



2024/25

Abbotsford's
Annual Report



**Abbotsford
Division of Family Practice**

An FPSC initiative

A MESSAGE FROM YOUR BOARD CHAIRS & EXECUTIVE DIRECTOR



DR. BETH GALLAGHER
Co-Chair



SHERI JOSEPHSON
Executive Director



DR. HARDEEP AUJLA
Co-Chair

It's all the little things we do that will create meaningful change.

This year has been filled with growth, driven by your support and commitment.

Our focus on fostering an environment where individuals can connect, learn, develop and thrive has been at the heart of our work and we were committed to moving your words into action.

The Division has recruited 15 new family physicians this year, we've created new avenues for leadership through the PCN Steering Committee and the South Asian Health Committee, empowering members to contribute meaningfully and shape our future direction. We worked with over 170 medical students and residents through a variety of events and experiences, all potential providers, colleagues and friends.

We have increased our MOA network by 50% compared to last year, now comprising 50 members across 33 clinics and creating a support network and leadership opportunities that were vital as we moved through onboarding the Health Connect Registry.

The Division team made over 260 clinic visits to support the operation of patient medical homes; offering business supports, advice on human resources, primary care transition support and gathering information so we can serve you better. We need to be present in your spaces so we can truly understand what impacts you. We had over 100 conversations with providers this year, opportunities to hear directly from you about what matters, what gets you up in the morning and what keeps you up at night.

We redefined the Abbotsford Long-term Care Initiative. In response to significant changes in FPSC funding parameters with the new LFP compensation model, we worked with your LTCI leadership team to redefine the Division's Long-term Care program and what that meant for patients and providers. We are striving to be data-driven and system focused while remaining patient-centred. This effort ensures we continue to meet the evolving needs of our community effectively. We continue to share our feedback with our funders to inform future iterations of funding to ensure long-term stability of this vital service.

Looking Ahead:

We're building the right relationships to move our work forward-together. By building stronger partnerships we can further maximize our impact and reach. Whether we are building better systems for transitions in care, figuring out how to support an unhoused population when a shelter closes so the emergency department isn't over-run, or finding attachment for young adults when they age out of the Foundry we are stronger when we lean on the strengths of our collaborative efforts.

We're strengthening our team. Investing in professional development to empower our team and nurture leadership. We need to increase our bench strength, new skills and greater depth is required as we grow. The addition of the PCN in 2025-2026 will bring new resources and opportunities as well as some change management requirements. Succession planning for leadership at all levels will become necessary to ensure we are ready.

Thank you for being an essential part of our journey. Onward we go!

With gratitude,
Sheri Josephson, Dr. Hardeep Aujla & Dr. Beth Gallagher

About Us

Our Vision

We envision a future where every individual in Abbotsford has access to exceptional team-based primary care, delivered by dedicated and thriving healthcare providers.

Our Work

We are a non-profit supporting physicians to improve health access and equity in Abbotsford. Working with FPSC, the Health Authority, community groups, universities, the City, and the provincial government, we bring forward programs and initiatives that benefit our community. Below are a few highlights.



Primary Care Network

Utilizing funding for a pilot program we have been providing no cost dietitian, social work and clinical counselling referral services to 5 clinics as part of the PCN expression of interest process and to date over 1000 patients have received services. In 2024 we worked with the Health Authority and our community partners to write and submit our completed Service Plan for full funding approval and have been expanding services to more clinics and providers. Governed through a locally created Steering Committee, we are connected to our community and able to work together to meet local needs.



Long-Term Care Initiative

The Abbotsford Division's largest program, the Long-Term Care Initiative is fully operational in all 11 long-term care sites in our community and is supported by over 32 Physician members.



MOA & Physician Recruitment

During 2024/2025, the Division invested in the MOA Network and physician recruitment strategies, reinforcing Abbotsford's commitment to accessible, high-quality primary care.



Clinic Engagement

Our team made over 260 clinic visits, offering business, HR, and transition support while gathering insights to serve members better. Through direct 1-1 provider conversations we gained a sense of what matters to you, how to support you and help you thrive.

Our Four Pillars



Creating a Place to Grow



Helping Physicians Thrive



Building the Right Relationships



Fostering Connection & Belonging

Creating a Place to Grow

People are our greatest asset. When we believe in each other, putting people first becomes the culture. A culture that fosters shared accountability and interdependence and creates the leadership and resources necessary to meet our shared goals.

