

# Engagement ...For What?

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Disclosures: None



# Objectives

- Introduce the PGDoFP
- The Philosophy that supports the PGDoFP engagement strategy
- Outline examples of Prince George Engagement
- Engagement and our PCN
- Challenges moving forward

## About us:

- Prince George population 81,000 residents
- 124 family doctor members (only 1 member has declined membership)
  - 15 new members this year!
- Incorporated March 2009 as a Division of Family Practice



# PGDoFP Strategic Directions 2019 - 2021



## STRATEGIC DIRECTIONS 2019-2021

**Prince George**  
**Division of Family Practice**  
A GPSC Initiative

### 1 Striving for excellence in all aspects of the primary care home

- Align multi-disciplinary care services to primary care practices
- Maximize effective attachment and access to primary care homes
- Provide comprehensive practice support to primary care homes
- Improve primary care in residential care
- Provide effective, sustainable inpatient care
- Improve transitions in care
- Improve the care of marginalized populations

### 2 Sustaining a strong community of family physicians

- Maximize physician health and resilience
- Recruit and retain an optimal number of family physicians
- Ensure the full spectrum of primary care services are provided by the community of providers

### 3 Partnering with patients and communities for improved health

- Increase physician leadership in population health
- Build and maintain relationships with community partners
- Engage patients and their families as partners in their health
- Promote the value proposition of primary care and primary care homes

### 4 Influencing and informing the system for positive change

- Engage physicians in primary care transformation
- Co-lead the strategic implementation and maintenance of the vision for primary care in the North
- Influence healthcare policy in British Columbia

#### VISION

"Where we're going"

Healthy citizens served by healthy providers delivering integrated, longitudinal, full-service primary health care in a networked and sustainable system.

#### MISSION

"How we do it"

Through innovation and by engaging all primary care providers and partners, we will lead and enable a culture of quality that addresses the unique health needs of individual patients and our community as a whole.

#### GUIDING PRINCIPLES

"How we show up"

- Leading from within and fostering shared leadership
- Working with patients, community and providers in a way that is effective for them
- Fostering cultural humility
- Recognizing the value of interdependent partnerships
- Using data and self-reflection as the foundation for a culture of quality
- Providing stewardship for a sustainable healthcare system

