year for the Vancouver Division of Family Practice, marked by significant achievements despite challenging economic conditions. Our organization successfully addressed member needs while maintaining financial stability and operational excellence throughout a period of economic uncertainty.

We enhanced and expanded our member-centered programming to directly respond to needs identified within our physician community. Our established Clinic Grant Program, now in its third year, continued to provide essential support to member practices, while our new Physician Peer Support Program created structured opportunities for professional collaboration, mentorship, and mutual support among our members.

Our commitment to strong governance yielded substantial improvements across our organizational structure. We enhanced our Division Board through strategic recruitment and comprehensive training programs, and successfully designed, staffed, and launched six Primary Care Networks (PCNs) with tailored programming to maximize member engagement and community impact.

Recognizing that organizational strength depends on workforce excellence, we undertook significant operational improvements to optimize performance and support our team. We enhanced our competitive benefits package, successfully retained high-value employees, and invested in comprehensive professional development opportunities that strengthened both individual capabilities and organizational capacity.

The success of 2024/25 reflects the invaluable contributions of our staff, partners, and members, whose dedication and collaboration made these achievements possible. We extend our heartfelt gratitude to our members for their ongoing commitment to providing exceptional care to patients and serving our community with dedication and compassion. The foundations we established this year position our organization for continued growth and impact, demonstrating our ability to navigate challenges while advancing our mission to support primary care excellence in Vancouver.

Warm regards,

Executive Director and CEO

Board Chair

Dr. Jane Gustafson



A message from Dr. Jane Gustafson, Board Chair

As I complete my second year as Board Chair, I find myself reflecting on how much I've learned — and how much learning and work still lies ahead. This past year has brought both challenge and opportunity for family medicine in Vancouver. We're navigating ongoing system pressures, evolving funding models, economic uncertainty, and shifting member expectations — all while doing our best to stay grounded in patient care.

We're the largest Division in the province, and our membership is incredibly diverse. We're early-, mid-, and late-career physicians, in longitudinal practice or in focused areas such as maternity care, addictions medicine, or sports medicine. Our members handle a range of payment models and a wide variety of roles, each bringing a unique perspective and set of needs.

As a board, we strive to be mindful of this complexity; one of our directors often asks, "Is this what our members need right now?" — a powerful reminder to stay focused on what really matters: supporting our members and their patients in a constantly evolving primary care landscape.

Family practice in Vancouver is at a turning point. While it may feel like the pandemic is behind us, its impacts are still very present. In addition to a payment model that doesn't meet the needs of all providers, many of you are dealing with the realities of limited locum coverage, unattached patients, and increasingly complex patient needs in a system that already feels stretched.

In the midst of all this, the Vancouver Division continues to be a home base — a place where you can find support, direction, and connection. Whether you're facing a challenge in your practice, looking to engage with peers, or hoping to contribute through a working group, committee, or governance table, we want the Division to be a place you can turn to.

Thank you for all that you do. It's a privilege to serve in this role.

A stylized, handwritten signature in black ink, consisting of a large, looped 'J' followed by a horizontal line.

Board Chair

Acronyms

(AHPs) Allied Health Professionals	(LTCI) Long Term Care Initiative
(AUD) Alcohol Use Disorder	(LFP) Longitudinal Family Practice
(CME) Continuing Medical Education	(LMPS) Lower Mainland Pharmacists Services
(CBT) Cognitive Behavioural Therapy	(MHSU) Mental Health & Substance Use
(CSC) Collaborative Services Committee	(NTP) New To Practice
(CHA) Community Health Area	(NP) Nurse Practitioner
(CNMs) Community Network Managers	(OAT) Opioid Agonist Therapy
(DBT) Dialectic Behavior Therapy	(PAI) Patient Attachment Initiative
(DoBC) Doctors of British Columbia	(PAS) Provincial Attachment System
(EMR) Electronic Medical Record	(PCCP) Primary Care Clinical Pharmacist
(ED) Emergency Department	(PMH) Patient Medical Home
(FP) Family Physician	(PPE) Personal Protective Equipment
(FFS) Fee-for-Service	(PSP) Practice Support Program
(FPSC) Family Practice Services Committee	(PCN) Primary Care Network
(HA) Health Authority	(PHC) Providence Health Care
(HCR) Health Connect Registry	(PHSA) Provincial Health Services Authority
(IT) Information Technology	(R&R) Recruitment and Retention
(IMG) International Medical Graduate	(RN) Registered Nurse
(IPT) Inter-Professional Team	(UPCC) Urgent and Primary Care Centre
(JEDI) Justice, Equity, Diversity & Inclusion	(VCH) Vancouver Coastal Health
(LTC) Long Term Care	

The Vancouver Division of Family Practice and our membership and partners acknowledge that the work we do occurs on the traditional and unceded territories of the Coast Salish Nations of Musqueam, Tsleil-Waututh and Squamish. We are very pleased that these host Nations, who each operate their own primary care centres, are our valued partners.



Skwxwú7mesh
Úxwumixw
Squamish Nation



MUSQUEAM
A LIVING CULTURE



Tsleil-Waututh Nation
PEOPLE OF THE INLET

Table of Contents

01

Our Division (Pages 1-6)

02

Supporting Our Members (Pages 8-12)

- 8 Supporting You
- 9 Supporting Your Practice
- 10 Supporting Your Clinic
- 12 Recruitment and Retention

03

Primary Care Networks (Pages 14-17)

- 15 Vancouver Health Connect Registry
- 15 Patient Attachment Initiative
- 15 Community Partnerships - New Tools and Resources
- 15 RN Program
- 16 PCN Interprofessional Teams
- 17 PCN Co-Located Clinical Pharmacists
- 17 Medical Office Assistants

Patient Medical Homes (Page 18)

- 18 PMH Connectivity & Digitization Program
- 18 Flu and Covid-19 Vaccine Delivery
- 18 Pathways BC
- 18 Access & Assessment Centre