Our 2024/2025 Division Staff Team

Sheri Josephson - Executive Director

Danielle Andrews - Community Health Coordinator

Diana Bae - Program Coordinator

Kylie Clarke - Business Manager

Lencee Dupuis-Baker - Project Coordinator

Meghann Hernandez - Community Health Integration and PCN Manager

Marz Hussain - Organizational Development and Recruitment Manager

Jasmine Sekhon - Clinical Transformation & PCN Manager

Emily Staley - Patient Attachment Coordinator

Nicole Stoner - Patient Attachment Coordinator





Residents: Building Abbotsford's Future Physicians

This year, we welcomed eight new R1s and supported nine R2s on their journey to independent practice. From mentorship and financial planning to creating a study hub and celebrating Resident Week, our focus was connection and community.

Seven of nine graduating residents chose to begin their careers here in Abbotsford.



MOA Network: Strengthening the Heart of Our Clinics

Our MOA Network is growing stronger than ever. The Division offered training events that built skills, resilience, and teamwork; this year was about supporting the people at the heart of our clinics.

Growth & Reach

33 WhatsApp Members

Daily updates and support

50+ MOAs

Active in training and workshops

30+ Clinics

Supporting teams citywide

7 Engagement Events

Socials and workshops fostering connection and learning

Training Sessions

Mental Health First Aid

13 MOAs gained well-being and crisis response skills

Supporting Physicians Workshop

Developed onboarding and patient support skills

“The presentation emphasized the importance of taking time for yourself. It was a great reminder to prioritize self-care.” – MOA Participant

Helping Physicians Thrive

Supporting community health is what our members do, supporting our members is what we do – and together we do our best to increase access to healthcare for all Abbotsford residents. Below are a few key initiatives we champion to help our physicians thrive as they care for our community.



Primary Care Network

What is a Primary Care Network (PCN)?

Primary Care Networks (PCNs) are groups of family physicians who work with other health care professionals like dieticians, social workers, nurses, pharmacists, and mental health workers to get their patients the best care possible.

Patient Impact

- 2,051 patients attached through the Health Connect Registry
- 51 family physicians accepted patients from the HCR
- New referral pathways created to support vulnerable patients, including refugees, seniors, and people experiencing homelessness



Provider Impact

- 100% of referring providers reported Allied Health Professionals (AHPs) improved quality of care
- 88% reported AHP support reduced workload
- 100% felt care was culturally safe



Abbotsford PCN Clinical Counselling Pilot Program

This year, the Abbotsford PCN led a formal evaluation of the PCN Clinical Counselling Program. Clients were assessed before and after counselling, and all showed measurable improvements in both depression and anxiety. The findings confirmed the program's effectiveness in Abbotsford and provided valuable recommendations to further support providers.

Looking Ahead: 2025-26

The Division is committed to building on this year's PCN successes to further improve patient access, support providers, and strengthen community connections:

- Launching an Attachment Working Group to streamline patient access processes
- Implementing a Physician lead to champion PAS adoption and peer support
- Expanding community outreach in partnership with local pharmacies

Education & Engagement:

For Physicians and Our Community



Informed Minds: Wills and Estates (May 2024)

Emily Anderson, Founding Partner at Albert & Co. Law LLP
This session was for physicians, providing practical strategies on wills and estate planning. Participants learned how to safeguard assets and ensure loved ones are cared for according to their wishes.



Informed Minds: Hot Topics in Vascular Surgery (January 2025)

Dr. Laura Mihaila, Vascular Surgeon at ARH
Physicians gained knowledge on the latest advancements in vascular surgery and patient referral practices, including screening and treatment for cerebrovascular disease, abdominal aortic aneurysms, limb ischemia, and vascular-related ulcers.

Health Talks 101 (March 2025)

Dr. Jenessa Nyvall and Dr. Shahana Alibhai
This session was for community members, new cervical cancer screening protocols, mental health, and guidance on finding a doctor. Attendees engaged in discussion and learned practical strategies to support health and wellbeing.