January 2019

## What Motivates Us?

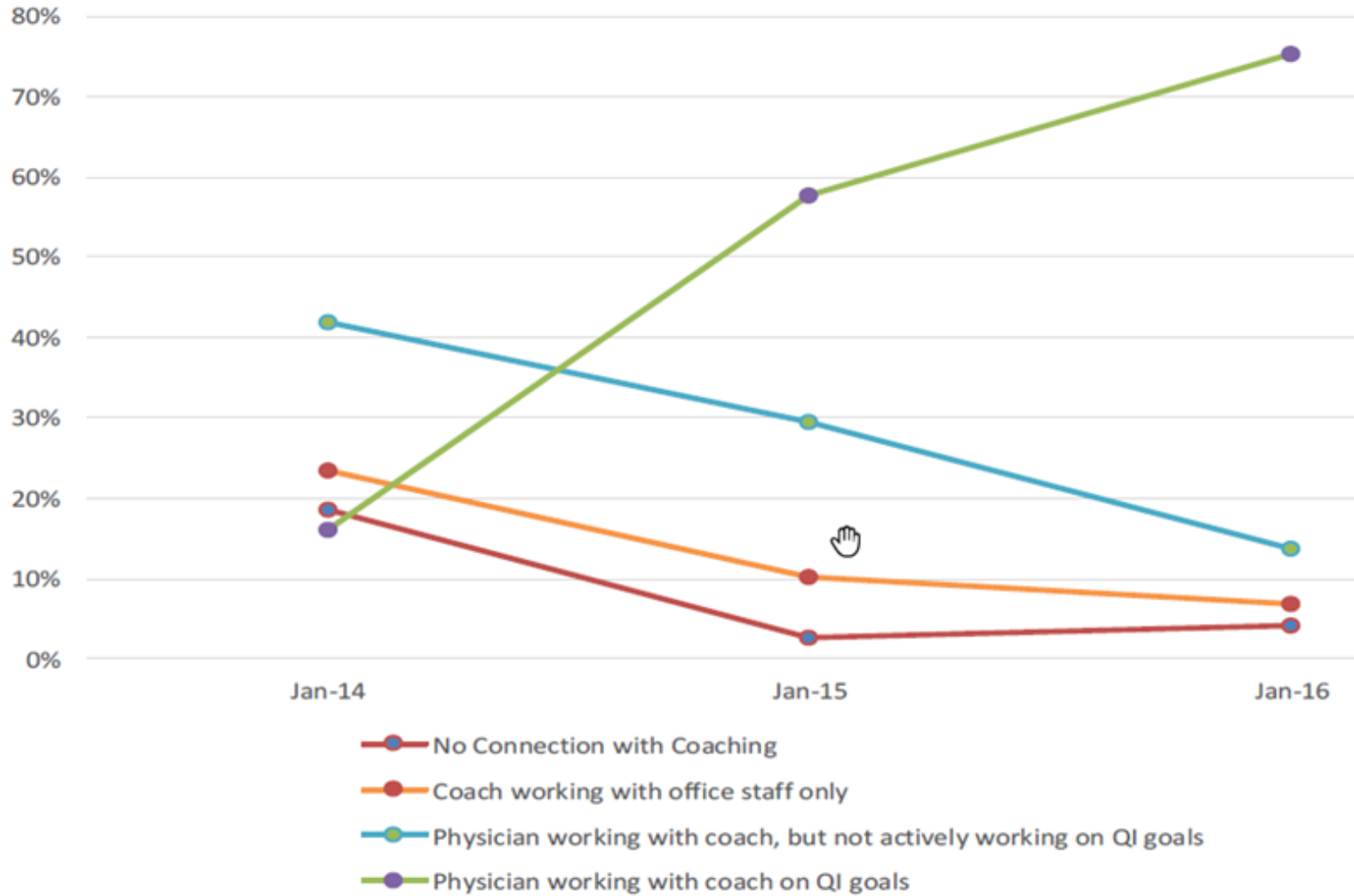


Dan Pink, “Drive, the surprising truth about what motivates us”. 2009

## From a physician's perspective:

- Members Meetings, PSP modules and mini members meetings
- Recognizing local expertise
- Unwavering commitment to improving lives of patients and providers
- Meticulous communication
- Partnerships with Northern Health, MoH, etc
- Coaching as a strategy

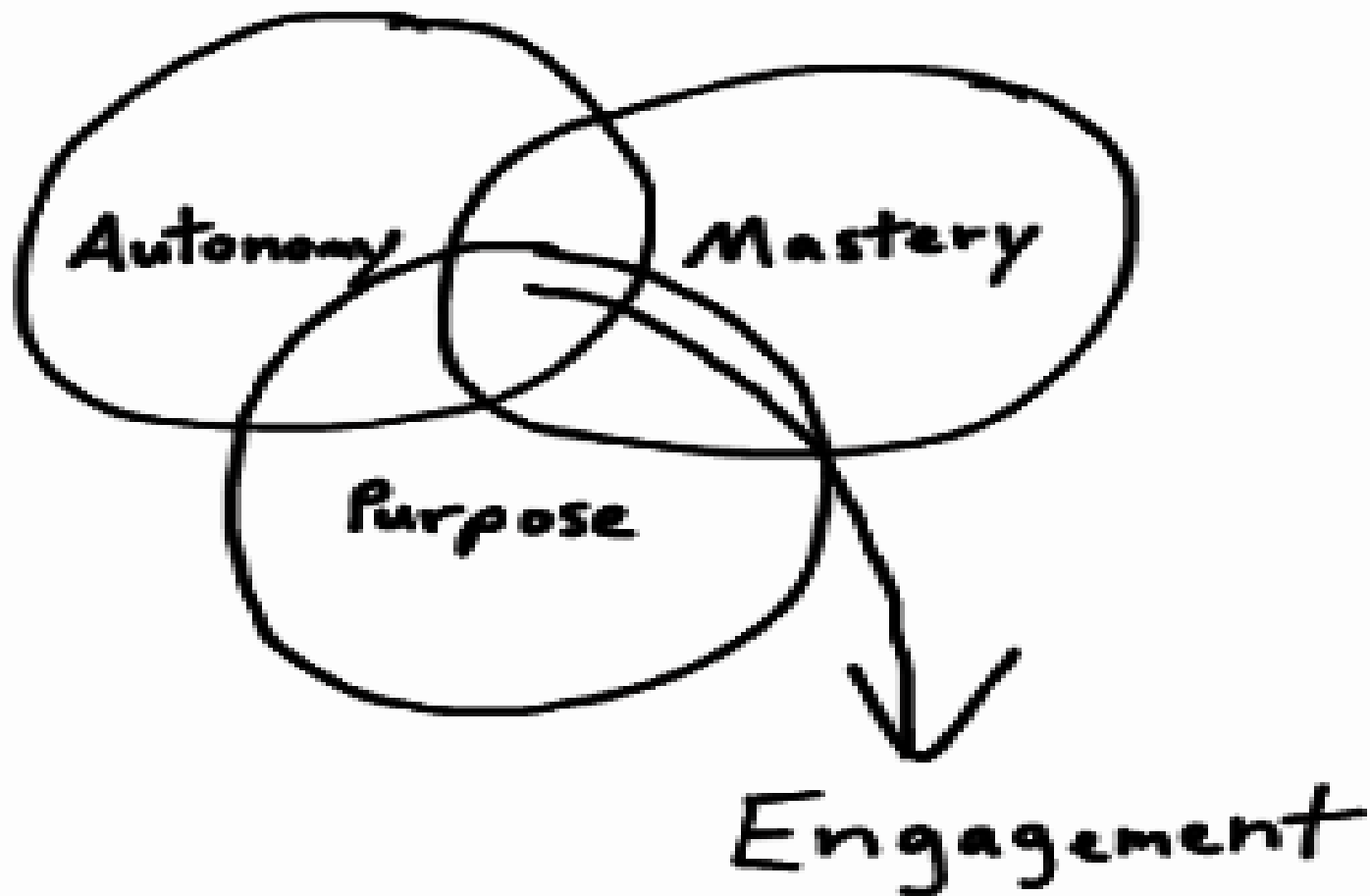
## Physician Engagement with Coaching





## Onto the PCN and UPCC

- just another day in Prince George (Purpose)
- ongoing partnership, existing committee structures for governance
- trust of our membership and sense of what they want (purpose)
- coaching strategy (autonomy, mastery)
- functional relationships with NH, FNHA and others
- change management: Assessing the ADKAR continuum (purpose, autonomy, mastery)



# Questions?