04

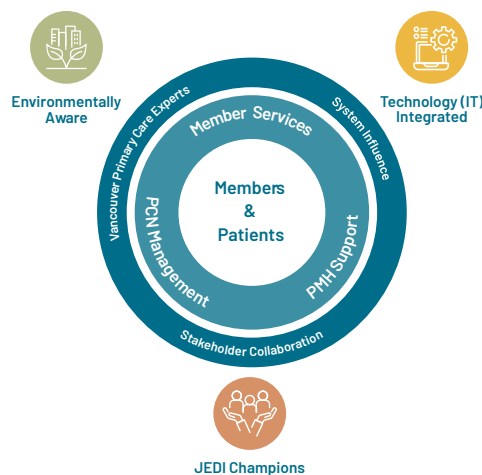
Patient Population Supports (Pages 20-24)

- 20 Mental Health and Substance Use
- 21 Maternity Care
- 23 Seniors Across Care Settings

05

Financial Report (Page 25)

Statement on how to use this document



This year's Annual Report has been designed a little differently from years past. You'll find all of the Division's efforts organized by subject making it easy to browse and explore. This also better reflects our Strategic Priorities, set out by our Board of Directors.

Our ongoing work has been divided into the following sections; information about our Division, work directly supporting our members, PCN and PMH initiatives, patient population supports including Mental Health & Substance Use, Maternity Care and Seniors Across Care Settings, and finally, our Financial Statements.

Above is a visual representation of our Strategic Priorities. We've placed Member Services, PCN Management, and PMH Support at the centre of our work, ensuring Vancouver Family Doctors receive the support they need to thrive and provide quality patient care. Across all areas, we've integrated themes of Justice, Equity, Diversity, and Inclusion (JEDI), Environmental Awareness, and Technology Integration. You'll find the initiatives throughout this document are tagged with these special themes when relevant.



JEDI Champions



Environmentally Aware



Technology (IT)
Integrated

Events This Year

September & October '2024 — Mental Health & Substance Use Forum (*see page 20*)

October '2024 — Partners in Care: Elder Abuse & Neglect (*see page 24*)

November '24 — MOA Networking Event (*see page 17*)

November '24 — Indigenous Cultural Safety Workshop (*see page 9*)

December '24 — Health Minds, Health Distractions: Mug Building Workshop (*see page 8*)

January '25 — AUD Community Workshop (*see page 20*)

February '25 — Women's Health: Why Access Matters (*see page 15*)

March '25 — Partners in Care: Seniors' Care (*see page 23*)

July '25 — PCN Engagement Event: Team Based Care (*see page 16*)

Ongoing Series

IPT Engagement Series (*see page 16*)

PCN Steering Committees (*see page 14*)

DBT Series (*see page 20*)

JEDI Taskforce (*see page 9*)

But I Don't Do Maternity Care (*see page 21*)

Annual General Meeting

The 2024 AGM held at Earls Yaletown provided our members networking activities netting them prizes from local Indigenous business, RavenSong Soap. Members could also connect with Division resources including cultural safety learning.

Organization Overview

Since our beginning in 2010, the Vancouver Division has grown to become a leader and facilitator of primary care, working to create an engaged physician community and a collaborative healthcare system in Vancouver. We are a not-for-profit society funded by the Government of BC and Doctors of BC (DoBC), and work in partnership with the BC Ministry of Health, Vancouver Coastal Health (VCH), Providence Health Care (PHC) and other community organizations.

Membership By the Numbers (Sep 2024 to Aug 2025)

+6.7%1,369 total
membership**+12.7%**89 new FPs joined
the Division in the
past year**Scan the QR Code
to Learn More**[https://vancouverdivision.com/
membership/](https://vancouverdivision.com/membership/)

Community Recognition

Congratulations to members receiving
significant membership milestones this year.

94 Members received
5 Year Membership
pins in 202555 Members received
10 Year Membership
pins in 2025144 Members received
15 Year Membership
pins in 2025

Board of Directors

**Dr. Jane
Gustafson**
Board Chair**Dr. Junella Lee**
Board Member**Dr. Panagiotis
Galanopoulos**
Vice Chair**Dr. Ramita
Verma**
Board Member**Dr. Arthur
Vasquez**
Secretary/
Treasurer**Dr. Kelly Little**
Board Member**Dr. Stephanie
Stacey**
Board Member**Dr. Andrew
Jeong**
Resident Board
Member



02 Supporting Our Members

Member services support our members, from IT infrastructure, clinical business services and self-serve registration, through to recognizing and celebrating membership, and weaving wellness throughout to promote self care. This year, among other initiatives, the Division has focused on instilling JEDI principles into search and recruitment, in addition to website redesigns for CBS and PregnancyVancouver.ca. Our aim is to continue support for family physicians and their practices with resources, tools and initiatives, to improve the primary care system in Vancouver for the benefit of patients and members alike.

This section is organized into the following four parts: Supporting You as a Family Physician, Supporting Your Practice, operational services under Supporting Your Clinic, and Recruitment & Retention efforts.

Supporting You

Integrated Intake Process for New Members

Physicians joining via DivisionsBC are automatically invited to sign up for a member account on VancouverDivision.com. Once registered, members are now able to edit their information.



78 new members registered



directed **136 physicians** during the 2024 tax season to update their details



81 physicians logged in to update their information



Weaving Wellness into Division Activities

The Division held several wellness-focused initiatives during the year.

Our 3rd annual family-friendly Summer Wellness Event hosted 69 members and guests for ice cream and games.

A pottery mug-making and work-life balance workshop at 4Cats Studio, was led by peer supporter Dr. Julie Martz, who shared insights on managing stressful encounters.



We also hosted four highly popular sessions, with 78 members taking part in Shifting the Physician Time Paradigm and Values-Based Boundaries facilitated by Dr. Alicia Power and Dr. Sarah Lea.