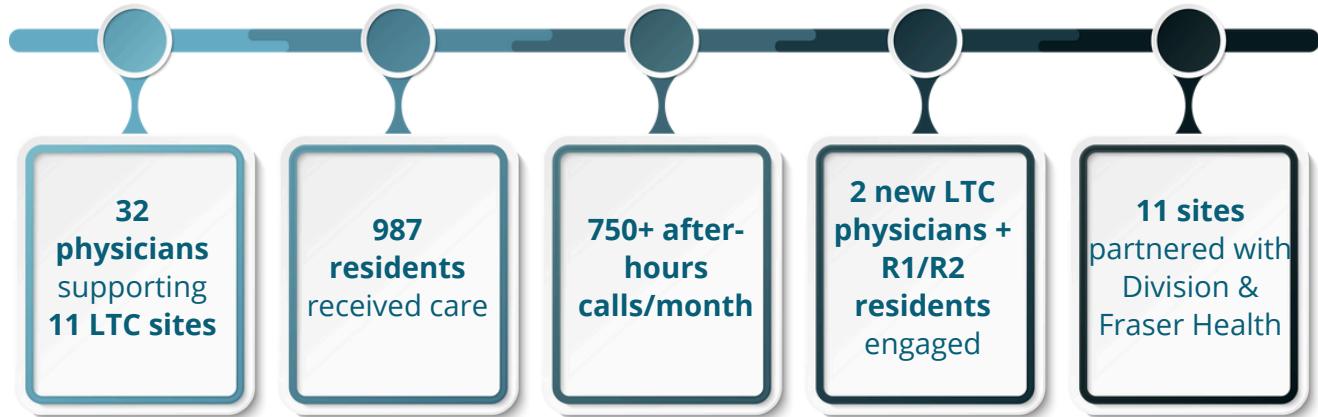




Long-Term Care Initiative

What is the Division's Long-Term Care Initiative (LTCI)?

The LTCI supports 32 physicians across 11 long-term care sites, caring for nearly 1,000 residents. It strengthens physician engagement, promotes resident-centered care, and ensures sustainable practice models across Abbotsford.



Looking Ahead: 2025-26

This year, the Division focused on finding solutions to maintain Abbotsford's LTCI amid changes to physician payment models. We remain committed to supporting the LTCI and its team-based care approach while advancing high-quality, sustainable care for residents. Key goals for the coming year include:

- Implementing an onboarding & mentorship toolkit for new LTC physicians
- Expanding Secure Conversations across all 11 sites
- Implementing the second on-call line
- Refining on-call compensation & coverage models
- Growing Division-wide education and supporting accreditation success

268

All members
(Incl. retirees, residents,
specialists, and NPs)

169

Voting Division
members

15

New Division
members
welcomed

22

UBC residents
supported →
including 3 IMG
residents

7

R2s stayed in
Abbotsford →
40+ medical
students
engaged

2

PRA-BC
physicians
selected → 12
engaged

Recruitment & Retention:

Growing Abbotsford's Physician Community

PRA-BC Program Recruitment:

Supported internationally trained physicians through their Practice Ready Assessment and facilitated their placement in Abbotsford clinics, ensuring a structured and supportive transition into practice.



Provisional License Pathway:

Guided internationally trained physicians into Abbotsford clinics under provisional licenses, providing support and supervision to ensure a smooth transition into practice.



UBC Graduation (July, 2024):

Celebrated Abbotsford's Year 2 residents on completing their training journey and graduating as family practice physicians.



Retirements & Transitions:

Grateful to Dr Hart, Dr Street, Dr Mitchell, and Dr Campbell for their years of service to Abbotsford's medical community.



"The Division's guidance made my transition to Abbotsford seamless... I felt supported every step of the way." – Provisional License Physician

"Having clear communication and a structured recruitment process gave us confidence in welcoming a PRA-BC physician." – Clinic Medical Director





Building the Right Relationships

By cultivating strong relationships with leaders, partners, and future physicians, the Division creates opportunities that directly support our members. These connections strengthen our network, enhance care, and build a thriving family practice community across Abbotsford.

Our Board of Directors 2024-2025

Dr. Beth Gallagher, Co-Chair

Dr. Hardeep Aujla, Co-Chair

Dr. Saurabh Vaish, Treasurer

Dr. Michael Yatscoff, Secretary

Dr. Richard Welsh, Regional Lead

Dr. Holden Chow

Dr. Mathews Manampuram

Dr. Harajit Lail

Our Division Physician Advisory Council (DPAC)

Dr. Jennafer Wilson

Dr. Mathews Manapuram

Dr. Jenessa Nyvall

Dr. Kathleen Ennis

Dr. Monika Wojtera

Dr. Balraj Dhaliwal

Our Primary Care Network (PCN) Steering Committee:

Dr. Jennafer Wilson, Co-Convenor

Dr. Mathews Manampuram, Co-Convenor

Dr. Jenessa Nyvall

Dr. Kathleen Ennis

Dr. Monika Wojtera

Dr. Balraj Dhaliwal

Jamie Tourond NP

Ruby Tatlock NP

Chief Alice McKay, Indigenous Community Partner

Flora Silver, Indigenous Community Partner

Pixie Wells, Indigenous Community Partner

Shirley Wilson, Community Partner

Sarah Siebert, Fraser Health

Non-Voting Members:

