



# FACILITY ENGAGEMENT PROVINCIAL SUMMIT

April 17, 2024 / Evening social April 16  
Sheraton Wall Centre / Vancouver



## Celebrate. Connect. Spark.

Celebrate the engagement journey  
Connect with partners old and new  
Spark ideas and ignite momentum

## POSTER SUBMISSIONS

MSA Site Posters – 32  
Regional Posters – 3

# Boundary District Hospital

FE Summit Attendees: Dr. Max Liu, Dr. Mark Szyrkaruk, Tina Hnatiuk (Project Manager)

Tier 1.2



## BDH Working Group

### Our History

The Boundary has a rich history of full-service patient care provided by physicians who are willing to work together, making a meaningful difference in the health and wellbeing of the community. As a small team of practitioners, we continue to evolve to meet the demands of increased primary care needs alongside an escalating complexity that all involved in healthcare face. As the healthcare landscape shifts, we aim to shift with it, coming together to meet the challenges and opportunities with both commitment and innovation.

### Our Physician Mission Statement

The Boundary Physician Medical Staff Team is committed to providing full-service patient care. Collegiality, trust, mutual respect and collective responsibility helps to ensure the health and wellbeing of our community, our colleagues and our families. We live where we work, and we care about who we serve and how we do it.

### Members

- Dr. Mark Szyrkaruk, MSA President
- Dr. Max Liu, MSA Vice President
- Dr. Gwen Campbell, MSA Treasurer
- Dr. Mike Slatnik
- Dr. Nathan Dalla Lana
- Dr. Bob Lewis
- Dr. Allison Carroll
- Dr. Heine Brussow
- Dr. Devin Hasanally
- Dr. David Merry
- Dr. Robb Sebastian

## BDH Projects

### Role of Rural Physicians in the Boundary

This project had 3 purposes:

- Define what is FTE for a GP in a rural area and how many FTE are needed.
- To cultivate consensus on a clear and fair method to keep the ER staffed.
- Craft a clear mission statement for recruiting and to pass on to future recruits.



### Meetings with IHA

Key issues worked on:

- Inpatient bed management and eventual closure.
- Nursing staffing shortage and advocating for their retention incentives.
- Working with authority on emergency department resources.

FE funding has been crucial in ensuring physicians voices were included in these decision-making processes.

## Supporting ED Director and MSA President

Supporting these roles to attend regional meetings. Which are crucial to representing our small hospital as rural sites can be quite easily overlooked in discussions.



### MSA Engagement Meetings

Regular engagement meetings among physicians, to discuss and make decisions regarding relevant issues affecting the site and patient care.



Interior Health Authority



# Burnaby Hospital Medical Staff Association

Dr. Donna Sue (*President*), Dr. Rebecca Nelson (*Vice President*), Dr. Helena Lee (*Treasurer - Society*), Dr. Joanne Rowell-Wong (*Treasurer - Association*),  
Dr. Scott McGuffin (*Secretary*), Janice Eng (*Program Manager*), & Maryam El Tawil (*QI Consultant*)

## Strategic Overview

### Our Vision

Engaged medical staff providing exceptional patient care.

### Our Mission

To inspire medical staff to connect, collaborate & advocate for excellence in patient care and medical staff wellness

### Our Strategic Priorities

**Connect:** maintain a culture that emphasizes collaboration and teamwork amongst medical staff and with site and regional leadership

**Collaborate:** working together as a team to provide comprehensive, patient-centered care with best outcomes

**Advocate:** speaking up on behalf of medical staff and patients – for their rights, needs and well-being

### Our Core Values

- Patient-Centered Care
- Collegiality
- Wellness
- Transparency



## Projects Highlights

### Supporting Medical Women Leaders

**Purpose:**

- To support and develop women medical staff in their leadership journey, with increased medical women leadership presence at Burnaby Hospital and in related work areas

**Outcomes:**

- Hosted 6 sessions
- Total number of participants: 43
- Inspired medical women to be involved in leadership activities inside and/or outside of the hospital
- 33 new leadership roles/accomplishments made this year by members
- Survey results showed:
  - Reported "above average" confidence in taking on leadership roles increased from 65% to 100% since the beginning of the year
  - 100% of participants said all events were a good use of time



### FAST Pathway Same-Day Discharge for Total Joint Arthroplasty

**Background:**

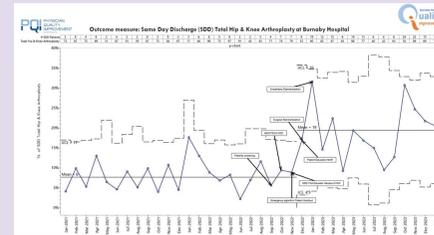
- Before the FAST Pathway, elective total hip and knee arthroplasty (THA/TKA) patients lacked formal same-day discharge (SDD) options. SDDs were ad hoc, primarily for select THA patients. Literature shows SDD pathways for elective THA and TKA reduce hospital stay, improve access and patient flow, and enhance satisfaction, while maintaining safety.

**Aim:**

- By October 2023, there will be an increase from 8% same-day discharge to 15% of total joint arthroplasty at Burnaby Hospital

**Results:**

- Same-day discharge increased from 8% to 15% for THA & TKA.



### 39 MSA Projects align with FH 2024/25 Objectives & Key Results



### Statistics



## BH Working Group Members

- Dr. Melissa Allan, Chair (*Emergency*)
- Dr. Donna Sue (*President*)
- Leanne Appleton (*BH Executive Director Health Services*)
- Dr. Rebecca Nelson (*Vice President*)
- Dr. Helena Lee (*Treasurer - Society*)
- Dr. Joanne Rowell-Wong (*Treasurer - Association*)
- Dr. Scott McGuffin (*Secretary*)
- Dr. Lingsa Jia (*Director at Large*)
- Dr. Ananta Gurung (*Director at Large*)
- Dr. Tia Liu (*Director at Large*)
- Dr. Laurena Peters (*Director at Large*)
- Dr. Tiffany Winstone (*Internal Medicine*)
- Dr. Ethan Reiner (*Addictions*)
- Dr. Buldip Khosa (*Psychiatry*)
- Dr. Kara-Marie Nedd (*Speciality Medicine*)
- Dr. Gavin Gracias (*Anesthesia*)
- Dr. Kristel Lobo Prabhu (*Surgery*)
- Dr. Sheela Mistry (*Family Medicine*)
- Dr. Debbie Basco (*Hospitalist*)
- Dr. Maria Wu (*Obstetrics & Pediatrics*)
- Dawn Henderson (*Midwifery*)

### Collaborations:



### Acknowledgements:

Leadership is not just about meeting targets; it's about building teams, nurturing culture, and inspiring trust.

Thank you, Leanne, Dr. Ish Ahmed, Donna, the medical staff, the BH team, and our partners, fostering a culture of respect, unity, and collaboration.



