



FAMILY PRACTICE RENEWAL PROGRAM

FPRP News

DECEMBER 2021

Family Practice Renewal Committee

Dr. Wendy Graham, (Co-Chair), NLMA (end of term Dec 2021)

Dr. Lynette Powell, (Co-Chair), NLMA (incoming Jan 2022)

Dr. Steve Major, NLMA

Dr. Nicola Penney, NLMA

To be announced, DHCS (Co-Chair)

Monica Bull, DHCS

Lisa Curran, DHCS

Dr. Dennis Rashleigh, Western Health

Dr. Gabe Woollam, Labrador-Grenfell Health

Ms. Judy O'Keefe, Eastern Health

Dr. David Carroll, Central Health

Dr. Danielle O'Keefe, Family Medicine, Memorial University

Dr. Nicole Stockley, NLCP

Gillian Sweeney, NLHCI

Lynn Barter, NLMA

Robert Thompson, NLMA

FPRP Staff

Glenda Nash, Program Director

Ian Hodder, Senior Program Consultant

Paula Hanrahan, Senior Program Consultant

Emily Hynes, Program Coordinator, FPNs

Marylou Walsh, Program Coordinator, PIP

(parental leave replacement)

Jean Cook, Fund Manager

Ms. Dawn Mason, Administrative Assistant

(retiring 2021)

Francine Synyard, Administrative Assistant

If you have ideas or news for future newsletters,
FPRP programs or events, or any questions or concerns,
please reach out by email to: gnash@nlma.nl.ca

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Message from FPRC

As the end of the year approaches, we want to take this opportunity to extend our warmest greetings for the season and to acknowledge your contribution to the FPRP throughout the year. The success of our program is built on the efforts of our members and our staff —so, thank you.

We've come through a year that was filled with both challenges and accomplishments. In the midst of it all, FPRP continues to see significant progress and a passionate dedication to leadership and innovation in Newfoundland and Labrador family practice. We are proud of the continued collaboration of our members and partners; you have remained committed to FPRP priorities, even while continuing your work on the front line of the pandemic response. We remain inspired by your efforts and hard work.

If you have any questions, ideas, or concerns, please do not hesitate to reach out. We highly value your perspective and ongoing feedback.

We offer our best wishes and happiness to you and your families and are looking forward to a successful 2022!

Personal Message from Dr. Wendy Graham, Outgoing Co-Chair, FPRC



It's really bittersweet to send this message. I believe in the power of FPRP more now than during the conceptional stages! It's been wonderful to partner with so many others who clearly have a vision to reform Family Medicine — for our patients and for us. It's easy to get frustrated and to get distracted. But when we come together to work on a vision, amazing things happen. This passion has been the fuel for FPRP. I really believe our work in health care reform is much like our clinical care — we work together on shared goals and we find common ground. FPRP has seen so many successes in all prongs of our program. Much of this needs to be formally attributed to our amazing staff.

When Glenda jumped on the plane to BC almost 10 minutes after being hired — little did she know what was in store for her and for us. It's been an amazing ride for me personally and professionally. I'm so thankful to our entire staff who are absolutely amazing! The level of dedication and professionalism is outstanding. The program is in great hands with our staff and all representatives. I send a warm welcome to my awesome colleague Dr. Lynette Powell who I am delighted to see as the new Co-Chair. I look forward to her leadership and to what is to come next. Merry Christmas and Happy New Year to you all.

Kindly,

Wendy

Program Director's Message

End of year is a natural time for reflection and celebration of our collective successes.