Sheri Josephson, Executive Director - Division

Jasmine Sekhon, PCN Manager - Division

Sheryne Power, PCN Manager - Fraser Health



Our Physician Leads

Dr. Sarah Pawlovich, LTC Lead

Dr. Ken Dueck, LTC Lead

Dr. Caroline Cook, IMG Lead

Dr. Richard Welsh, Pathways and HDC Lead

Dr. Balraj Dhaliwal, South Asian Lead

Dr. Saurabh Vaish, PAS Lead

Dr. Jennafer Wilson, Integration of Palliative Care Services Shared Care Project

Health Connect Registry

2,051

Patients attached to a primary care provider

7,703

Patients on the waitlist as of March 31st, 2025

This past year marked a significant shift in how we support patient attachment in our community. In September 2024, our Division transitioned from managing a local waitlist to fully adopting the Provincial Attachment System (PAS) through the Health Connect Registry (HCR).

The move to HCR was an important step toward creating a consistent, province-wide approach to patient attachment. By centralizing the process, we are helping to reduce duplication, improve fairness, and ensure that patients are connected to family physicians in a more transparent and coordinated way.

Our Patient Attachment Coordinators (PACs) played a key role in supporting clinics through this transition. They provided hands-on training for physicians, MOAs, and clinic staff, tailored to each clinic's needs. Through in-person visits, virtual sessions, and ongoing follow-up, our team helped increase confidence in navigating PAS and ensured that providers felt supported in managing patient attachments and panel transitions.

The results are already clear: 2,051 patients in Abbotsford were successfully attached to a family physician this year through HCR. In addition, our PACs worked closely with retiring physicians, supporting smoother panel transitions and making sure patients with complex or urgent needs received timely care. In partnership with community organizations, we also developed referral pathways to ensure that vulnerable populations - such as refugees, seniors, and individuals experiencing homelessness - had support accessing the registry and connecting with care.

While the shift to a provincial system has come with challenges, it also reflects our community's commitment to collaboration and innovation. The lessons learned this year will help us continue to strengthen attachment processes, support physicians, and improve access to primary care for patients across Abbotsford.



Engaging Future Physicians

Study Support for International Medical Students (Summer 2024)

Provided access to the Division's boardroom for international medical students preparing for the MCCQE Part I and NAC OSCE, supporting their goal of returning to their communities for residency.

Med Student BBQ (July 2024)

Welcomed local and visiting medical students to network with physicians and Division staff in a relaxed setting, giving them a first glimpse of Abbotsford's supportive medical community.

Study Support for 2nd-Year Medical Residents (Fall 2024, Spring 2025)

Hosted 12 hybrid study sessions totaling 30 hours in the Division's boardroom with donor-sponsored meals, supporting UBC 2nd-year residents preparing for the CCFP.

National Future Physicians Forum (September 2024)

First-year medical students joined behind-the-scenes sessions at Abbotsford Regional Hospital, gaining hands-on learning and early exposure to the local medical community.

“It was an amazing event and a great opportunity to network with peers and learn more about Abbotsford’s physician community.” – Medical Student BBQ Attendee





Fostering Connection & Belonging

Connection and community strengthen our physician network. Through events and programs that bring physicians together, we foster relationships, celebrate milestones, and support belonging across Abbotsford's medical community.





UBC Scholars Day (May 2024):

UBC Family Practice Residency graduates were celebrated as they shared their scholar projects, highlighting innovation, learning, and connections between residents, faculty, and local physicians.

Nature Prescribing Event (May 2024):

Members learned about the mental health benefits of nature and strategies for nature-based interventions, while engaging in activities designed to support physician wellness and strengthen connections between colleagues and their families.

Abbotsford Airshow New Member Welcome (August 2024):

Physicians and their families came together to enjoy the airshow and celebrate being part of the local medical community, with opportunities for new members to engage and learn about resources available to them right here in the Fraser Valley.

National Future Physicians Forum [NFPF] (September 2024):

First-year medical students joined behind-the-scenes sessions with Abbotsford's physicians, gaining hands-on learning while forming early connections to the local medical community. Additionally, this event provided acute and primary care doctors a rare opportunity to connect and collaborate.

1st Five Years in Abbotsford (February 2025):

Early-career physicians toured local services, engaged with Division leaders and peers, and participated in casual conversations at the Foundry, helping them feel supported and rooted in the community.