Our physician wellness programming, Doc-to-Doc, launched in 2020. This year we expanded its reach by inviting six physician contributors to our Fast Facts newsletter.

Fast Facts by the Numbers

22 editions of our Fast Facts newsletter. Thank you to our contributors:



Dr. Daniel Dodek
Wellness Tips



Dr. Jay Slater
Climate Corner



Dr. Kelly Little
Palliative Pearls



Dr. Greg Tobert
Membership
Committee
member



Dr. Nooshin Nikoo
DBT



Dr. Carly Glasner
Physician Peer
Engagement
Program

Indigenous Cultural Safety

Between December 2023 and May 2025, we partnered with Vancouver Coastal Health to offer their Hummingbird Indigenous Cultural Safety training program to Division members and staff. The series of seven sessions delivered training to 104 participants to advance the Truth and Reconciliation calls to action while supporting member learning around cultural safety and cultural humility.



Enhancing Committee Member Recruitment through a JEDI Lens

Resource Guide: Asking Justice, Equity, Diversity, and Inclusion (JEDI)
Questions in Candidate Applications or Interviews

Inclusive Search and Selections Project

The JEDI Task Force wrapped up the Inclusive Search and Selections Project in January 2025. The project, a collaborative initiative led by JEDI, Membership, Maternity Care, and Seniors Across Care Settings Committees, created a Resource Guide on how to recruit new committee members with a JEDI-informed lens.

The guide includes JEDI questions to ask as part of an application form or interview and has been shared with all team leads and HR Team at the Division.

Supporting Your Practice

Physician Peer Engagement Program

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.

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

- Physician feedback



Scan the QR Code to Learn More

<https://vancouverdivision.com/physician-peer-engagement-program-reporting/>



199 physicians and clinic staff from 48 clinics came together at 19 events



events ranged from 3 to 20 participants



primary care issues covered - from workflow optimization to cybersecurity, staff safety, and physician wellness



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



100% of the physician organisers said they would participate in the program again if it was to be offered in the future



Find us on WhatsApp and Signal! The Division has a WhatsApp group for the MOA Network, and a Signal group for members interested in preceptorship and teaching opportunities, and peer discussions for the DBT project.

Contact membership@vancouverdivision.com to join.

Supporting Your Clinic

This year, Clinic Business Solutions (CBS) completed two major engagement projects focused on key stages of the physician lifecycle: the Clinic Profiles Project and the Retirement Case Study. Both initiatives provided valuable insights into the experiences, challenges, and support needs of physicians and their clinics across the career span.

A targeted email case study campaign featured key findings and showed how feedback will shape future initiatives. The campaign also invited members to get involved and access tools and resources aligned with the themes.



Clinic Business Solutions (CBS) Website Redesign

We relaunched the CBS presence on the Vancouver Division website with a clearer structure that helps showcase the full range of tools, services, and programs available. New features include:

- Self-serve booking feature allows members to directly schedule business consultations
- Partner submission form for potential service providers to share their services for review for our internal professional resource directory.

Work Site Management on Vancouver Division Website

Work Site Administrators (by invitation) can update work site details, view and manage staff lists, submit draft job posts and view previous years' grant information.

A pilot project with five physicians yielded positive feedback and recommendations for improvements.

Clinic Grants Program

Clinics were able to explore custom assessment tools tailored to family practice to help identify environmental or accessibility/JEDI priorities they might address. The tools led clinics through a series of questions and provided: a maturity rating, a list of practical recommendations, a list of vendors and service providers, and a list of external funding opportunities.

*"I do feel we are doing our part in a **more collective responsibility to the planet**. We need more people to get engaged in sustainability... my next project will be to engage patients in sustainability practices."*

- Clinic feedback



Scan the QR Code to Learn More

<https://vancouverdivision.com/initiative/pcn-mental-health-substance-use-engagement-forum-connect-engage-thrive/>



Hive Clinic Profiles Project:
15 clinics participated



Retirement Case Study:
74 physicians participated



118 clinic projects supported that improved accessibility for patients and clinic staff, reduced environmental impacts, and improved clinic workflow efficiencies

55%

of all Vancouver-based clinics participated this year

\$480k

in total clinic support was provided

93%

of clinics said they would participate in the program if it was offered again in the future

Tools Engagement Grant Project

This is a grant-funded initiative designed to help members deepen their understanding of primary care business, technology, and HR operations. Participants assessed their own clinic's efficiency and sustainability across key operational themes using the Division's eight clinic financial and decision model tools. Feedback captured will help with tool improvements and future resource development.



78 participants from multiple clinics took part



780 hours spent using/evaluating CBS business tools



292 instances of tool usage



Project rapid deployment in 5 weeks with positive member feedback from 94% completed evaluations.



Focus areas: financial health, EMR evaluation, HR practices, patient access, and environmental sustainability



Peer-to-Peer Learning

Sixty seven clinic leaders were onboarded to a dedicated Slack channel, where they cover topics such as HR, Technology, and operations; integrated OpenSay for anonymous engagement.