- This year, our Family Practice Networks (FPNs) have seen continued growth, with a current membership of 443 family physicians, representing 75% of fee-for-service and 40%+ of salaried physicians in the province. Collaborative Services Committees (CSCs), comprised of senior leadership from FPNs and Regional Health Authorities (RHAs), continue to work hard to foster collaborative relationships between family physicians and Health Authorities, to respond to the primary health care needs of the community.
- The [MyQ](#) team continues to work with family physicians and their clinic staff to foster learning and integration of quality improvement principles into practice. To date, over 200 family physicians have engaged with the program either by accessing program content, participating in the various educational offerings or leading changes at the practice level for improved patient access and quality of care.
- Recently launched, [MyPractice](#), representing a partnership with Memorial University's Faculty of Medicine, is a comprehensive educational and support program focused on providing physicians with the knowledge and skills relating to the business side of family medicine.
- The Family Medicine Lecture Series – a partnership between FPRP, the FPNs, Memorial University's Faculty of Medicine, and the RHAs — has gotten off to a fantastic start, with weekly Friday morning sessions seeing consistent attendance of well over 100 participants.
- Our Frailty 3 program, recently offered in-person in Gander and Corner Brook, brings our attendance across the Frailty series to more than 360 participants. A clinical education program focused on care of the older adult, the Frailty series has received overwhelmingly positive feedback from participants relating to increase of clinical knowledge, relevance to practice, and improving care of older adults.
- The Covid-19 Vaccine virtual offering provided an opportunity for family physicians to hear from a panel of physicians and to discuss the Covid-19 vaccine as it relates to patient care and professional practice. This offering was delivered in April 2021 by a panel of clinical experts from across the province and Atlantic Canada.
- A new [fee code](#) for enhanced care of patients with Chronic Obstructive Pulmonary Disease (COPD) was launched in September, offered in coordination with our COPD group learning program this past fall.
- FPRP recently partnered with Saegis (a subsidiary company of the Canadian Medical Protective Agency (CMPA)) and the NLMA to offer a free one-year subscription to accredited cyber security e-learning for FFS physicians. Click [here](#) to learn more about the offer. For more detailed information about the benefits of this program, click [here](#).
- Various funds were launched this year, representing more than \$2,500,000 in FPRP investment. Read more on the [FPN Innovation Fund](#), the [CPD Fund](#), and the [Equipment Fund](#), all launched in late 2021.
- FPRP has also engaged with the Health Accord NL Task Force several times over the past year to discuss our program and opportunities to support the recommendations of the Task Force as we move forward.

As we close out a busy year, we thank for your continued commitment and passion for family practice reform in Newfoundland and Labrador. Our wish is a restful and happy holiday season for you and your families. See you in the new year!

Glenda Nash, Program Director, FPRP

Family Practice Networks

With the goal of achieving 100% registration of all eligible members, our dedication to recruitment is demonstrated by an increase of approximately 65 physicians over last year. Our total number of FPN members is currently 443, which represents approximately 75% of fee-for-service and 40% of salaried physicians. In 2022, we will continue to prioritize the engagement of our current and future FPN members, with a focused outreach to salaried physicians.

FPN priorities continue to evolve as the needs of the community shift and expand. Currently, our FPN Boards have prioritized physician recruitment and retention, locum programs, physician health and wellness, physician to physician support networks, EMR and informatics, expansion of family physician training sites, continuing professional development, improving access to health services, improving patient care, physician professional satisfaction, supports for new grads, improved consultant referral processes, development of collaborative teams, and improved engagement with the RHAs.

In a recent survey, when asked how likely are you to recommend FPN membership to others, family physicians responded with an average rating of 8.5 on a scale of 1 to 10, while 75% of respondents indicated confidence in the ability of the FPN to address issues of importance to family physicians. Read more [here](#) on the benefits of FPN membership.

For those of you who are interested in becoming an FPN member, we have made registration easy and accessible through a simple, quick online registration form. Please visit your FPN page on our website to find out more about each FPN and how you can get involved: [Long Range](#) (Western Region), [Shalloway](#) (Central Region), [RE-Boot](#) (Rural Eastern Region), [Endeavor](#) (Urban Eastern Region).

Long Range FPN

Over the past year, Long Range has focused its work on physician recruitment and retention, the Provincial Family Medicine Lecture Series, EMR training, a Provincial Physician Promotion Group, and participated in Health Accord NL Task Force engagement, as well as continued its work in Western Health Quality Improvement Committees. 2020-2021 has been a year of refocusing and renewal within our FPN. With the help of the FPRP, Long Range reassessed and realigned its Strategic Plan (which can be found [here](#)), and is excited to work toward the goals of improving access, networking and engagement in 2022.

Click [here](#) for more news on the Long Range FPN and CSC, including an introduction to the new Executive Director, Stephen Wan.