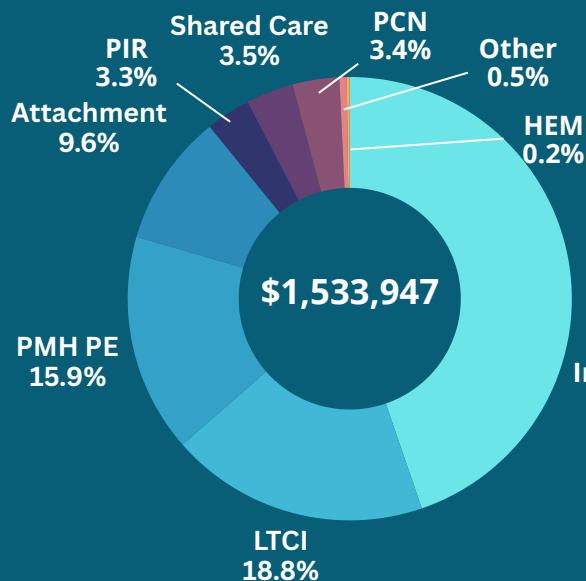
Resident Appreciation Day (February 2025):

Residents participated in a group fitness session, promoting wellness, peer support, and camaraderie outside the clinical setting, sponsored by a local community organization.



Financial Overview

REVENUE BREAKDOWN



EXPENSES BREAKDOWN



ABBOTSFORD DIVISION OF FAMILY PRACTICE SOCIETY

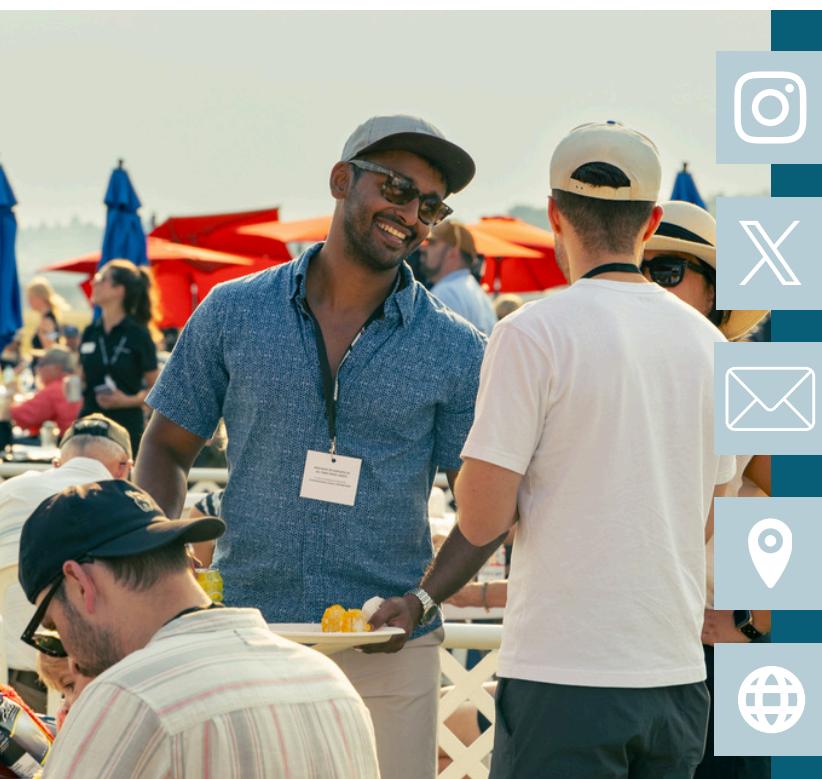
Statement of Operations

Year Ended March 31, 2025

	2025	2024
REVENUE		
Program funding (Note 7)	\$ 839,550	\$ 728,274
Infrastructure funding (Note 7)	686,293	636,163
Other income	8,104	9,263
	<u>1,533,947</u>	<u>1,373,700</u>
EXPENSES		
Human resources	827,476	541,741
The Network	219,477	364,132
Membership	139,888	130,524
Administration (Schedule 1)	118,095	115,774
Facilities	82,659	71,453
Board and committees	63,444	87,943
Supplies and equipment	8,775	12,361
	<u>1,459,814</u>	<u>1,323,928</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ 74,133</u>	<u>\$ 49,772</u>

A Year to Remember Thank you

The Abbotsford Division of Family Practice recognizes that it operates on the unceded, traditional territory of the Semà:th (Sumas) and Màthxwi (Matsqui) people and does so from a place of deep respect and continuous learning.



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A SPECIAL THANK YOU TO OUR PARTNERS & SPONSORS

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Shared Care Committee (SCC)
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Fraser Health Authority
Fraser Valley Health Care Foundation (FVHCF)
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Fraser Valley Métis Association
Sumas First Nation

Matsqui First Nation
University of the Fraser Valley
Perfect Tan and Wellness
Merv and Lisa Byers
Portfolio Planning INC
The Fitness Lab
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