

Support Our Health Care (SOHC) Society of Princeton
Meeting June 9, 2014, 7:00 pm, Riverside

Present: Ed Staples, June Hope, Ole Juul, Judy Short, Nienke Klaver
Regrets: Patty Vinthers

1. Agenda

- Old Business
- review of Public Forum
- Vice-President vacancy
- Steering Committee mandate - recommendations from SOHC

2. Minutes from the May 6 meeting were accepted

3. Old Business:

- 3.1 Ole Juul will continue to look at the circa.ca website for grants.
- 3.2 GP for Me presentation; Ole gave a report, he found the information useful for himself; the presenters seemed strongly committed to the program and he feels they will make a good report.
- 3.3 Telehealth: the doctors now have a billing code, hopefully this program will continue to develop and expand.

4. Vice President vacancy:

We decided to wait with filling this position until we have our AGM in October. It was also decided that Ed will ask Patty Vinters if she is willing to sit on the Board as a Director.

5. Public Forum:

Especially younger people do not seem to know about the threat to Canadian Medicare. However it is still early days and hopefully in time will get more on the radar of the public. Judy Short suggested an Awareness Poster to be put up on posse and other places that young people frequent.

6. Action Plan:

The Steering Committee was a direct result of the Community Consultation SOHC held on Jan. 29, 2013. Dr Pesut's findings were presented to IH and made public.

Five themes were identified:

- physicians and ER
- escalating downsizing

- emergency medical service (includes role of paramedics, ambulance)
- accessibility (being able to get to services local or otherwise)
- conflicts in service accountability (people were not happy about services being taken care of from afar)

From these five themes, 31 different points were identified which Ed put into an Action Plan for SOHC.

IH suggested to bring the doctors on board, extend the group and get an independent consultant. This was not possible, however Val Tergillus, who worked for IH, was hired. The Steering Committee is now approaching the end of its first year mandate.

We talked about what has improved and came up with the following list:

- happy vibrant physicians have been recruited
- morale has improved
- easier now to attract new physicians
- ambulance crew seems to be more present and interact well with each other
- protocols of EMS have been reviewed and improved. There now is a scheduled review of equipment and maintenance of equipment
- first responders in outlying remote areas
- portable defibrillators; all outlying areas now have one with the exception of Headwaters
- medical records are now all on electronic record system
- billing code for telehealth
- Shared Care program (patients are able to access certain specialists at PGH)
- a larger amount of positive communication points
- community awareness seems to be better
- Steering Committee is representative of community and has provided an email address for comments/suggestions
- sub committee for recruitment and retention has been set up as part of the Steering Committee
- rapid access clinic for uncomplicated procedures

What still needs to be looked at:

- recruitment and retention, advertising
- teaching hospital - developing PGH as "centre for excellence" in rural health care
- lobby to increase the scope for nurse practitioners
- continue and expand on specialist visits
- customer care and conflict resolution (service training for front line staff)
- defibrillators (exact locations in Princeton)

- since the average time for an international physician's stay is 3 years, we need to attract Canadian rural students to the Universities (Canadian Foundation for Health Improvements).
- get better at community outreach; find out how local business, real estate people, Chamber of Commerce are feeling. We can ask 2 or 3 questions as well as get input on what other things can be done.
- set up panel manager pilot program (Society of Rural Physicians email thread)
- email address for comments/suggestions to the steering committee could be better advertised
- expansion of Steering Committee - add public health, community services, dentists, pharmacists, others (5 year plan)

7. Letter to SOHC Members asking for their input and suggestions to the Steering Committee. Ed will put it in point form, Nienke will send email addresses to Ole. Ole will make an interactive email list.

8. Next meeting We decided not to have a July or August meeting but to address any issues by email. Our next meeting will be on September 2.

Meeting adjourned at 9:10