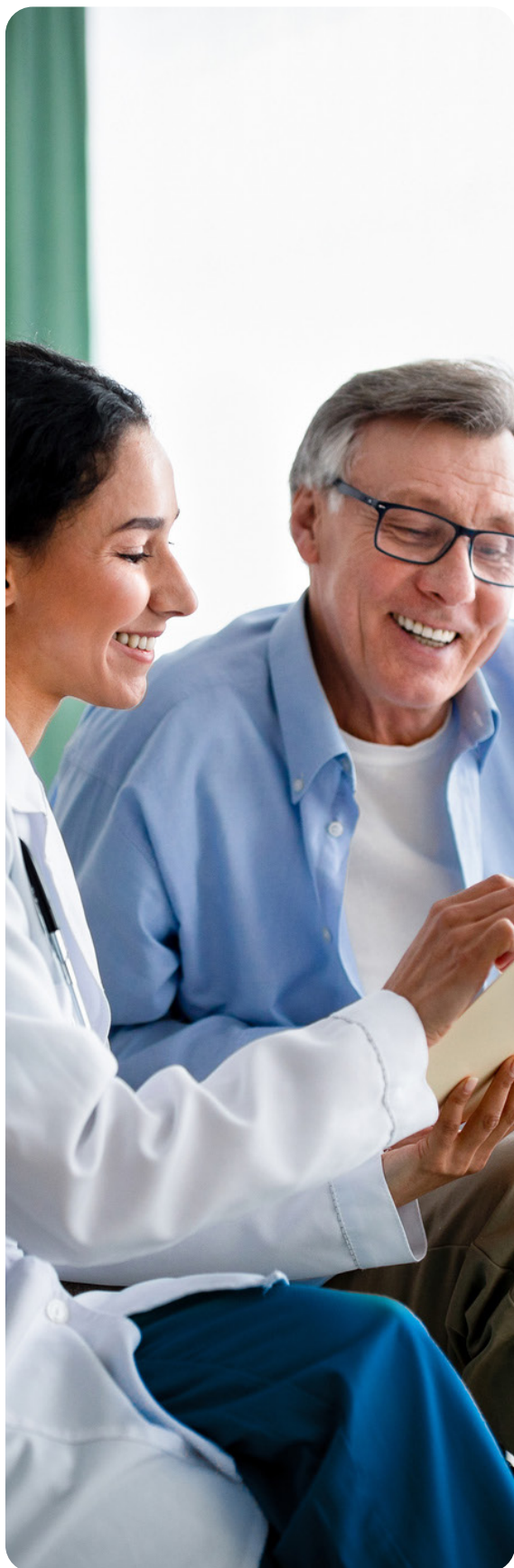
Business Lounge Pilot Program

We piloted a series of facilitated, in person sessions that gave clinic leaders a focused space for strategic conversations and collaborative learning. 15 clinic leaders explored key challenges in clinic ownership, including HR management, clinic culture, and business operations.

Clinic Leader Education Modules - Needs Assessment Project

We conducted a targeted needs assessment to identify priority topics for future education and leadership development. The survey focused on areas where clinic leaders seek the most support: technology optimization, business models, financial structures, and HR.

- 40+ Clinic Leaders responded
- Top priorities: technology, business models, HR management



Recruitment and Retention

Our recruitment and retention team continues to support providers in finding placements, recruiting clinics, assisting in provider retirement planning and process, as well as assisting in the facilitation of International Medical Graduate (IMG) programs. This year R&R accomplished more provider placements than in the previous year, supporting clinics, Family Physicians (FPs), Nurse Practitioners (NPs) and Medical Office Assistants (MOAs).

Recruitment and retention by the numbers:



Permanent placements:

- 34 FPs
- 29 Locum placements
- 21 NPs



212 total locum, permanent and NP opportunities promoted across our clinics



An average of 6 new locum/permanent opportunities per month



PRA BC Practice Closure/Retirement/Practice Closure Support is **currently supporting**:

- 27 Retirement
- 7 Practice Takeovers
- 29 General Support/Guidance



MOA recruitment:

- 10 MOAs Placed
- 771 MOA Applicants
- 61 Clinics with MOA Recruitment Needs



03

PCN and PMH

Much of our work at Vancouver Division supports the ongoing development of the Primary Care Networks (PCN) and the foundation of Patient Medical Homes (PMH) they're built on. Our team of CNMs and engagement specialist, supported by all departments of the Division, have much to celebrate over the past year.

What is the difference between a PMH and a PCN?

A PMH (Patient Medical Home) is a family practice clinic that provides longitudinal patient care.

A PCN (Primary Care Network) is a clinical network of providers in a geographic area where patients receive comprehensive care and improved access to primary care.

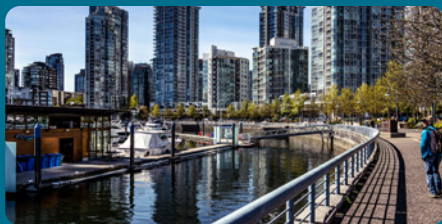
PCNs are built on a foundation of local PMHs, offering team-based care and integrating resources such as the Interprofessional Team (IPT), Nurse Practitioners and Registered Nurses.

Vancouver Primary Care Networks

Our Primary Care Networks (PCN) public-facing website launched this year alongside social media (Instagram and Facebook) and a newsletter to connect with our community. In 2024, the Ministry announced a PCN governance refresh, leading to the launch of six new PCN Steering Committees (SCs) for Vancouver, comprising family physicians, nurse practitioners, and patient partners. As part of the refresh, each steering committee took on a project that they identified as addressing a priority in their neighbourhood, detailed below for each PCN.



Vancouver PCN Website
vancouverpcn.ca



PCN 1 – City Centre

The Reproductive Mental Health (RMH) project addresses gaps related to knowledge of and access to reproductive mental health resources.



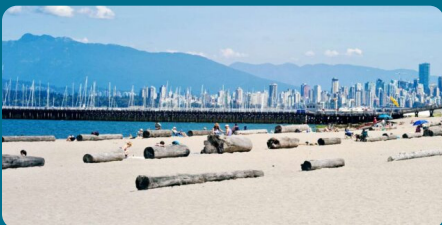
PCN 2 – Centre North

The PWD Application & Attachment project pilots a team-based approach to assist unattached Persons With Disabilities in accessing medical assessment to support qualification for specific benefits.



PCN 3 – Northeast

The Food Security project promotes availability and use of food security resources by providers in primary care clinics in Vancouver Northeast.



PCN 4 – Westside

The Provider Network project facilitates patient referrals for in-office medical procedures and facilitates awareness of specializations held by colleagues to promote collaboration on care.



PCN 5 – Midtown

The Interprofessional Team (IPT) Group Healthcare Visits project responds to growing demand for access to IPT services—particularly Registered Dietitian (RD) appointments—and explored whether group healthcare visits could offer a more efficient model of care delivery.



