



**Whistler
360 Health**

A Community Creates Impact



Message from the Chair

Welcome to our 2024 Impact Report.

With the collective help of the community, stakeholders across the healthcare sector, countless volunteers and our generous donors we have created a new way to deliver primary care in Whistler.

When we began in 2019 with a task force of representatives from across the community many, many Whistler residents were without a family doctor. The need was clear. While we didn't then have an immediate solution, we believed it was possible to rethink the way primary care is delivered. Making family practice more attractive to physicians and nurse practitioners and establishing a collaborative setting with team-based care as an outcome were only a few of the goals on our initial list.

As you'll see from the timeline on the next two pages it took a lot of work to create positive change. What I am most excited about is seeing how many new healthcare professionals have joined us. The community-governed model that frees up healthcare professionals to care for patients is proving to be as attractive to practitioners and as effective for operations as we hoped. The Whistler 360 Health Collaborative Society administrative team now includes a part-time executive director who also serves as a resource for clinicians, the practice manager and the team of trained medical office assistants who collaborate to support the work of caring for the community at Lorimer Road clinic and our new satellite location on Main Street.

Looking ahead I see a continuation of collaboration as we keep reimagining primary care for our community.

Carol Leacy,
CHAIR OF THE BOARD

VISION

Whistler is a healthy community where patients can easily access a strong, connected network of primary healthcare providers who collaborate to prevent illness and promote wellbeing.

MISSION

To create a team-based, professionally managed, community-governed model of excellence where health care professionals provide patient-focused longitudinal care. We provide leadership in healthcare to the community and collaborate to improve social determinants of health.

How Community Created Change

From Intention to Action



Whistler 360 Health is able to provide healthcare to many more individuals with the funds of the Dr. Rob Burgess Primary Care Fund being allocated to building out spaces for physicians to practice. This has meant a huge reduction in cost of overhead and the stifling cost of practicing family medicine, allowing doctors to continue to build lasting patient relationships within our community, a legacy of Dr. Burgess. This not only improves timely diagnoses, but also improves outcomes of care and wellbeing for our ever-growing community.

MICKY BURGESS



We are incredibly proud to be one of the founding supporters for Whistler 360 Health in their mission to provide access to patient-focused care in Whistler.

Ensuring accessible and longitudinal healthcare for all is a vital step towards a healthier and happier community, which is a key objective of the Whistler Blackcomb Foundation.

MEI MADDEN
Executive Director
Whistler Blackcomb Foundation

2024



As of May 31 Whistler 360 Health has over **10,000 attached patients**. The resort's population is around 14,000 people.

There are currently **nine physicians and three nurse practitioners** working as about 10.75 full-time equivalent positions. There are 10 administrative staff positions.

A study at the WHCC finds that there is an estimated savings of **\$650,000 to the province** over 12 months due to a reduction in low-acuity patients seeking acute care because they can now access primary care through Whistler 360 Health. This equates to **1,600 fewer patients seeking acute care** over 12 months.

2023



Whistler 360 Health Collaborative Society and Whistler Medical Clinic unite to become the **Whistler 360 Health Primary Care Clinic**.

Clinic transitions to a non-profit financial model.

Primary care practitioners rise to **8.5 FTEs** under new model with expanded space on Lorimer Road and a satellite location opened on Main Street.

Patient registry launched with **1,500 new patients** welcomed.

In October Whistler 360 Health is named the **Emerging Business of the Year**, at the annual Whistler Excellence Awards.



2022

Town Plaza Medical Clinic closes. It is estimated that the number of Whistlerites without a primary-care provider has now gone up another **10% to 50%**.

Whistler 360 Health Collaborative Society receives its charitable status.

Whistler 360 Health and Whistler Medical Clinic sign a letter of intent for Whistler 360 Health to manage the clinic's administrative operations.

Major donors step up to support Whistler 360 Health enabling it to **invest in additional space, equipment, technology and support services**.

2021



The Primary Care Task Force forms **Whistler 360 Health Collaborative Society**.

The Society is incorporated under the BC Societies Act — a non-profit society governed by a community board supported by volunteers.

The task force presents its vision for primary care to Whistler's elected officials and residents.



2020

COVID-19 strikes. B.C. declares a public-health emergency in March.

Coast Medical Clinic Whistler **closes its doors permanently** to patients.

Community organizations collaborate to meet increased needs for virtual care, expanded food bank and temporary C19 testing site.

Primary Care Task Force continues to investigate primary care delivery models across B.C.

2019

Whistler has three primary care clinics, but it's estimated that **40% of the community does not have access to a family doctor**. To serve the population and annual guest visits Whistler would have 16 GPs. It has 8.25.

A Primary Care Task Force is formed to respond to lack of primary care practitioners.



Whistler 360 Health

Our Community-led Values



Care and Compassion

As practitioners, board members, staff, and collaborators we are united in our mission to provide patient-focused care. We are guided by mutual respect, compassion, humility, flexibility, and integrity in our interactions with patients, partners, and with one another. Our operating practices embody care and kindness for our wider community and our world. We are guided by a commitment to safety, sustainable development and leadership practices, and environmental stewardship.

Accessible to All, Equitable and Inclusive

We understand the barriers that exist for accessing primary-care services and are committed to offering *care of all* — residents, seasonal workers, and visitors to Whistler. We recognize that true equity is achieved when we treat patients as people who have an opportunity to achieve their full health potential.

Collaborative and Comprehensive

We collaborate with primary care physicians, allied healthcare providers, community organizations, cultural advisors, and stakeholders to offer primary and complementary care services that meet the needs of patients. Our team is inclusive of medical office assistants, student learners, providers, and managers. Our roles as members of this group are varied and changing.

Community Driven

We are driven by a deep understanding of and connection to our community. We listen and are responsive. We are members of the community who offer our experience and compassion, believing that the whole is truly greater than the sum of its parts.

Innovation - Model of Excellence

We are inspired by the stewards, trailblazers, and visionaries who are part of the history of our community. We are passionate about forging a new model of primary care that is in keeping with the iconic, best-in-class ethos that has defined Whistler for decades. We partner with those who are committed to ethical, equitable, inclusive *care for all* knowing we can achieve more as a collective. We are learners as well as leaders as we create a new benchmark for community care.



Whistler
360 Health

whistler360health.org