

Facility Engagement is a BC-wide initiative of the Specialist Services Committee. It supports meaningful consultation and collaboration among facility-based medical staff and health authorities.

It is strengthening communication and relationships and creating effective processes for working together on shared priorities that improve patient care and the work environment.



## WHY ENGAGE?

**For our patients.** Strong engagement among physicians and health organizations supports high quality health care, improving patient outcomes and lowering costs.

**For effective change.** When we work together, we solve problems faster, make better decisions, and achieve more.

## WHAT ARE WE WORKING ON?

- Patient care delivery
- Hospital pressures
- Regional and system challenges
- Wellness and workplace culture

## HOW DOES IT WORK?

### A COMMITMENT TO LOCAL AND REGIONAL ENGAGEMENT

is shared by Doctors of BC, the Ministry of Health, and all BC health authorities as part of the Physician Master Agreement.

### FUNDING AND SUPPORTS

from the SSC Facility Engagement Initiative support medical staff to engage in health care planning and decisions.

## WHO'S ENGAGING?

### PHYSICIANS & OTHER MEDICAL STAFF HEALTH AUTHORITY LEADERS & ADMINISTRATORS

**76**

**MEDICAL STAFF ASSOCIATIONS**  
in 85 acute care facilities  
and 6 provincial programs

**6**

**HEALTH AUTHORITIES**  
Local, regional levels

**6500+ PHYSICIANS**  
have participated since 2014

## ENGAGEMENT IN ACTION

### Examples of collaborative activities

**Fraser Health President's Council** brings MSA and health authority leaders together for two-way communication to share priorities, challenges & ideas.

**Burnaby Hospital's** Maternity Clinic has reduced wait times from several weeks to just a few days through a QI partnership.

**Surrey Memorial Hospital** physicians have engaged across disciplines on opioid stewardship, prevention, and education.

**Ridge Meadows Hospital** is strengthening culturally safe care with workshops, resources, an Indigenous Health Liaison role, and community connections.

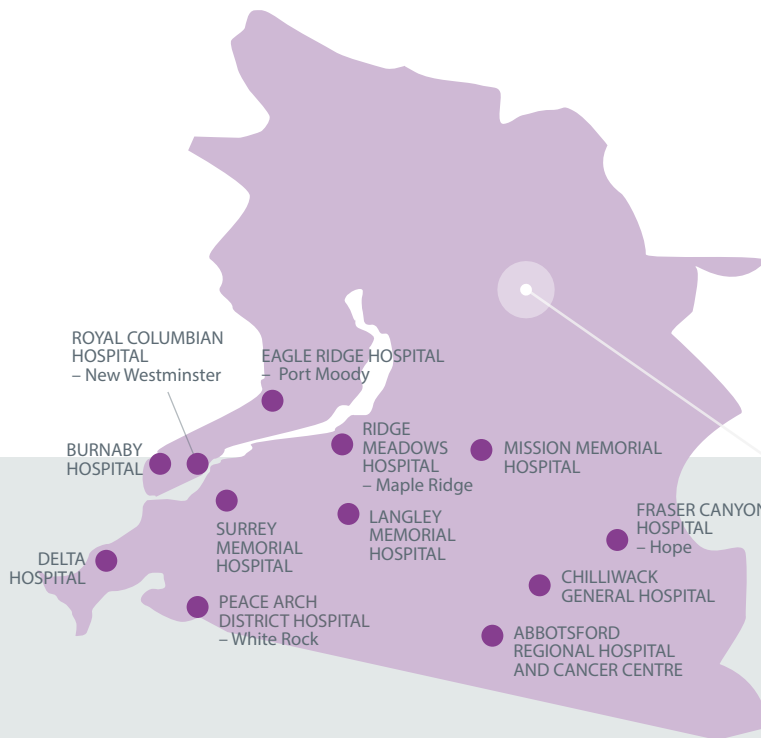
**Mission Memorial Hospital** is working on a cross-community and partner collaboration for patient transfer improvements.

**Fraser Canyon Hospital** ER physicians and nursing staff have worked on flow improvements to assess and treat patients sooner.

**Royal Columbian/ Eagle Ridge Hospitals** Unconscious Bias and Wellness Committees is supporting resilience and well-being.

**Peach Arch Hospital** has create community partnerships and patient education to prevent admissions for congestive heart failure.

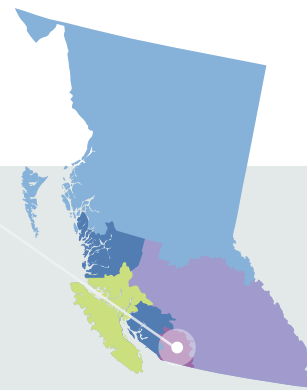
More examples ►



## WHO'S ENGAGING?

**11** Fraser Health MSAs representing 12 facilities

**1400+** Fraser Health physicians involved in key activities (2016-2023)



Physicians have key skills and insights and a professional responsibility to be leaders, advocates, educators and innovators. Together we really can influence system change.

— Dr Connie Ruffo, White Rock Physician Co-Lead, Fraser Health Physician Wellness Committee

It was really about delivering the best care while taking into account the needs of the patients, the physicians, the managers and staff. It was about building communication pathways and creating a shared culture of 'we are in this together.'

— Dr Charlene Lui, Burnaby Hospital Maternity Clinic