RE-Boot FPN

Over the past year, RE-Boot has continued work in the areas of locum recruitment, the “Less Paperwork More Patients” initiative, EMR super user training, mental health, the Provincial Physician Promotion Group, recruitment and retention, membership engagement, coordinating communication with Eastern Health, engagement with family medicine residents, Health Accord Task Force discussions, and the Provincial Family Medicine Lecture series. The RE-Boot FPN Board also achieved a significant milestone by completing its first strategic plan, which can be found [here](#). RE-Boot will continue to operationalize its strategic plan in the new year.

Click [here](#) for more news on the RE-Boot FPN and CSC, including a profile on the CSC's Back2Fitness program, which focuses on improving access to community-based physiotherapy services.

Shalloway FPN

Over the past year, Shalloway has continued work in the areas of Care of the Older Adult, Provincial Family Medicine Lecture Series, Provincial Physician Promotion Group, EMR and Informatics Working Group, and participated in a series of meetings and thoughtful discussions with the Health Accord team. In early January, the Board, with the support of FPRP, will re-start its strategic planning process. The Shalloway FPN continues to create collaborative relationships to ensure projects identified by members are managed so members have a stronger voice and support network.

“This past year Shalloway has been working hard to promote communication between the FPN and the RHA. I do think that improving communication to promote a network of networks, that is cohesive and nimble, will be essential in responding to the changing and increasing demands of our provincial health care system” – Dr. Dawn Turner, Shalloway FPN Board Vice Chair

Click [here](#) to read more about the Shalloway FPN and CSC, including an introduction to Trina Ralph, Shalloway’s new Executive Director.

Endeavor FPN

Over the past year, Endeavor has continued to build on its model of physician-led working groups to support its priority areas. These have included locum access and supports, a “Less Paperwork More Patients” initiative, EMR and Informatics working group, Patient-Centred Care Group, Medical Office Assistant Coordination with the College of the North Atlantic, Influenza-Like Illness (ILI) Physician Feedback group, as well as a variety of “community physician feedback” sessions and groups requested by Eastern Health and the Department of Health (i.e., ODT, Palliative Care etc.).

“Learning about prescribing suboxone has radically improved my practice and the lives of my patients.”
– Dr. Francisco Acevedo, Endeavor FPN Vice-Chair

Other work has included strengthening and formalizing a partnership with Memorial University (i.e., Academic Half Day presentations) and having more structured collaboration with the NL College of Family Physicians. Additionally, Endeavor has provided feedback to the Health Accord NL Task Force, highlighting the unique lens of physicians in the urban area. The Endeavor FPN Board also developed its strategic plan updating the network’s mission, vision, and values, which can be viewed [here](#).

Click [here](#) for more news on the Endeavor FPN and CSC.

Practice Improvement Program



MyQ is a quality improvement program designed to help family physicians and their clinic teams make changes that have a significant impact in improving physician, staff, and patient experience. Characterized by partner collaboration and in-clinic supports, the program is building primary care Quality

Improvement (QI) capacity and improving health care delivery. As of November 2021, 255 physicians have been involved and/or participated in one or more MyQ initiatives.

MyQ is developed and delivered in partnership with the Office of Professional and Educational Development, Memorial University’s Faculty of Medicine and Health Innovation Group (HIG), and through strong partnerships with NLCHI, eDOCSNL, FPNs, Quality of Care NL, NLMA, and DHCS. MyQ content is evidence-based and well received, with high learner satisfaction. MyQ content includes exceptional guidance from the MyQ team and support from family physician QI experts and practice facilitators who are well equipped to adapt content to new modalities, including the pandemic and virtual care context. Participants also have opportunities for peer-to-peer learning and sharing improvement ideas with each other.

Early impacts include:

- Improved Panel Processes and Validation Rates
- Improved Continuity & Wait Times
- Improved Clinic Flow & Cycle Time
- Implementation of Improvement Huddles

Practice Improvement Program (cont'd)

This is what some of our participants are saying:

"This was really fantastic - loved the tools that were presented and am looking forward to putting what I learned into practice."

"That QI is not complicated and that you can use the science of improvement to modify practice."

"I just feel supported for the first time."

"I get more inspired each time and will be selling this to colleagues."

