

Administrative Activities to Support MSAs

1. Coordinate and oversee the administration of MSA affairs

- Maintain Executive
 - **PS ONLY:** Ensure executive members are paid through governance activities in FEMS, with payroll taxes deducted and remitted by the MSA finance administrator.
 - Ensure the executive has the necessary information to govern effectively. This can include onboarding documentation, updated financial reports, current funding guidelines, new updates from Doctors of BC via email and on the FE website.
 - When executive members leave, ask the Facility Engagement office to remove them from governance roles in FEMS and from contact lists.
 - Act as a resource for executives regarding strategies and issue management.
 - Resources:
 - [Memorandum of Understanding \(MOU\) on Regional and Local Engagement](#)
 - Video: [Doctors of BC Governance Webinar: Roles and Responsibilities \(FESC\)](#)
 - Video: [Doctors of BC Governance Webinar: Roles and Responsibilities \(Physician Societies\)](#)
 - [Physician Society Director Compensation Guidelines](#)
 - [Submission of CRA Claims](#)
- Maintain the business of MSA
 - Ensure all legal and financial reporting is completed on a monthly/quarterly/annual basis as needed. Coordinate with professionals on behalf of the executive.
 - Keep financials as up to date as possible. It will be easier to determine the financial status of the MSA if FEMS claims and financial extracts are completed on a regular basis. Additional tasks may include regular transaction matching in accounting software, monthly reconciliation of bank accounts and credit cards, and monthly FEMS IOE entries.
 - Provide financial reports to the executive, working group, and advisory regularly.
 - Ensure contractors of MSA are paid as agreed. Contracts should be kept current, and expiry dates monitored.
 - With executive approval, contract with support organizations for services to the MSA (e.g., evaluations, data analysis, caterers, etc.).



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- Resources:
 - [Facility Engagement Funding Guidelines](#)
 - [Budget Planning Guidelines](#)
 - [Budget Planning Throughout the Year](#)
 - [Budget Planning Template](#)
 - [Guide to Financial Statements](#)
 - Video: [Budgeting 101](#)
 - [Facility Engagement Monthly e-News Archive](#)

2. Coordinate and manage engagement activities/initiatives

- Meetings/Committees
 - Agendas, minutes, meeting invites, communication between meetings, and follow-up on action items between meetings.
- Engagement/Quality Improvement projects are managed through a documented intake and evaluation process and are monitored in FEMS on a quarterly basis.
- Based on the approved budget, create and maintain engagement activities in FEMS.
- Share learnings and successes, including EP updates, within MSA, and explore external opportunities (JCC summit, conferences, etc.).
- Resources:
 - [Engagement Project Intake Guidelines](#)
 - [Engagement Intake Form](#)
 - [Engagement Resource Guide](#)
 - [Evaluation Resource Guide](#)

3. Lead communications

- Develop, implement, and maintain a communications plan for the MSA.
 - Include stakeholders such as members of the medical staff, HA, divisions, and partners.
 - Maintain a list of medical staff members with their preferred contact details.
 - Include modalities such as a website, social media, newsletter, paper communications, etc.
- Resources:
 - [FE e-News Archive](#)

4. Complete reporting

- Complete SEAT update semi-annually in accordance with deadlines.
- Complete the AR report annually, committing to attend/watch the annual November webinar that provides MSA administrators with the most current information each fiscal year.
- Resources:
 - [SEAT Overview](#)
 - [SEAT Deadline Information and FAQ](#)



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5. FEMS Management

- Register and support physicians, allied care providers, and suppliers with payment and claims processes.
- Review all engagement activities for financial progress and adjust (with executive approval) when necessary.
- Resources:
 - [How to Create an Engagement Activity](#)
 - [Types of Claims in FEMS](#)
 - [Claim Statuses and Notification Dashboard](#)
 - [Update a FEMS Member Account](#)

6. Develop and maintain important relationships

- Engagement Partners and Facility Engagement Operations Staff
- Health Authority
 - Local and regional administration
- MSA members, including physicians and allied health professionals.
- Divisions of family practice.

NOTE: This guide is not an exhaustive list of roles and responsibilities. Please refer to your contract for a detailed list of deliverables.

For more resources, including tips, tricks, and templates, please see the [Facility Engagement website](#).