

Healthcare Landing Program

OVERVIEW + UPDATES

GENERAL PROGRAM OVERVIEW:

- Funded by the Cariboo Chilcotin Regional Hospital District
- Supporting the municipalities of both Williams Lake and 100 Mile House
- Managed by Beth Veenkamp, Manager of Economic Development for City of Williams Lake
- Supported by two Healthcare Landing Coordinators

The ultimate goal of this program is to provide more support to physicians/healthcare professionals who are visiting or relocating to the Cariboo, with a focus on accommodation support and community integration.

INTRODUCING OUR HEALTHCARE LANDING COORDINATORS:

Jeannie Rudyk + Melissa LaPointe



What we've been up to in Williams Lake since September:

- Individualized support has been provided to practitioners in regards to accommodations + community support:
 - Fourteen Emergency Department Locums
 - Six UBC Med School Students
 - Three Family Practice Locums
 - One Resident Physicians
- We've also helped to support the permanent residency application for two Family Practice Physicians that have relocated to our community

One of our long-term rentals in Williams Lake:



Getting our physicians out and about in the community:





What we've been up to in 100 Mile House since September:

- Welcome Survey specific to 100 Mile House
- Individualized support has been provided to practitioners in regards to accommodations + community support:
 - Five Emergency Department Locums
 - One UBC Med School Student
 - Two Family Practice Locums
 - Three internationally-trained family physicians through the PRA-BC Program
 - One internationally-trained family physician through the BC PNP Immigration Program

Our long-term rental on the 108 Mile Lake:



Personalized Welcomes to 100 Mile House:



Soft Landing for International Arrivals:

- Winterizing Vehicles
- Gift Cards for Groceries
- Support with Banking
- Help with Accommodations
- Coordinating Specialized Food Orders
- Support with Daycare

Practical + thoughtful community outreach...



Williams Lake Networking Event

- Monthly luncheon for local physicians
- HLC provided support with scheduling, coordination + admin
- First event took place in January with 18 physicians in attendance and great feedback!

MR MIKES
SteakhouseCasual

Other Program Details:

Development of Systems + Program Operations:

- Communication Guidelines
- Invoicing System
- Car Rental + Airport Pickups
- Locum Expense Submissions
- Accommodation Bookings
- Calendar Management
- Correspondence with CIRD
- Project Management

Budget Overview:

- Total program budget of \$150,000
- Accommodations
 - Williams Lake
 - 100 Mile House
- Healthcare Landing Coordinators
 - Wages
 - Travel/Mileage
- Locum Travel Expenses
- Welcome Baskets/Community Activities

Budget Overview:

- Total program budget of \$150,000
- Accommodations
 - Williams Lake
 - 100 Mile House
- Healthcare Landing Coordinators
 - Wages
 - Travel/Mileage
- Locum Travel Expenses
- Welcome Baskets/Community Activities

Overview of Cost Recovery for Accommodations:

- Networking with local home owners willing to rent out accommodations on temporary basis
- Working with Interior Health -
Travel Incentive for ER Locum Physicians

Program Testimonials:



We've experienced great support on multiple fronts. Work-related, as well as immigration difficulties have not been too much for our Healthcare Landing Coordinators to assist with. They have played a pivotal role in recruitment and retention of physicians in the community of Williams Lake!

Drs. Jacques + Mariska Neuhoff
Family Physicians, Atwood Clinic



The Healthcare Landing Coordinators are greatly valued in our community. Melissa and Jeannie have gone above and beyond to welcome healthcare workers and their families in their transition to 100 Mile House.

In addition, they're helping to build local resource networks and strengthen relationships. To have friendly, knowledgeable people a phone call away is a great foundation to 'more of the good life' in 100 Mile House.

Joanne Doddridge

Director of Economic Development + Planning

District of 100 Mile House



I have found the Healthcare Landing Program to be extremely helpful with all of the locums we have coming to both Emergency Departments. I have only received positive feedback from our locum physicians about this program.

We're also seeing more locum physicians return to our community for additional shifts as Melissa and Jeannie have done a great in making their trips here more enjoyable!

Allana Jones

Medical Administrative Assistant to Dr. J Owega, OMH Chief of Staff

Medical Administrative Assistant to Dr. Paul Magnuson, CMH Chief of Staff



Thank you for all your help, you've been an awesome host and I'm very grateful for all the little things you've done to make this such a great trip!

Dr. Patti Massel, Family Practice Locum

““——

I don't think that I've ever felt so welcomed in a community!

Dr. Jamie Powell, ED Locum

““——

Thank you so much for taking such great care of me and my family! We truly appreciate all the things you've done for us during our time in Williams Lake.

Dr. Jocelyn Black, ED Locum



The locum feedback has been extremely positive. Nothing but gratitude and compliments from the locums. Your program has improved the locum experience for sure! I think it has contributed to ER locums returning given their positive experience.

Dr. Sarah Dressler
Head of Emergency Department
Cariboo Memorial Hospital

Program Recommendations:

Retention of Local Physicians:

- Increased signing bonus with increased time commitment (3 to 4 years)

Next Steps:

- Networking Event(s) in 100 Mile House
- Continue Collaborating With Community Partners
- Continue Rolling Out Small Town Charm
- Continue Improving Systems + Operations
- Continue to Support Local Practitioners
- Continue to Instill Hope for the Future



Questions?