# Campbell River Medical Staff Engagement Initiative

Gratefully living and working on the traditional and unceded territories of the We Wai Kai Nation, Wei Wai Kum First Nation, Homalco First Nation, K'omoks First Nation people.

We are the CRMSEI - a dedicated group of physicians, nurse practitioners, midwives and Campbell River Hospital/Island Health colleagues, working together to actively make changes to improve the health of our community and surrounding areas. We also include visiting/local students and residents.

**President:** Dr Marissa Dry  
**Vice President:** Dr Tiffany Chan  
**Treasurer:** Dr Deke Botsford  
**Executive Administrator:** Janet MacDonell

## And ... the Medical Staff Lounge



Photo: Spirit Awards wall in lounge.

The physician lounge is a space for **wellness** and **engagement!**

The enhancements have created an oasis for physicians during hectic shifts.

“We are so appreciative of having a safe space to connect”

“I love that I can always count on a good cup of coffee and running into colleagues to have a conversation”

“This space makes me feel good....supports and uplifts me...and makes a big difference in my very long days”

### Other 2023 - 2024 Activities Include:

- ❖ **Emergency Department Alternative Scheduling:** to optimize workflow, reduce burnout and automate individual preferences
- ❖ **Engagement with Wellness Centre to Improve Patient Care:** our allied health partners in team-based care with a goal to align efforts
- ❖ **Internal Medicine and Inpatient Care:** identify gaps in service, address sustainability, advocacy, recruitment
- ❖ **UNIT - Physician, Allied Care, Hospital Leadership Collaborative:** fulsome discussion regarding the ongoing challenges of unattached/orphaned patients; attended by all physician services, Allied Health Care, Hospital and Island Health leadership. Focus on models of care to ensure physician availability, while not unduly creating strain on physicians. Subsequent Town Hall meeting resulting in protocols for patient care despite physician and hospital staff strain.
- ❖ **Women In Health:** communicate, support, collaborate
- ❖ **Recruitment and Retention:** host welcome event, locum housing, collaborate with the Division of Family Practice and Island Health.

## Campbell River Spirit Awards

A wonderful evening, co-organized by CRMSEI and the Campbell River and District Division of Family Practice, honours membership, our partner health authority, and community suppliers, all of whom support the Mission, Vision and Values of the Society. This gala evening, the first in-person event since the onset of COVID, was attended by medical staff, Drs of BC and Facility Engagement representatives and leaders, health authority leadership and local city government.



Dr Marissa Dry



Dr Natasha Rafo



Janet MacDonell  
Cherice Sweet



Dr Jim Proctor  
Lifetime Achievement



Belles of the Ball

### 2023 - 2024 Spirit Awards Planning Committee

## BIRCH - Birth Related Cardiovascular Health Clinic

A revolutionary early intervention program where patients with pregnancy related issues are medically optimised post-partum to reduce cardiovascular risk later in life.

**An amazing early intervention!** Great collaboration between departments who do not rub shoulders daily.



Campbell River Maternity  
Clinic

# Chilliwack Medical Staff Association

## Our Mission

We are a united group of medical staff that endeavours to improve quality care and collegiality for the community we serve by working collaboratively with the 5 Members on our Executive, and 39 members on our Working Group including:



## Honouring the Land

We are honored to work, live and play as uninvited settlers within the shared, ancestral, traditional and unceded territories of the Tsel'weyequ (CHIL-AWAY-YEQ), Teit (TAIT), Pilalt (PILL-LALT), Sto:lo and Nlaka'pamux (IN-KA-KAP-MUCK) Indigenous peoples, and Home of the Métis Chilliwack Association.



## Priority 1: WELLNESS



**69** Members attended, and



**26** were honoured at the 2023 Retirement Gala



**44**

Members registered for the 2024, annual Wellness Conference. A joint event with the CDoFP and FCMSA, over 100 unique members have attended the conference since 2019 with themes around Burnout, Mindfulness, and CBT skills for personal and professional use.



## Priority 2: RECRUITMENT & RETENTION

**Essential Healthcare Worker Accommodation:** Building local partnerships to organize supported housing for essential healthcare workers and new recruits. This work is in collaboration with the Chilliwack Division of Family Practice, Fraser Health Authority, and:



**7**

Specialists were recruited in 2023

## Priority 3: COLLABORATION



**4**

"All Members" meetings in collaboration with the Chilliwack Division of Family Practice & Fraser Canyon MSA. Attendance averages over 50 FPs, Specialists and NPs coming together to learn and connect.

**4**

Collaborative projects

1. ED Virtual Follow-Up Clinic



2. Improving Suboxone Induction for Inpatients



3. Co-Developed the East Fraser Pain Collaborative



4. Our Journey with Dementia: A guide for families through the 4 stages



Dr. DIALA EL-ZAMMAR,  
Emergency Physician  
President



Dr. DARA DONNELLY,  
Family Physician  
Vice-President



Dr. PAUL MALLAM,  
Emergency Physician  
Treasurer



Dr. SUSAN McDONALD,  
General Surgeon  
Director



Kristy OLIVE  
Administrator

# Concurrent Disorder Physician Engagement Association

## All Member Meetings

Concurrent Disorder Physician Engagement Association priority was to heighten the attendance and congeniality within the membership with the implementation of continual and consistent all member in person meetings to be held every two months.

The ongoing impact of these meetings has been a significant increase in member involvement and passion to collaborate on education events, quality improvement ideas and peer support initiatives.

## Commensality Groups

Commensality groups are an evidence-based innovation to increase the sense of connection among physicians and build comradery by providing protected time for facilitated small-group discussion. The positive impact of these groups can be made across various dimensions of physician well-being, including empowerment, and reduction of distress.

In March of this year, CDPEA initiated their first of 8 Commensality Groups with maximum attendance.

## Physician Lounge at Red Fish Healing Centre

In cooperation with PHSA leadership, Facilities Management, as well as Operations Management the creation of a physician dedicated lounge within Red Fish Healing Centre was completed. Collaborative decisions were made with both parties working together on the lounge and has allowed CDPEA to engage in meaningful dialogue with PHSA and building management. This physician dedicated space is now a place for physicians to engage with other medical staff and membership as well as provide more opportunities for wellness



## Our Executive:

**President:**  
Dr. Gunpreet Singh  
**Vice President:**  
Dr. Laura Gedge  
**Treasurer:**  
Dr. Manal Tanyous  
**Project Manager:**  
Danielle Elder



## Who are we:

Concurrent Disorder Physician Engagement Association is made up of 26 members; 13 psychiatrists, 11 General Practitioners, and 2 Nurse Practitioners. They are located in 3 different locations; Red Fish Healing Centre, Coast Rehabilitation & Recovery and Heartwood Centre for Women. One priority of CDPEA is to ensure a cohesive and connected membership..