PCN 6 – South

The Community Mental Health & Wellness project explores how community-based approaches could help address mental health and wellness needs among seniors and caregivers, and improve awareness, navigation, and access to community-based mental health supports.

Vancouver Health Connect Registry (HCR)

The Health Connect Registry (HCR) has continued to match patients to primary care providers through our secondary attachment process. It continues to be effective at helping providers attach large volumes of patients at a time and has increased in uptake within Vancouver providers for 2024-2025.

25,062

Total Vancouver patients
registered on HCR

19,023

Vancouver patient cases active
on HCR

2,963

Attached thru HCR

16,872

Attached panel record

Patient Attachment Initiative (PAI)

6,694

Total patients and
family members
referred

5,479

Patients and family
members matched

153

Active referral
partners



47 family physicians
and 29 nurse
practitioners worked
with PAI this year

1,858

Physician health
program matches

21

New referral
partners

242

Total retiring
provider patients
reallocations

Community Partnerships - New Tools and Resources:

- PCN 3 Food Security Resource for providers and community members highlights free and low-cost local services including other relevant health and social supports.
- Published and shared a new article in collaboration with Provincial Language Services (PLS) on accessible translation and interpretation services to foster inclusivity and cultural safety for individuals with diverse cultural and language needs.
- We created funding support letter request guides for community neighbourhood houses. Aim to provide support for various funding/resource requests such as grants and opportunities. The guide includes criteria as well as a process for submitting approval along with a sample support letter.

RN Program

Our RN Program focuses on recruitment, optimizing placements, and improving onboarding workflows.

52%

52% of PCN RNs reported
being **'at capacity and utilized
appropriately according to
scope of the role'**.

70%

70% of respondents reported
**feeling well supported and
settled in the clinic** with access to
the required tools and resources.



Providers and RNs report
increased access to care,
comprehensive assessment,
education and support, and
complex care coordination.



26 active RNs in 24 clinics.

Information from July 2025 survey

PCN Interprofessional Teams (IPT)



16 Clinical
Counsellors



14 Social Workers



12 Registered
Dietitians



6 Clinical
Pharmacists



3 Occupational
Therapists



101 Clinics and
487 Providers
with access to IPT



3-4 new providers
at IPT-accessing
clinics onboarded
every month



PCN Engagement Event: Planting Seeds to Support Team-Based Care – July 2025

On July 10, 2025, 66 attendees gathered in East Vancouver for the PCN Engagement Event, Planting Seeds to Support Team-Based Care. The session focused on updates related to IPT planning and strategies to strengthen team-based care.

“Great networking, listening to IPT colleagues sharing about their role, going through very practical cases.”

– PCN Engagement Forum Attendee

The IPT Engagement Series continues to share updates and information about how to utilize the IPT program, providing an avenue for providers to ask questions and share feedback on the program. This year, the series shifted to a more presentation-based, didactic format, which was received positively by attendees.

Education

Women’s Health: Why Access Matters, hosted in collaboration with the Federation of Medical Women of Canada, brought together 75 providers, including family physicians and nurse practitioners, to explore access to women’s health resources in Vancouver. Highlights included a keynote by Federation President, Dr. Ramneek Dosanjh; a panel on reproductive health access; and facilitated table discussions focused on provider needs and system supports.



Scan the QR Code to Learn More

<https://vancouverdivision.com/resource/womens-health-why-access-matters-available-services-for-vancouver-pcns/>

Food Forum brought together providers and community partners, including neighborhood houses, community health centres, the Greater Vancouver Food Bank, and Vancouver Neighborhood Food Networks, with presentations, tools, and resources shared to address food security.

Mental Health & Substance Use (MHSU) PCN Engagement Forums brought together 83 attendees. For more information, go to the Mental Health and Substance Use section (page 20).



PCN Co-Located Clinical Pharmacists



PCN Co-Located Clinical Pharmacists support primary care teams through in-clinic pharmacy services and clinic EMR access to the PCN Pharmacist, a unique difference compared to the IPT Hub model.

In Spring of 2025, the Vancouver Division in conjunction with Lower Mainland Pharmacist Services and VCH coordinated the launch of the PCN Clinical Pharmacist Co-location Trial project. This project gave clinics a trial day with a PCN Clinical Pharmacist in clinic, to give more information on the benefits of a co-located pharmacist and how they support patients and clinic efficiencies. **Pharmacy co-location counts - 7 active co-locations.**

*"[The PCN Pharmacist] is very approachable and knowledgeable. She has been a great resource to us, and being able to **collaborate with her to improve patient care has been a positive experience.** I truly value her expertise and her contributions to the team!"*

-Participant Clinic

Medical Office Assistants (MOA)

MOA Network: The Network was developed under guidance from the MOA Champion group to bring together MOAs across Vancouver to connect, share knowledge and access resources. Members have access to quarterly newsletters, resource directory, annual networking events and the MOA Peer Platform WhatsApp group.

MOA Champions Group Ambassador Projects:

- Created an Onboarding Toolkit for MOAs/Clinic Managers
- MOA Ambassadors guide conversations on our Peer Platform
- 4 MOA Champions

Appreciation & Networking Event: We hosted our first Medical Office Assistant (MOA) Appreciation and Networking Event at the Arbutus Club. The event welcomed 85 attendees, including MOAs and clinic managers.

MOA School Partnership & Presentations: In partnership with the Richmond Division of Family Practice, we established strong connections with top local MOA schools, as recommended by the MOA Champion Group, to raise awareness of Division-supported MOA networks and services, helping attract new graduates to primary care roles in Vancouver clinics.