Please click [here](#) to learn more about and/or register for available program offerings.



FPRP is proud to introduce the MyPractice program, a training and support program that helps family physicians navigate the process of setting up a family medicine practice in Newfoundland and Labrador, move from one practice to another within the province, or transition from active practice to retirement.

MyPractice is developed in partnership with the Office of Professional and Educational Development, Memorial University Faculty of Medicine. Currently, there are seven online modules available (including a module for transitioning to retirement) with the launch of the Boot Camp Workshop and Mentor Matching Service in 2022.

"I am so excited to see MyPractice come to life! The business side of medicine is an extremely important aspect that greatly impacts our overall satisfaction in our careers, yet we get minimal training in it. Like many of us, when I started my practice, I realized I truly had no concept of how much was involved, and how ill-prepared I was. If I had not been fortunate with amazing colleagues as mentors, who had all been through it before, I genuinely don't know what I would have done. It's a constant learning process."

"The self-directed, interactive modules in the program are designed to help understand and navigate large concepts, such as practice types, to the nitty gritty of day-to-day runnings, and everything in between that you may have not even realized you needed to think about! From starting a practice to changing practice to retirement, fee for service or salaried, there is finally an accessible program with practical, peer reviewed information all in one place. Additionally, I'm excited about the mentor matching feature of this program, which is a huge asset."

I honestly feel MyPractice offers valuable features to all family physicians at any stage in practice, and highly recommend checking it out. It's the ultimate "things I wish I had considered" content, and I only wish it existed sooner!" – Dr. Paula Cooper, Member, MyPractice Educational Development Group

Please click [here](#) to learn more about and/or register for available [program offerings](#).

Frailty Series

"Frailty 1 and 2 each provided an organized approach to the complex conditions and situations our patients often experience." – Dr. Susan King, Family Physician, St. John's, Family Program Participant

The Frailty Series is a collection of interactive education sessions focusing on care of the older adult. This series is developed and delivered by family physicians and geriatricians. **One hundred percent** of Frailty 1 evaluation survey respondents, and 95% of Frailty 2 evaluation survey respondents, indicated they would use the information they had learned in their practice. In a six-month follow up survey, 100% of respondents for Frailty 1 and 2 sessions found the knowledge they gained in the program to be useful in practice, reflecting a positive indication of relevant and timely content. Stay tuned for additional offerings in 2022.

"The Family Practice Renewal Program has been a personal joy for me. I recall in the early days when we were conceptually thinking about a seniors care educational program for primary care physicians, NPs, and other primary care providers that we were able to take a conceptual topic, get the players necessary to make it happen in one

(cont'd)

room, and then have a coordinated approach to developing a high quality CME using the skills sets in the FPRP office to make it happen. This program has now reached out to hundreds of FPs across the province and the feedback has been stellar. From our initial Frailty 1 offering it has now developed into three fully accredited educational events. It has set the foundation for an exciting rollout of new programs in palliative care and pain management education, designed by family physicians for family physicians in liaison with specialists in these fields. These programs have a tremendous positive effect on the real time care of our patients, as evidenced by the follow-up evaluation and use of the tool kits post course. They also help us form nurturing relationships between family physicians, nurse practitioners, and various allied health professionals who attend these events. Needless to say, as I now approach retirement, this is one endeavor that I regard as a highlight in my educational career and I thank the FPRP team, and Paula and her group, for giving me and my fellow colleagues the opportunity for making it become a reality.”

– Dr. Roger Butler, Physician Lead, FPRP Frailty Series

Click [here](#) to read what others are saying about the Frailty series.

Family Medicine Lecture Series

The Family Practice Networks, the Family Practice Renewal Program, the four Regional Health Authorities, and the Memorial University Faculty of Medicine (both the Office of Professional and Educational Development and Distributed Medical Education) have partnered together to develop and deliver a weekly lecture series on topics relevant to family medicine.

This initiative, which began in October 2021, has seen well over one hundred participants online for each lecture. Participants include primarily family physicians, students, and residents, with consultants, nurses and nurse practitioners attending as well. Content for these weekly 1-hour sessions is based on a needs assessment survey sent to family physicians.