The Cowichan District Medical Society (CDMS) members provide care at the Cowichan District Hospital (CDH), which is funded at Tier 4, 134 beds (becoming Tier 5 when the new hospital opens in 2027). We have an Executive, supported by an Advisory Committee, whose main goal is to facilitate the involvement of members in achieving our strategic priorities:

**Engage:** Build relationships by connecting with our members and partners regarding opportunities for collaboration, leadership, learning, and growth.

**Collaborate:** Influence decisions by having the voice of our members heard at the local, regional, and provincial levels.

**Support:** Connect members to resources to promote physician well being; support positive change by helping members bring forward new ideas, and manage/communicate change in our community.

Our values:

**Partnerships:** building relationships for co-designed solutions

**Advocacy:** ensuring your voice is heard and represented

**Respect:** recognizing our members as individuals and professionals in their fields.

**Transparency:** striving for open and straightforward communications

~ **PART** of the Solution ~

## Projects:

### FP Workforce/ Inpatient care

**Purpose:** To address workforce planning issues around new/pending inpatient care models, and to communicate updates regarding CDH projects (including New Hospital and iHealth) that impact the Department of Family Practice

**Process:** A working group with representation from the Division of FP, IH, and CDMS was created in Phase 1 to assess options and develop a plan to improve Inpatient Sustainability. This group continued through to the current implementation phase, where aspects of the plan are being rolled out.

**Outcome:** The role of Manager, Medical Workforce, was defined, posted, and recently filled. The six month term was jointly funded by the Division, CDMS, and IH. At the end of August, IH hopes to secure funding to transition to an ongoing role.

Moving forward, this position will help:

- Support access/flow, and discharge planning
- Ensure resources are in place to support care
- Identify bed allocation needs and patient flow to balance resource utilization

### ISART

**Project description:** Cowichan's Emergency Department participated in two full days of synchronized online learning for **Indigenous Specific Anti-Racism Training (ISART)**, which was developed by UBC CPD and Indigenous patient partners. The course was facilitated by anti-racism experts Rain Daniels and Chelsey Branch of Indigenous Antiracism.

**Process:** Course participants took part in a four hour in person simulation focused on topics of anti-racism in healthcare with live Indigenous standardized patients and expert facilitators. This brought a very practical cultural safety education to the ER team in the Valley. The course costs for the facilitators and standardized patients was partially funded by Island Health and UBC Indigenous patient led CPD.

**Outcome:** The BC Patient-Centred Measurement Steering Committee's Dynamic Analysis and Reporting Tool (DART) will be used to look for changes in patient reported experiences in the ER.

### Recruitment & Retention

**Purpose:** To stabilize and expand medical staff resources at CDH, and to continue from earlier HR Planning work.

#### Process and Outcomes:

Develop a robust and responsive strategic plan for medical human resources.

Liaise with other committees, individual medical staff and departments, Division of Family Practice, Island Health and local community organizations in order to advocate for the interests of our local medical community.

Help Identify recruitment and retention issues that are or may impact our members including:

- Locum availability, funding
- Recruitment needs in individual departments, current and projected
- Systemic barriers to recruitment and retention

## Lessons Learned

From our past successful engagement initiatives:

- Benefitting from discussing planning and implementation considerations from other MSAs with similar challenges
- Strengthening relationships among members and with our partners to help achieve our goals
- Communicating and consulting with our members for their input, at the outset and throughout the process

## Acknowledgements

CDMS thanks Doctors of BC, Island Health, and our other community and industry partners for their support and collaboration in implementing our shared initiatives and engagement activities. For further information on any of our projects, please contact any member of our team:

Dr. Brendan O'Malley - President

Dr. Tracey Stephenson - VP

Dr. Sue Barr – Secretary/Treasurer

Dr. Katie Zhu – Director

Lisa Ebel-Wiebe – Executive Lead

[lebelwiebe@cowichandoctors.ca](mailto:lebelwiebe@cowichandoctors.ca)

Rebecca Simmons – Operations Coordinator

[rsimmons@cowichandoctors.ca](mailto:rsimmons@cowichandoctors.ca)





# CRESTON VALLEY HOSPITAL

physicians

DR BARRY OBERLEITNER MSA PRESIDENT FP, FPA, FPOSS

DR. NERINE KLEINHANS FP, FPOSS

project manager

NANCY RAINEY

## 95%

Physician PARTICIPATION



we have 22 Physicians  
Our area Pop. 15,000

## attendance rates

FE Working Group Meetings

## 60%

attendance consistently

## 72%

attendance at our Cultural Safety workshop with IHA staff, Allied Health, & community partners



## SUCCESSFUL RECRUITMENT

recruitment

# 3 DOCS 1 fpess

### MAPLE Maternity



- Now has 4 obstetric doctors
- Plus ADDING a PCN RN
- welcoming a second reg. midwife
- exploring obstetric doctors & midwives

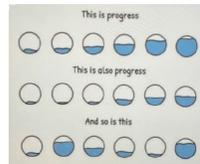
### the 3R committee

recruit, retain, retire

IS the magic to our recruitment success.

comprised of ...

- physicians from 3 medical clinics
- chiefs of staff
- creston's community recruiter



ADAPTING OUR VIEW OF HOW PROGRESS IS ACHIEVED



## SPECIAL PROJECTS

### CONGESTIVE HEART FAILURE



To learn more about Congestive Heart Failure services and supports in Creston, open the photo app on your device and focus on the QR Code to be redirected online.



### ALZHEIMERS



To learn more about Alzheimers services and supports in Creston, open the photo app on your device and focus on the QR Code to be redirected online.



### DIABETES



To learn more about Diabetes services and supports in Creston, open the photo app on your device and focus on the QR Code to be redirected online.



### YOUTH MENTAL HEALTH



To learn more about Youth Mental Health services and supports in Creston, open the photo app on your device and focus on the QR Code to be redirected online.



doctors of bc

British Columbia Medical Association

# East Kootenay Patient Transportation Committee

Committee Co-Chairs: Invermere MSA Rep Dr. Edward Schaffer and Interior Health HART Team Lead Kevin Jarva (EK)



Patient transportation in the East Kootenay (EK) faces challenges due to geography, highways, weather, resource constraints, and jurisdictional boundaries.

A regional Facility Engagement committee spanning five hospitals - Fernie, Creston, Invermere, Golden, and Cranbrook - has brought together MSAs, Interior Health, and stakeholder organizations to better understand and address issues – and ultimately improve patient care and provider experiences.

One primary focus is to enhance the capacity of rural East Kootenay sites that refer patients to East Kootenay Regional Hospital, including to provide care for complex patients and reduce the need for transfers.