- 9 college presentations delivered
- 5 active partnerships with high-quality MOA schools
- Strengthened pipeline between MOA graduates and local clinics
- Promoted Division supports and peer networks for MOAs



145 Members of the MOA network



50 members joined the Peer Platform



2 editions of the MOA newsletter published



PMH Connectivity & Digitization Program

The PMH Connectivity & Digitization program supports Vancouver-based clinics to evaluate and improve technology workflows, digital security approaches and connectivity to provincial health systems.



Tech Concierges provide personalized support to 70+ PMHs, connecting decision-makers to provincial partners and supporting improvements in technology workflows and digital security.



65 on-site clinic technology & security assessments



100+ connectivity issues resolved



1,400+ tailored recommendations to improve clinic security and tech workflows

Flu and Covid-19 Vaccine Delivery & Returns Program

In its fifth year, we once again partnered with Vancouver Coastal Health and MTS Logistics to provide Primary Care clinics complimentary delivery and returns of influenza vaccines. This year, COVID-19 was added to the program. This Division-funded assistance for eligible clinics provides timely, free of charge delivery of influenza and COVID-19 vaccines throughout the Influenza season then returns unused vaccines to VCH and then the BCCDC. The program also gives an opportunity for UBC medical student volunteers to gain valuable hands-on experience administering influenza vaccines.



Flu Vaccine 2024-25 Series

<https://vancouverdivision.com/initiative/flu-vaccine/>



Flu Vaccine Returns Report

<https://vancouverdivision.com/initiative/flu-vaccine-returns/>



Pathways BC

This year, we worked with PCN 1 Steering Committee to develop a reproductive mental health pathway in Pathways, which is now available province wide. Pregnancy-related resources are being updated in line with the revised Pregnancy Vancouver website.

Access & Assessment Centre (AAC)

In May, we hosted a two-part series of small group discussions aimed at exploring and improving communications between Vancouver-based primary care providers and the AAC. The AAC and the Division are currently exploring recommendations from the sessions.



04 Patient Population Supports

This past year, the Vancouver Division has invested in initiatives that support our members by providing resources directed towards patients. We know that Family Practitioners are faced with a broad range of needs from their patient panels, namely Mental Health and Substance Use, Maternity Care, and Seniors & Long Term Care.

Mental Health and Substance Use (MHSU)

Exploring a Dialective Behavioural Therapy (DBT)-Based Group

Model for Patients with Affective Instability: the DBT project began in August 2024 focusing on capacity building and situational analysis of DBT service delivery in Vancouver. We partnered with organizations including the DBT Centre of Vancouver and several psychiatrists to deliver Lunch & Learns, webinars, and in-person sessions to introduce the concept of DBT to Family Physicians and other Primary Care Providers.

- Peer Discussions were launched to support case-based learning among physicians.
- A panel on suicidality was held at PCN Mental Health events.
- We developed system maps outlining current DBT services for youth and adults in Vancouver, with preliminary work on Indigenous services.

In collaboration with Foundry and Mind Space, we are developing physician training materials to support group medical visits for patients with emotional dysregulation in primary care.



Alcohol Use Disorder (AUD)

We completed a closed Loop Expression of Interest (EOI) via Shared Care funding to conduct a needs assessment on Alcohol Use Disorder and develop a Shared Care project proposal. Twelve clinics signed up for the APPLAUD Action Series on AUD Care hosted by CAUDS (Canadian Alcohol Use Disorder Society) and Health Quality BC (HQBC).

AUD One-Pager: Pathways recently introduced a bundling feature that allows providers to create custom collections as patient handouts, clinical guidelines, and referral options. We developed a one-pager listing key AUD resources that providers can add to their bundles.



Local Action Team (LAT), a network of MHSU care and support for children and youth

We revamped our online youth resource collection and developed new posters for use in schools and clinics.

We also hosted community-facing lunch-and-learns, including an "Ask a Child Psychiatrist" session with Dr. Tyler Black and a panel on supporting youth who say "no" to treatment, co-hosted with BC Crisis Centre and FamilySmart.



MindSpace Partnership

We developed a facilitator guide grounded in trauma-informed practice, intersectionality, and supportive group-dynamics strategies. We also convened two Community of Practice events that brought together MindSpace facilitators to share learnings and contribute insights that inform our broader Mental Health and Substance Use (MHSU) work. In addition, we partnered on a pilot under the DBT Shared Care project to deliver and test psychoeducational groups designed to support patients navigating emotional dysregulation.



Mental Health & Substance Use (MHSU) PCN Engagement Forums

brought together 83 attendees, including family physicians, nurse practitioners, clinic leads, community-led health centre leaders, First Nations and Aboriginal PCN representatives, and patient partners.



Scan the QR Code to Learn More

<https://vancouverdivision.com/initiative/pcn-mental-health-substance-use-engagement-forum-connect-engage-thrive/>

Maternity Care

But I Don't Do Maternity Care (BIDDMC)

We delivered four BIDDMC sessions in Collaboration with UBC CPD:

- PCN Sessions: Prenatal Care in the Fall (September 2024)
- Open Sessions: Breast Feeding/Chest Feeding in Winter (February/March 2025)
- Early Prenatal Care (Spring 2025)

We developed an inclusive language resource on Medical Terminology related to Maternity care that was distributed to all attendees and included in the online self-paced module.