Click [here](#) for a list of topics previously covered and upcoming offerings to the end of the year.

Early reviews have been very positive.

“The Family Medicine Lecture Series is the first provincial, collaborative initiative of its kind, and I am excited to already see the enthusiasm, engagement and positive feedback during the first two months of content delivery. Though the last two years have been challenging, they have also brought opportunities to connect virtually, and to share knowledge and experiences more seamlessly between physicians across our province. With the assistance of stakeholders from Health Authorities, Family Practice Networks, and Memorial University Faculty of Medicine, we are able to attend family medicine specific continuing medical education, in a longitudinal way that is easy to incorporate into my schedule. I look forward to the presentations each week and am hopeful this program will continue into the future!” – Dr. Amy Pieroway, Chair, Long Range Family Practice Network

Click [here](#) to read what other partners and participants have to say about the series.

COVID-19 Vaccine Session

The COVID-19 Vaccine virtual offering provided an opportunity for family physicians to hear from a panel of physicians and to discuss the COVID-19 vaccine as it relates to patient care and professional practice. This offering was delivered on April 29th, 2021, by clinical experts from across the province and Atlantic Canada and was attended by approximately 50 participants.

Comprehensive Management of Chronic Obstructive Pulmonary Disease (COPD) for the Family Physician

“I attended the FPRP program on the Comprehensive Management of COPD for the Family Physician and found it to be very valuable in the care of my many COPD patients. It was well organized and extremely well presented. It was very applicable to family physicians and, in turn, our COPD patients will benefit both in their treatment and in their need for frequent hospitalizations for exacerbations. An excellent program.” – Dr. Mabel Greene

This program was developed and delivered by a family physician and respirologist. There were two virtual sessions held in fall 2021 with 50 attendees.

Suboxone Treatment of Addiction—Advanced Training Program

The Suboxone Treatment of Addiction – Advanced Training Program was developed and delivered by family physicians. There were four virtual offerings in 2021 with 77 attendees. 94% of evaluation survey respondents felt this program added to their clinical knowledge about substance use disorder and suboxone as a treatment while 98% indicated they would use what they had learned in practice.

Here's what some of our participants had to say:

"[I] will be more confident in prescribing suboxone. I have more understanding of the process of prescribing, maintenance and follow-up of suboxone."

"I understand suboxone much better now and am comfortable now to adjust the dose, and can initiate treatment in any other patients of mine that may need it."

This program is currently under revision with expected offerings in 2022.

New Programs in Development

Modelled after the Frailty Series, educational programs for Chronic Pain Management and Palliative Care are in the initial stages of development, with expectation of offerings in 2022.

The Chronic Pain program will be developed and delivered by a team of physicians specializing in chronic pain management. Dr. Bruce Hollett (Family Medicine) and Dr. David Flusk (Anesthesiology) will co-lead the program and will work with family physicians and other subject matter experts to develop and deliver the content.

The Palliative Care program is currently in development by family physicians and physicians specializing in palliative medicine.

Financial Support Programs

This year, FPRP rolled out several initiatives to support family physicians in the adoption of enhanced technology and equipment to improve functionality within their clinics, as well as funding to support innovative solutions to patient care gaps.

Equipment Fund

FPRP is pleased to support fee-for-service family physicians, on a 80/20 basis, in the purchase of new or refurbished equipment and/or devices on a pre-approved list, up to a maximum of \$2,500 per physician, supporting them to practice to full scope and perform minor office-based procedures. The Equipment Fund is available immediately for reimbursement of purchases made on or after March 15, 2020 and will extend to November 30, 2023. For more information, please click [here](#).

Innovation Fund

The FPN Innovation Fund will provide FPN Boards with funding opportunities for projects that have the potential for sustained, measurable improvements in primary care. Projects should facilitate purposeful change and address barriers in primary care delivery using effective change management strategies and approaches. For more information, please click [here](#).

Continuing Professional Development Fund (CPD)

This funding supports the Family Practice Networks (FPNs) and Collaborative Services Committees (CSCs) in the development and delivery of local CPD programming to support family physicians in providing improved patient care. For more information, please click [here](#).