## Our Story: Taking Regional Action

The East Kootenay Patient Transportation Committee has brought together local, regional and provincial stakeholders for change. Since starting, it has evolved from a sounding board into a collective, united voice, with:

- Relationships and communication channels among stakeholders.
- A better understanding of the pressures, the health care system and how to navigate it.
- A regional approach to address common barriers and challenges to improve both patient care and provider experiences

## Uniting Voices for Action

A regional committee was formed with eventual representation from:

- The five hospital's Medical Staff Associations (MSAs) - Elk Valley (Fernie), Creston, Invermere, Golden, and East Kootenay Regional (Cranbrook)
- Interior Health clinical and administrative leads, including the regional High Acuity Response Team (HART)
- Physician clinical leaders
- BC Emergency Health Services (BCEHS)
- Other stakeholders.

## Foundational Work to Define the Scope

The group took steps to define their scope and ensure a manageable approach to the work.

1. The first, foundational work was to conduct a scan of the current work happening in patient transportation locally, regionally, and provincially. That included a review and analysis of the **2016 Rural Patient Transport and Transfer Research Report**.

The committee looked at the report's 18 recommendations to determine where they could influence and make changes.

2. This was followed with an East Kootenay Roadshow called **Patient Transportation 101** – where input was sought from MSAs and local hospital administrators to learn about their pain points, opportunities, and challenges. In addition, regional meetings were held with BC Emergency Health Services.



## Setting Strategic Priorities

The Committee built out their strategic priorities based on this upfront collaborative work:

- To build the Committee's knowledge and understanding of the issues impacting patient transportation in the East Kootenay (EK) region and disseminate this information across EK facilities to build knowledge and capacity.
- To effectively measure the current state of patient transportation in East Kootenay and identify the key factors of what is working and what is not.
- To build and support the capacity of interdisciplinary teams at the rural sites to maintain care of more complex patients in order to reduce transportation needs and overcapacity at the regional site.
- To cultivate a collective voice of East Kootenay medical staff and regional stakeholders to inform and influence policy makers.

## Building Capacity: Agitation in the Emergency Department Sessions

Following the COVID-19 pause, rural sites were noting an increase in acute mental health and substance use cases, combined with a shortage of psychiatrists in the East Kootenay region. The issue was brought back to the regional committee.

In 2022, with additional funding support from regional Facility Engagement, the committee started working to build capacity to support the rural sites and build relationships with the regional hospital by holding **Agitation in the Emergency Department** sessions for rural site physicians, allied health, and administrators.

The sessions, organized in collaboration with mental health/substance use leaders at Interior Health also provided an opportunity to:

- increase rural provider knowledge about the mental health act, procedures, forms and best practices when managing highly agitated patients and reduce the need for some transfers, and
- allow health authority leaders to hear first-hand about current issues facing the rural sites, to escalate for regional solutions.



**"This regional approach to patient transport challenges has brought all corners of the EK together in a manner not previously possible."**

**- Dr. Todd Loewen, Senior Medical Director, East Kootenay**



Interior Health Authority



# the KUDOS project



## the challenge

docs were experiencing burnout

## the survey



'frustrated' 'tired' 'annoyed' 'anxious' 'stressed'  
 'heavy' 'sad' 'burnt out' 'overwhelmed' 'frayed'  
 'digital fatigue' 'exhausted' 'over capacity'  
 'disconnected' 'unappreciated'

## the diagnosis



Physicians prioritize their own wellness by actively fostering connections & emphasizing appreciation

## the objective

a program in which colleagues can positively acknowledge each other

## the method



## the first month

outpouring of appreciation w/ 200 given out

## the results

In just over six months 76% of docs feel more connected with colleagues

by taking time to write a few words of gratitude to a colleague, EKRH docs are building an environment of kindness and appreciation

## the follow-up

"MADE ME FEEL APPRECIATED & CAFFENATED!"

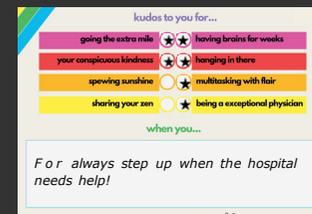
"IT BOOSTS MORALE"

"I LOVE IT. DOPAMINE EVERYWHERE!"

"IT WAS SO NICE TO FEEL APPRECIATED"

## it's gone viral

months later nurses, security & other staff are receiving kudos



a cultural shift

this project is causing a RIPPLE EFFECT of positivity throughout our hospital

## the budget

\$100-\$125 a month

## it's gone provincial



vernon jubilee hospital interior health

cowichan district hospital island health

vancouver general hospital vancouver coastal health

university hospital of northern bc northern health

# ELK VALLEY HOSPITAL

FERNIE BC | INTERIOR HEALTH AUTHORITY | EAST KOOTENAY REGION



## ABOUT US

Located within the unceded traditional territory of the Ktunaxa Nation - Qukin ʔamakʔis (The Land of the Raven), the town of Fernie was established in 1898 and has a current population of 6,320.

The Elk Valley Hospital is a **Tier 1.3 facility** which services neighbouring communities of Elkford, Sparwood, Hosmer, Elko, Jaffrey, and Baynes Lake.

## OUR MISSION / VISION

The Elk Valley Hospital is an innovative rural facility with a dynamic team of professionals providing exceptional care to the community and region.

## MSA EXECUTIVE

Dr. Joel Stimson, President

Dr. Rob Riddell, Vice-President

Dr. Keirsten Wilson, Treasurer

Dr. Kimberley Allan, Member-at-Large

## 2023/24 PROJECT PORTFOLIO

### MSA SUMMER BBQ

*Casual & Family-friendly*

- COLLEGIALITY -
- COLLABORATION -
- CONNECTEDNESS -



### THE BUDDY PROGRAM

*New & visiting physicians receive on-shift support from experienced EVH physicians in the ER, OR, and Inpatient unit.*

### PHYSICIAN WELLNESS SURVEY

PHYSICIAN WELLNESS INITIATIVE

- PHASE 1 -

BURNOUT - PSYCHOLOGICAL SAFETY - EQUITY & DIVERSITY - SELF-CARE

*A questionnaire aimed to determine the level of wellness of our physicians and medical community, including topics of:*



### TALK WITH YOUR DOC

*Articles written and reviewed by our doctors to inform, advise, & connect with the community, published in our local Free Press – A 100% physician-led initiative!*

### A JOURNEY TOWARDS CULTURAL SAFETY & HUMILITY

*A Cultural Safety Workshop by Dr. Nerine Kleinhans and Jared Basil*

*A collaboration between EK PCN, EK Division of Family Practice, FEI, Interior Health, REAP, and the Ktunaxa Nation*

- \* 6 Physicians/Specialists
- \* 3 IH Managers & Site Directors
- \* 12 Nurses, Allied Health, PCN Providers, & Support Staff attended across 3 Elk Valley Acute Care Sites



### COOKIE APPRECIATION DAY

*A way to show appreciation to our IH frontline and support staff, while building awareness of FEI Projects in their facilities & gaining feedback*



## OUR TEAM

### WORKING GROUP (WG)

- ❖ 32 Members, including physicians, surgeons, & one amazing midwife!
- ❖ Includes physician representatives from neighbouring physician groups in Sparwood and Elkford
- ❖ Meets 6 times a year, alongside IH-site partners, with an avg. attendance rate of 54%
- ❖ Despite being very busy healthcare providers, our WG is highly **engaged, supportive, & motivated** to make patient care and the work environment at EVH the best it can be!