Scan the QR code for more information:

<https://vancouverdivision.com/initiative/but-i-dont-do-maternity-care-cme-series/>



177 attendees for the four in-person workshops



34 to 72 attendees per session (including virtual)



66–77% attendees were Family Physicians, with the remainder NPs, nurses, residents, allied health professionals, specialist physicians



1,594 total registrations for the online course, with **581 registrations** within this reporting period



EASI Maternity Care

As an extension of the EASI (Effective And Seamlessly Integrated) project completed in 2024, we conducted two Community of Practice (CoP) pilots as collaboration between pelvic floor specialists (such as pelvic floor physiotherapists, urogynaecologists), family practitioners and patient partners:

- Pelvic Health for Family Physicians Who Do Maternity Care
- ADHD in Maternity Care

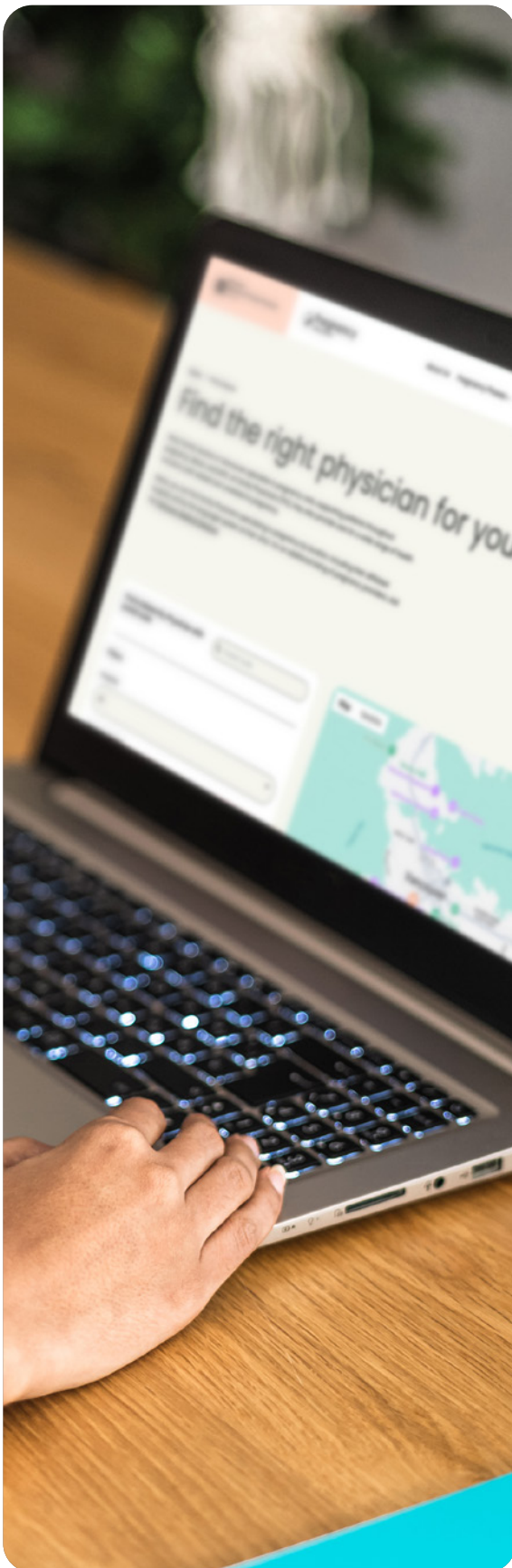
From this collaboration, we're developing an interactive patient education tool on pelvic health and planning a CME-accredited event for Fall 2025. This resource will be integrated into the Pregnancy Vancouver platform by September 2025. The Pelvic Floor Health Index, a clinician tool developed by Dr. Roxanna Geoffrion, has been submitted to the Pathways Resources Committee for ratification.



26 family physicians attended the Pelvic Health CoP Event



7 attended the ADHD in Maternity Care session



PregnancyVancouver.ca - Website Refreshed

Since its relaunch in April 2025, PregnancyVancouver.ca has welcomed over 3,300 active visitors — a threefold increase from the previous site.

The website is part of the EASI Maternity Care Project, a collaboration between Maternity Care Committee members, and Vancouver-based providers and patients, which is funded by the Shared Care Committee.

PregnancyVancouver.ca by the numbers:



Top user languages: **English, Chinese, and Spanish**



Most visited features (4 out of 5 are NEW features):

- Resources Hub – 23.76% of total traffic
- Find a Doctor Map – 9.72%
- Early Pregnancy with doctor's advice – 4.13%
- Newsletter Subscription – 2.84%
- Prenatal Classes Services – 2.72%



New accessibility features support use across devices:

- Desktop – 58.4%
- Mobile – increased to 41.1%



Watch the video walkthrough by Dr. Ashnoor Nagji, Physician Lead for EASI Maternity Care and Chair of the Primary Care Maternity Committee to learn more:

<https://pregnancyvancouver.ca/about-us/>



Seniors Across Care Settings

Over the summer, we completed our annual visits to 39 care homes to review the LTCI program, share program updates and gather feedback.

The Laceration, Biopsy and Cauterization Kit Program was relaunched. These on-site clinical management supports keep residents in their homes as much as possible, reducing unnecessary hospital transfers.

The LTCI Baseline Contingency Medication list was reviewed and updated to ensure that care homes carry a minimum set of medications available for ordering after-hours:

- 5 medications were removed from the list
- 12 medications were added
- 4 dosages adjustments were made

*We redeveloped a billing calculator based on one developed by the North Shore Division. We invited eight Vancouver LTC physicians to use the calculator for insight into billing with the currently available funding models (LFP, FFS and VCH contract). The results showed that on average, **physicians billing under LFP are making 25% more than those who do not qualify and remain billing FFS.** We continue to work with BC Family Doctors and Doctors of BC to ensure that they understand the disparity that has resulted from the funding model changes.*

Education Events

From Pearls to Practice: Enhancing Patient Care

Four LTCI physician speakers delivered LTC clinical pearls on the following topics: Catheters & tubes, diabetes management, substance use, infection management.

By the numbers:

- 53 attendees: 22 physicians, 26 nursing leadership, and 5 Care home administrators
- 36 of our 42 care homes were represented at our meeting



Partners in Care: “Improving Seniors’ Care: Interactive Case Discussions

The “Improving Seniors’ Care: Interactive Case Discussions” event was repeated due to overwhelming demand. In total, 120 of our members learned about care pathway development and supporting physicians to care for frail seniors living in community.