Physician Survey Results

The FPRP Physician Survey was completed in early 2021 and was conducted by FPRP in collaboration with the Newfoundland and Labrador Centre for Health Information. The purpose of the survey was to gather feedback from family physicians within our province to help shape and improve FPRP and its associated programs, as well as to inform the strategic planning process. You can access survey results by clicking [here](#).

Family Practice Renewal Committee

End of Term for Co-Chair, Dr. Wendy Graham

At the end of 2021, our Management Committee said goodbye to a key member, our co-chair representing the NLMA, Dr.



Wendy Graham. Past NLMA President (2014), Dr. Graham is a busy family physician practising full-scope rural family medicine in Channel Port-aux-Basques and has played a very active and passionate leadership role with the FPRP. Dr. Graham has held the co-chair role since the program's inception in late 2015, and has made an invaluable contribution to building the program's foundation and vision for family practice renewal in Newfoundland and Labrador. Wendy's commitment of time and energy over the past six years, and her unwavering

passion for this role, has been remarkable, especially given her other family physician daily responsibilities, as well as her role as an associate professor within the Faculty of Medicine. Dr. Graham also earned recent recognition as a Family Physician of the Year by the College of Family Physicians of Canada (CFPC) and the Foundation for Advancing Family Medicine (FAFM), and we extend our warmest congratulations! Wendy will be greatly missed by her committee and staff colleagues. We wish her continued success and thank her for her indelible impact on the future of family medicine in Newfoundland and Labrador.

FPRC Welcomes Dr. Lynette Powell as new Co-Chair

FPRP would like to warmly welcome Dr. Lynette Powell as the new Co-Chair of the FPRC. NLMA Past-President (2020) Dr.



Powell is a family physician in Grand Falls-Windsor, an advocate for rural medicine, youth mental health, and women's health. Her practice includes both family medicine and long-term care, and during her years in the community, she has also provided inpatient care, operating room assistance, emergency room coverage and was a clinical associate in psychiatry and gynecology. Dr. Powell was a 2017 recipient of the Reg L. Perkin award from the College of Family Physicians of Canada (CFPC) for Family Physician of the Year.

FPRC Welcomes Additional New Members

We were pleased to welcome several new members to FPRC in 2021. We look forward to having the perspective of all our new members at the FPRC table, informing our evolving priorities and future growth. We extend a warm welcome to:

- Monica Bull, Sr Manager, Primary Health Care, DHCS
- Dr. David Carroll, Acting VP, Medical Services, Central Health.

Program Staff



Dawn Mason Retiring at End of 2021

This year, FPRP is saying goodbye to Dawn Mason, our administrative assistant. As an FPRP employee from day one in 2016, Dawn has made exceptional contributions to our development, progress, and success. Before joining FPRP, Dawn played a key role in the communications department with the Newfoundland and Labrador Medical Association (NLMA), contributing a total of 28 years of services between both the NLMA and FPRP teams. We sincerely appreciate Dawn's dedication, diligence, and commitment to our team, partners, stakeholders, and our province's family physicians. She will be greatly missed.



Marylou Walsh, Program Coordinator, PIP

FPRP is pleased to welcome Marylou as the Program Coordinator, Practice Improvement (parental leave replacement). Marylou has worked in health care all her life — mainly in human resources, recruitment and classification. Prior to her role with FPRP, she worked with the Department of Health and Community Services - Regional Services/Specialty Projects. Marylou is responsible for coordinating and providing support for all Practice Improvement Program (PIP) initiatives, including providing logistical support for PIP events, and acting as liaison with Family Practice Networks relating to PIP offerings. She is also responsible for conducting research, analysis, and data support for the PIP.



Francine Synyard, Administrative Assistant

FPRP would also like to welcome Francine Synyard to the team! Francine joined FPRP in an administrative assistant role in November 2021. Francine has many years of experience in administrative and logistics coordination roles in the oil industry and comes to us from her most recent position at the Faculty of Medicine. Francine will lead all program office administrative tasks, and provide support to program staff, from program documentation and development to communication updates and coordinating with our various stakeholders and partners.



FAMILY PRACTICE RENEWAL PROGRAM

Wishing you
a safe and enjoyable holiday season
and the
best of health and happiness
in 2022!

Happy Holidays!

The FPRP Team