### ENGAGEMENT PARTNER

Patti King, Doctors of BC

### PROJECT MANAGER

Dana Stimson

[elkvalleyphysicians@gmail.com](mailto:elkvalleyphysicians@gmail.com)



# FORENSIC PHYSICIAN ENGAGEMENT SOCIETY

The Forensic Physician Engagement Society (FPES) aspires to advocate for physicians as well as their patients and establish a collaborative working relationship with the Health Authority resulting in improved engagement and cohesiveness across the Forensic Psychiatric Service.



## Optimal Psychiatrist Structure for Review Board Clinical Evidence Gathering

- Create a forensic structure to engage forensic psychiatrists in review board process and provision of evidence.
- Create a unified structure for Forensic Psychiatrists, and inform psychiatrists to engage with BCMHSUS.
- Intent of the report was to provide information that may be used for education and discussion purposes on a go forward basis between and FPES and BCMHSUS.

## Forensic Human Resource Project

- Project in partnership with BCMHSUS Leadership.
- Purpose of project is to ensure and strategize for the ongoing sustainability of Forensic Psychiatric Services at FPH and develop a reasonable workload metric.
- Provide objective advice on a reasonable, appropriate and acceptable workload for Forensic Psychiatrists and offer considerations and recommendations on how to address recruitment and retention challenges at FPH.



## Forensic Psychiatrist to Patient Ratio Project

- Summary of cross-jurisdictional patient to psychiatrist ratios nation-wide.
- The purpose of this project was to examine Forensic Psychiatrist to patient ratios occurring in other cross jurisdictional forensic facilities and a few BC in-patient tertiary psychiatry programs. Information obtained in this project has been used as a comparator for the Forensic Psychiatric Hospital (FPH) Forensic Psychiatrist to patient ratio. In almost all cases, the Forensic Psychiatrist to patient ratio is higher at FPH than in other forensic facilities and in-patient tertiary psychiatry programs.



## Board of Directors



- President: Deanne Breitman
- Vice-President: Mandeep Saini
- Treasurer: Pratap Narayan
- Board Member: Santoch Rai
- Board Member: Stuart Lax
- Program Manager: Stacy Mulcahy
- Administrative Assistant: Danielle Elder

## Partnerships and Connections

- CAPL (Canadian Association of Psychiatry & Law).
- BCPA (BC Psychiatry Association).
- Facility Engagement BCMHSUS Regional Table.
- Facility Engagement/PHP Peer Support Program for BCMHSUS.

## Addressing Indigenous Specific Racism within the Forensic Psychiatric Service

- NEW
- Goal is to create safe and transparent opportunities for education, collaboration and relationship building with local indigenous community. Focus will be on understanding and learning history, potential impacts that hospital has on local indigenous land, and issues current indigenous patients of FPS are experiencing.



## Education

- Trauma Informed Care.
- Expert Witness Training & Education.
- Unique Cases: Autism & Violence.

## Working Groups

- Clinic Working Group.
- GP Working Group.
- FPH Psychiatry Working Group.
- Women in Forensic Medicine Working Group.

## Engagement in BCMHSUS Committees

- Trauma Informed Practice.
- Patient Experience.
- Family Orientation.

## Forensic Psychiatric Services Commission Exploratory Project

- This quality improvement project was undertaken in an attempt to understand the past and current role, responsibility, and accountability of the Forensic Psychiatric Services Commission (FPSC). Based on the findings, the intent is to initiate a discussion with the Health Authority regarding how the legal system can have improved voice, feedback and input into the operations of Forensic Psychiatric Services.
- Following this project it was established that there was a desire from Forensic Physicians to have improved voice, feedback and input into forensic practice and therefore a need for all stakeholders to come together in some sort of forum to discuss systemic issues and quality improvement.



# Fraser Canyon Hospital MSA

Dr Danica Whalley (President), Dr Aseem Grover (VP/Treasurer), Fred Meyerink (Admin Assist)  
 A special thank you to Dr. Jeffrey Schulz for his recent terms on the FCH MSA  
 MSA Tier 1.2



## About the Working Group

We are a dedicated group of physicians from diverse backgrounds committed to our patients, our community, and our colleagues. We meet regularly to discuss issues, strategies and support each other in endeavours to make improvements in our immediate health care environment.

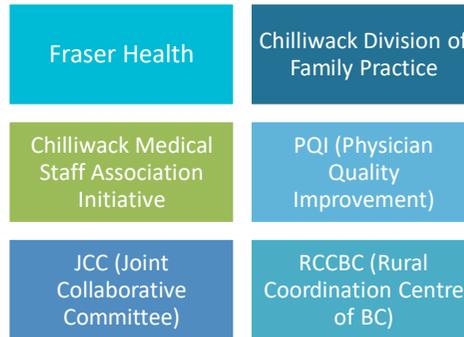
## What Makes Us Unique

Within Fraser Health, we serve an extensive geographical area with many of the challenges of more rural environments. We come together and persevere through fires, catastrophic floods, landslides, evacuations, complete road closures, and resource challenges. We serve a population amongst the highest in comorbidities, struggles with social determinants of health, and amongst the lowest socioeconomic status in our health authority.

## Strategic Areas of Focus



## Collaborators



## Who are we? Core and Supporting Staff

### Core

- Dr Stefan Patrascu
- Dr Aliaa Abdulkhameem
- Dr Adeola Amogbonjaye
- Dr Richard Darby
- Dr Aseem Grover
- Dr Daniel Haffey
- Dr Seyed Taha Heydari
- Dr John Mike Kerr
- Dr Benjamin Love
- Dr Mustafa Mukeef
- Dr Jeffrey Schulz
- Dr Rosanna Switzer
- Dr Danica Whalley
- Dr Aryan Riahi

### Part Time/Locum

- Dr Brianna Armstrong
- Dr Luke Gin
- Dr Piyush Philip
- Dr Ashley Riskin
- Dr Rebecca Adams
- Dr Varun Bajaj
- Dr Josh Greggain
- Dr Nam Phan
- Dr Jingfei Zhang
- Dr Kevin Janz

## Current Projects

|   |
|---|
| FCH Monthly Working Group   |
| FCH Recruitment and Retention Subcommittee                                  |
| Rural Initiatives and Collaboration for Medical Imaging Issues and Barriers |
| Womens' Physician Engagement Group  |
| Wellness Conference (FCH MSA, Chilliwack MSA, Division)                     |
| All Members Meetings (Quarterly)  |
| EHR funding   |
| Multidisciplinary Healthcare Coordinating Committee                         |

