

## Key Items

### 1. GPSC work plan

The GPSC reviewed its 2017/18 work plan. The work plan reflects GPSC's strategic direction to facilitate the patient medical home as the foundation of an integrated system of primary and community care that effectively meets the needs of patients and populations in BC. The work plan focuses on three key areas of activities: supporting practice and patients, supporting community and populations through divisions of family practice, and provincial and system enablers. The GPSC's 2017/18 work plan was presented to the Physician Services Committee on April 24, 2017.

### 2. GPSC working groups and tasks groups

Over the past year, the GPSC has realigned its working groups and tasks groups in support of the patient medical home model. The GPSC discussed the importance of developing a common approach for its committees' terms of reference.

The GPSC received an update on the Recruitment and Retention Steering Committee's one-year action plan and its 2017/18 work plan. To reflect its funding source, the committee has been renamed as the GPSC Provincial Recruitment and Retention Steering Committee. As well, the steering committee's work plan for this fiscal ensures that divisions of family practice continue to be strongly represented and that the interests of divisions remain a focus of the committee's work.

### 3. Patient engagement sessions

The GPSC discussed next steps leading from the patient engagement sessions held in January. As the overall goal of the patient medical home model is to facilitate easily navigated care that is centered on the patient, family, and community, the GPSC discussed the importance of including patients' lived experiences in the committee's work. The committee directed staff to investigate ways to include the patient voice in the GPSC work.

### 4. GPSC patient experience tool

The GPSC received an update on the Practice Support Program's physician-driven patient experience data collection and reporting tool. Since receiving approval to test the tool with five clinics across the province, the patient experience tool was developed and tested in five clinics across BC. Between November 2016 and April 2017, over 840 patients were surveyed with questions pre-selected by each clinic. Early results show that patients find the tool easy to use and physicians find the information valuable and easy to understand.

The GPSC approved PSP to undertake phase two of the pilot project: to expand the tool to 20 new clinics while continuing to support the initial five clinics. More details about phase two will be forthcoming in *Divisions Dispatch*.

### 5. Division Engagement Interdivisional Strategic Council Events

The GPSC heard from each of the five interdivisional groups that the division and health authority partnerships are making great strides, locally and regionally, on the patient medical home and primary care home work. To highlight some of this regional work, the GPSC

directed the Summit planning team to create opportunities to share learning at the Summit in June.

#### **6. Incentive Program**

The GPSC continued its discussions about redesigning the incentive fees in response to extensive feedback heard from doctors during the visioning consultations. Doctors said that the fees need to be simple and aligned, to be consistent and easy to understand, to facilitate team-based care, and to be auditable. Given the importance of this multifaceted work, the GPSC asked the Incentive Working Group to outline detailed recommendations for its considerations.

The GPSC's next meeting is scheduled for May 29.