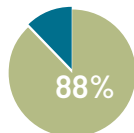


Scan the QR code for more information

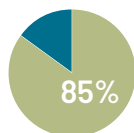
<https://vancouverdivision.com/resource/partners-in-care-improving-seniors-care/>

Aging Women's Health Survey

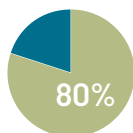
We conducted a survey of Division members regarding aging women's health. This data will identify where additional information and resources are needed. 181 physicians completed our survey.



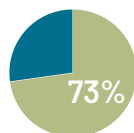
Very / extremely
interested in learning
more about Hormone
Replacement
Treatment (HRT)



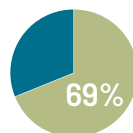
Very / extremely
interested in
learning more about
Menopause



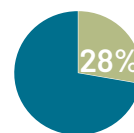
Very / extremely
interested in learning
more about Non-
hormonal therapy



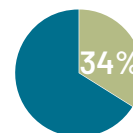
Very / extremely
interested in
learning more about
Osteoporosis



Very / extremely
interested in learning
more about Bladder
health



Very / extremely
comfortable
educating patients
on HRT



Very / extremely
comfortable
educating patients
on Menopause



Partners in Care: Preventing & Responding to Elder Abuse, Neglect & Self-Neglect

We delivered an in-person event focusing on preventing and responding to abuse, neglect and self-neglect for seniors.

- 72 primary care providers attend
- 98% overall satisfaction rate in the post-event survey



Scan the QR code for a full-screen view of our event summary (thumbnail on the left)

<https://vancouverdivision.com/resource/partners-in-care-preventing-responding-to-abuse-neglect-and-self-neglect/>

Financial Report

Our financial statements for the fiscal year ending March 31st, 2025 have been independently audited by Reid Hurst Nagy Inc. and found to be presented fairly in accordance with Canadian Generally Accepted Accounting Principles. As previously, no recommendations for improvements to our accounting policies or processes were made this year.

Over the past fifteen years, Division financial activity has increased almost 35-fold, bringing in revenues of just over \$10 million. During the current reporting period, change came primarily as a result of the end of the change management funding for our Primary Care Network Service Plan. Over the course of five years, we made significant improvements to our networks, to support clinics and physicians to improve their operating capacity and connections with each other in their communities. Although the change management funding

has ended, PCN activities continue with funding for physician engagement, management, administration and governance.

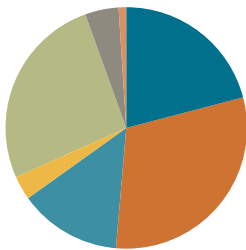
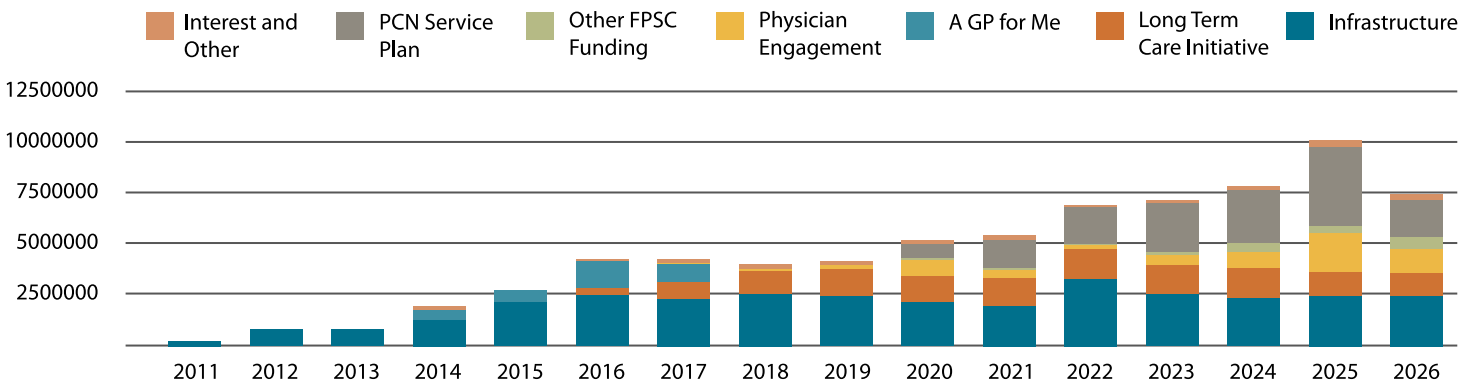
We continue to provide value to our members through our Committee work, events, mentorship programs, Long Term Care Initiative and peer networks.

Overall, I want to assure you that we continue to have strong financial stewardship and financial stability, are in full compliance with reporting and regulatory requirements, and we manage all funds effectively.

A special acknowledgment to Cheryl Hogg, COO and her team for strong fiscal leadership and support.

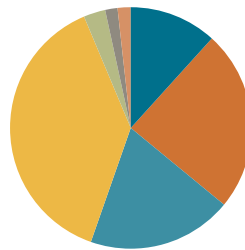
Arthur Vasquez
Treasurer

Growth



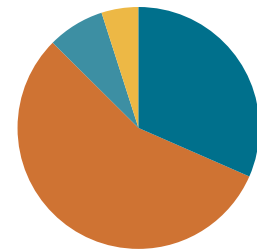
Expenses

- Physician Payments (21.1%)
- Committee Support (30.3%)
- Grants and Other Project Costs (13.8%)
- Meetings and Events (3.3%)
- Human Resources (26.1%)
- Administrative Costs (4.4%)
- Marketing and Communications (1.1%)



Revenue

- Long Term Care Initiative (11.7%)
- Infrastructure (24.3%)
- Physician Engagement Funding (19.3%)
- PCN Service Plan (38.5%)
- Other FPSC Funding (2.8%)
- Shared Care Committee Funding (1.6%)
- Interest (1.8%)



Assets

- Cash (31.5%)
- Term Deposits (56%)
- Prepaid Expenses & Other (7.6%)
- Property and Equipment (4.9%)



Vancouver
Division of Family Practice
An FPSC initiative

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