## Recently Completed Projects

|  |
|--|
| Retiree Celebration/Holiday Gala                         |
| CME/Simulation Lead                                      |
| ER Flow Project  |
| Forensic Health Care at FCH Project                      |
| Lunch and Learn - Visiting Specialists                   |
| Indigenous Food - Hospital Staff Appreciation            |
| Palliative Engagement/Palliative Care Improvement at FCH |
| Improved Medical Records Access Project                  |

## Land Acknowledgement

We would like to acknowledge that we work within the traditional, ancestral and unceded lands of the Stó:lō (staw-low) people, particularly the Chawathil (sha-wah-thul), Peters, Shxw'ow'hamel (shwa-ham-ul), Sq'ewá:lxw (Skawahlook) [skow-look] Union Bar and Yale First Nations. We are also on the unceded and traditional lands of the Nlaka'pamux (ent-la-cap-um) people, particularly the Boothroyd (booth-roid), Boston

Create a base of support, engagement, and collaboration for our physicians to have a cohesive voice to be able to impact patient focused care, our working environment, and the health system



Engagement, Dedication, Impact, Wellbeing, Collaboration

Ongoing communication, collaboration, and development of projects and supports that improve quality of patient care, make meaningful change in our working environment, and support resiliency and sustainability



Fraser Health Authority



# Golden and District Hospital

MSA Tier 1.2



## 2024 FEI Executive Working Group

Dr. Jennifer Woolsey

Dr. Christy Trafananko

Project Manager Lindsay Sutton

## 2024 Vision

- *To develop new, innovative projects for the Golden and District Hospital as well as keep grassroots project thriving.*
- *To continue to improve and effectively communicate with peers and local leadership and collaborate with other sites for best practices.*
- *To advocate for physician health and wellness.*

## Project Highlights

- Making the ER Kid Friendly
- ER Nurse Lounge Update
- Dine and Learn Events
- 2023 Engagement Event
- Physician Recruitment

## Making the ER Kid Friendly

In 2022 Dr. Watchorn had the vision to create a “Kid-Friendly” space in the Golden and District Hospital Emergency Department. FEI supported the planning and implementing process and a local painter donated his time to help with the space.

Together with PCC nurses and IH site admin the project was a huge success and a great morale booster for staff and patients at the hospital. The project gained support and acknowledgments from the local newspaper.

We look forward to starting phase two of this project, which will involve an education piece on pain education and protocol for kids in the ER

## Positive Influence

The new “Kid-Friendly” space was so well received by the community that the Golden physician group created a similar space in their medical clinic.

Other interior sites have reached out to inquire more information for their own “Kid Friendly” space.

## Dine and Learn Engagement Events

Golden has held multiple Dine and Learn engagement events. The purpose was to help support education but also a way to collaborate with other HA staff.

FEI funding helps support the speaker fees and catering.

Topics included “Followership in Trauma” to our local physicians, nurses, IH admin staff and paramedic team. It was a very successful event in terms of colleague relationship building.



## Future Vision

2024 will continue to focus on physician recruitment, more educational events and a spring engagement wellness event



## Acknowledgement

The Golden MSA thanks Doctors of BC for the continued support and funding to make projects like this possible

For more information about what Golden continues to do please contact [goldenfeipc@gmail.com](mailto:goldenfeipc@gmail.com)



# Interior Regional Planetary Health Table

Physician Lead: Dr. Marian Berry  
Project Managers: Danica Burwash, Jennifer Brunelle



## Interior Regional Planetary Health Table

Formed in 2023, the Table is a partnership between physicians, Facility Engagement, the Office of the Chief Medical Health Officer and Population and Public Health, and the Environmental Sustainability team.

The Table provides a unique opportunity for physicians to collaborate regionally, to share and spread their local efforts to other sites in the region and work alongside other IH leaders and staff to advance climate change action.

It focuses on creating an environmentally sustainable health system and implementing clinical actions to build a more environmentally sustainable health system at Interior Health.

## Strategic Goals

- 1. Build the table members' knowledge and understanding of Planetary Health and sustainable health systems
- 2. Spread successful local-level initiatives to multiple sites across the Interior Health region
- 3. Embed climate-conscious healthcare initiatives into the IH health system

## Regional Initiatives

1. Sustainable Perioperative Care Collaborative, regionally supported through the Surgical Services Network, Quality Improvement and Environmental Sustainability teams, as well as physicians and clinical staff.
2. Climate Conscious Inhaler Prescribing Pilot Project at Kelowna General Hospital and Vernon Jubilee Hospital.
3. Fostering key connections to advance initiatives with other health authorities, such as Island Health Authority and Vancouver Coastal Health Authority, and provincial and national partners such as Health Quality BC and CASCADES.



### Certificate of Excellence in Partnership

The group's collaborative efforts were recently recognized with a certificate of Excellence in Partnership at the Interior Regional Facility Engagement Showcase



## Current Members

|  |   |   |
|--|---|---|
| <b>Nelson/KLH</b><br>Dr. Marian Berry<br>Dr. Kyle Merritt        | <b>Trail/KBRH</b><br>Dr. Melissa Herr<br>Dr. Nick Leinweber | <b>Revelstoke/QVH</b><br>Dr. Kurt Deschner<br>Dr. Kirk McCarroll        |
| <b>Salmon Arm/SLGH</b><br>Dr. Nadia Widmer                       | <b>Kelowna/KGH</b><br>Dr. Megan Hill<br>Dr. Nicola Tam      | <b>Cranbrook/EKRH</b><br>Dr. Ilona Hale<br>Dr. Sophia Bianchi           |
| <b>Vernon/VGH</b><br>Dr. Jacek Szudek<br>Dr. Alan Martyn         | <b>Fernie/EVH</b><br>Dr. Lisa Tessler                       | <b>Creston/CVH</b><br>Dr. Chelsey Hart                                  |
| <b>Kamloops/RIH</b><br>Dr. Anise Barton                          | <b>IH Emergency Services</b><br>Dr. Aron Zuidhof            | <b>IH Labs, Kootenays</b><br>Dr. Launny Lowden                          |
| <b>Interior Health Medical Health Officer</b><br>Dr. Sue Pollock | <b>IH Climate Change &amp; Health</b><br>Kady Hunter        | <b>IH Environmental Sustainability</b><br>Amanda McKenzie<br>Ozora Amin |

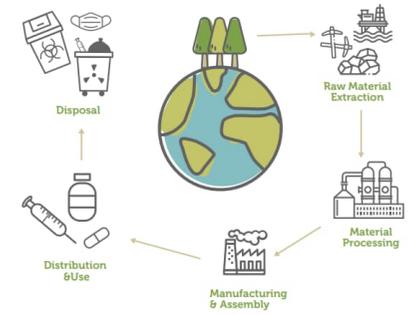
Advancing health system sustainability with a focus on collaborative partnerships and alignment with Interior Health Environmental Sustainability Committee and Roadmap

## A Year In review 2023/24

- 6+ collaborative projects piloted, spread, or supported
- 4 quarterly meetings including 3 planetary health experts
- 50 hours of physician engagement between regional and site-level work
- 16 physician members representing 10 MSAs across the Interior region

## Action and Progress:

- IH Planetary Health Medical leadership Role
- Input into IH Climate Change and Sustainability Roadmap
- MDI Pilot Project at VJH & KGH
- High Quality, Low Carbon Care Initiative
- Anesthetic Gas Data Collection
- Engaging stakeholders for a potential pilot centred on climate-conscious inpatient inhaler practices
- Initiating conversations with anesthesiologists regarding gas choices



"Sitting at this table allows me to collaborate with my colleagues in different MSAs and with IH in a way we were not able to before. It's energizing to know that we are not only able to work with our individual facilities to implement environmentally sustainable initiatives but to also share and spread successful projects across IH."

- Dr. Kyle Merritt, Emergency Department Physician, Kootenay Lake Hospital



*We are grateful to live, work, and recreate on the ancestral traditional and unceded territories of the Ktunaxa and Secwépemc First Nations*

## Recruitment Initiative:

Medical Staff Association, Interior Health Authority, and community stakeholders are members of the Columbia Valley Recruitment Committee. The committee has updated the website [www.invermeredoctors.ca](http://www.invermeredoctors.ca), expanded a recruitment brochure, and liaised with regional recruitment teams, with the goal of recruiting for 2 FTE FP's and 1 FTE RMW.

## Fracture Follow-up Clinic:

Collaborated with Health Authority leaders, Regional Orthopedic surgeons, and local Family physicians. The goal was to streamline the flow of follow up fracture care in a rural community by providing in person follow up to decrease travel for patients, cut down on orthopedic surgeon cast clinic burden, and improve quality of life for family physicians.

## Go By Bike BC Week

The example set by the Invermere Hospital Environmental Sustainability Committee was an example for Interior Health to adopt the challenge Health



## Encouraging Engagement

Focusing on medical staff relationships and communication were the priorities this past year. With population growth, strategic planning, and changes to practice patterns on the horizon, potential conflict was anticipated.

Foundational work to support medical staff growth through personality inventory for self knowledge and work/life goal surveys gave insight into self and one another and encouraged members not to just show up but to speak up. Knowledge of different communication styles helped to aid in difficult discussions. Including creation of a new ER Schedule trial that began March 1, 2024.

## Women In Medicine Evening

Following the lead of the Kootenay-Boundary and their "Gender Equity Table", information was shared to female physicians prior to a dinner meeting. We discussed the highlights of the KB project and shared a roundtable discussion of current perceptions of gender inequities in the workplace. Overall Invermere has many strong female physicians, but not significantly participating in leadership for several reasons. Attendees identified areas of gender inequity in the workplace including income as well as patient expectations. We finished the evening with a group art project. The activity evaluation unanimously indicated that this event improved personal well being and increased interest in leadership and mentorship



Dr. Roberta Creighton, Dr. Stefanie McLellan, Dr. Karolina Maslowska, Dr. Jane Fleet, Dr. Joyanne Krupa, Dr. Shannon Page

## Who Are We?

### Invermere Medical Staff Association

Small Rural Facility in the Interior made up of Family Physicians and Midwives

### MSA Executive

Dr. Chris Sveen Chair  
Kyra Warren RMW Exec Member  
Dr. William Brown Vice Chair



## Invermere MSA members

Dr. Michael Walsh, Dr. Ed Schaffer, Dr. Keith Weber, Dr. Joyanne Krupa, Dr. Roberta Creighton, Dr. Chris Sveen, Dr. William Brown, Dr. Gareth Mannheimer, Dr. Karolina Maslowska, Dr. Jane Fleet, Dr. Bruce Johnson, Dr. Shannon Page, Joanne Gillies RMW, Kyra Warren RMW, Dr. Stefanie McLellan, Dr. Stephen Arif

### Many thanks to:

**Our Interior Health partners at Invermere District Hospital :** Site Director: Laura Slipp  
Site Manager: Krista Hakeman and Medical Administration Assistant: Galina Kang

**Doctors of BC for their support through the Facility Engagement Initiative**

**Gail Gross for the many years of supporting physicians in Invermere**

# KGH Physicians Society – Interior Health

Dr. Joey Podavin, President, Board of Directors; Zeno Cescon, Director, Facility Engagement  
MSA Tier Size: 6



## Who We Are



### Our Values

- Collaborative Physician Engagement
- Patient & Family Centered
- Continuous Quality Improvement
- Integrity, Respect, Trust
- Compassion

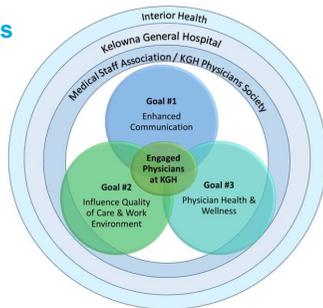
### Our Vision

Fully engaged and supported physicians with a meaningful voice in improving quality patient centered care, their working environment and the health system.

### Our Mission

To increase physician engagement at the Kelowna General Hospital by providing medical staff meaningful opportunities to participate collaboratively, to express their views, and to contribute to the development, prioritization and achievement of quality health programs and initiatives which have the ultimate goals of improving the quality of care for patients coupled with an improved working environment for the facility-based physicians.

### Our Goals



## KGHPS Working Group Members

- Dr. Sarah Sunderland, Chair (Anesthesiology)
- Dr. Helen Bibby (Laboratory Medicine)
- Dr. Amber Burrigde (OB / GYN)
- Dr. Laura Callan (BC Cancer Centre)
- Dr. Courtney Carlucci (Hospitalists)
- Dr. Nevin de Korompay (Medical Imaging)
- Dr. Issa Ephtimos (Medicine)
- Dr. Daniela Goldie (Anesthesiology)
- Dr. Deema Jassi (Hospitalists)
- Dr. Neil Long (Emergency Medicine)
- Dr. Julian Mackenzie-Feder (Critical Care Medicine)
- Dr. Joey Podavin (Hospitalists)
- Dr. Marci Smit (Family Medicine)
- Dr. Tara Stratton (Emergency Medicine)
- Dr. Kathie Xie (Residents)
- Dr. Gary Yang (Surgery)
- Melina Moran, KGH Foundation

## KGH MSA Board of Directors 2023/24



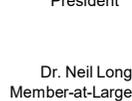
Dr. Joey Podavin  
President



Dr. Amber Burrigde  
Vice President



Dr. Deema Jassi  
Secretary-Treasurer



Dr. Neil Long  
Member-at-Large



Dr. Tara Stratton  
Member-at-Large

## Featured FE Funded Initiatives

### Associate Physicians in the Hospitalist Division

Project Lead: Dr. Blair Main

#### Project Deliverable:

- Assess the feasibility of starting a Clinical Associate Physician Program at Kelowna General Hospital;
- Explore the requirements from the College of Physicians and Surgeons for a Clinical Associate Program;
- Address staffing shortages within the Division and improve the delivery of patient care.

#### Outcome:

- Two new Clinical Associate Physicians hired with funding approved by the Ministry of Health for 9 FTE Associate Physicians;
- Clinical Associate Physician Program accredited by College of Physicians and Surgeons;
- Expanding to other divisions within Kelowna General Hospital.

### Improving Surgical Optimization and Pre-Surgical Education for Orthopedic Patients

Project Lead: Dr. Cassandra Lane Dielwart

#### Project Deliverable:

- Create information for orthopedic patients to access prior to surgery;
- Material published on website for joint and bone health for online access;
- Inform patients of what to expect for their surgery and rehabilitation;
- Opportunity to introduce surgeon to patient prior to procedure.

#### Outcome:

- Website created [www.KelownaOrtho.com](http://www.KelownaOrtho.com);
- “Meet” the physician prior to surgery by video interviews, “Behind the Mask”;
- Ease of access to information on patients’ surgery and rehabilitation;
- Engaged KGH Surgeons to formulate more universally accepted pre and post op protocols;
- Positive patient feedback for the educational experience, with a reduction in surgical cancellations.



Kelowna General Hospital



Photo courtesy of



## Kootenay Boundary Physicians Association (Tier 3)

KBPA was formed in a little over 8 years ago with the mandate to facilitate engagement at Kootenay Boundary Regional Hospital. This group is tasked with soliciting members ideas, issues and projects and using a fair selection process, choose those that address top priorities. Over those 8 years, the KBPA has distributed over 1.8 million dollars in funding to support and drive the priorities of our 120 physicians in our MSA.



### KBPA Board Executive



**Kathryn Hale**  
President



**Carolyn Stark**  
Treasurer



**Brian Garrett**  
Director

**Board:** Caroline Gardiner, Elena Shurshilova, Sasha Cihal

**Working Group:** Gonzalo Ansede, Melissa Herr, Stefanie Houde, Anne Dobson, John Peachell, Heather Stephanison, Ian Ferguson, Seth Bitting, Andrea Dutchak (IHA)



## KBPA Projects Physician and Staff Wellness Projects

Physician and staff wellness have been priorities since the formation of the KBPA. Each year's projects focus has been varied from staff appreciation to outdoor activity gatherings and staff support to open the KBRH gym. Revitalizing a physician lounge for networking and nourishment, Reducing Overwhelm in Parenting event, and hosting department and IHA team building collaborations all contribute to the well being of our teams.



### DEI Project

Participating at the KB Regional Gender Equity committee, and working locally with the KBPA DEI team, our physicians are actively collaborating to build knowledge, open discussion and shift culture at KBRH. Collaborating with IH teams they are creating learning opportunities within the hospital and the MSA.



## Recruitment and Retention Project

A key stressor for KBRH currently is recruitment of specialists, hospitalists and emergency physicians. The KBPA has dedicated funding to provide a core focus on recruitment and to explore retention needs for departments. Collaboration across the KB is at the Recruitment and Retention Hub under KB Med Net. This table hosts all FEI working groups along with the Division of Family Practice to market the KB collectively for the benefit if the entire region.

Locally, our recruitment lead works closely with the department heads, Chief of Staff, and the IHA recruiter to communicate with potential recruits, support locum placements, address housing, and connect our recruits and their families into our community.



### Other Recent Projects:

**DYAD Dinner:** This series of events was designed to build relationship between Department heads and their Nurse Manager dyad. Approximately 8-10 dyad partners physicians and non physician partners met for dinner to ultimately improve patient care, health care staff wellness, retention and recruitment. Based on the Joy In Work IHI White Paper, including appreciative inquiry.

**Interdepartmental Dinners:** KBPA provided staff support and funding for collaborative team building cross departments and intra-departmental.

## Future Directions

- Continue collaboration with IHA on medical staff priorities;
- Provide a deep understanding of the retention and resilience needs of physicians to maintain / support healthy department teams;
- Deepen our DEI focus to create inclusive culture at KBRH.

### KB Med Net



The KBPA participates in the KB Med Net, a collaborative network across all Doctors of BC funded initiatives in the KB: Shared Care, FEI, Division of Family Practice, PQI. This table is a networking, learning, and open space to pollinate cross systems collaborations between staff and physicians. [www.kbmednet.org/](http://www.kbmednet.org/)

KBPA has worked with other initiatives to promote and support our medical staff objectives including:

- IH Health System Redesign Initiative;
- Shared Care Initiatives;
- Other FEI / Division co-funded regional activities IE: [www.kbdoctors.ca](http://www.kbdoctors.ca)



# Kootenay Boundary Regional Gender Equity

Dr. Belinda van der Berg - GP, MSA member    Dr. Lisa Vasil- GP, MSA member  
 Dr. Tara Gill - GP, MSA member    Dr. Shelina Musaji- GP    Mona Mattei- MSA Project Manager  
 Project Manager: Rachel Schmidt



## Kootenay Boundary Regional Gender Equity Table

The Regional Gender Equity table is working on strategies to shift to a more supportive, equitable environment for women in medicine and promote strategies at the regional level.

### Quarterly meetings brings sites and physicians together in the region to:

- Advance gender equality and empower female care providers as leaders and decision makers in Kootenay Boundary.
- Work to understand the power, gender, and diversity dynamics in the region, and augment the work being done by local gender equity groups at each site.
- Identify strategies to strengthen relationships and develop collaborative approaches to promoting gender equality in the region.



## Regional Membership:



## Priority Objectives:

The table works on behalf of female care providers in Kootenay Boundary to:

- 1 • Foster meaningful engagement and inclusive points of connection to strengthen relationships and collegial support.
- 2 • Promote leadership skills development to empower women to fully participate in medical leadership roles.
- 3 • Consult with health authority leaders, Doctors of BC and other sites to leverage learning and mentorship opportunities.

## Equity, Inclusion and Diversity

In the medical profession, inequities in compensation and career advancement, and discriminatory treatment by peers and patients, has been associated with the intersection of race and gender.

Gender equity and racial diversity in medicine can promote creative solutions to complex health problems and improve the delivery of high-quality care.

## Strategies for change

### Addressing Time Constraints

- Adding more MSA co-chair roles; flexible meeting options: lunch/dinner hours, Zoom options.

### Reducing Isolation

- Linking experienced mentors with women physicians who demonstrate leadership capabilities to support their leadership journey and reduce the learning curve.

### Connections and Conversations

- More conversations about gender equity
- Guest speaker(s) — female health care providers in leadership roles sharing experiences and success tips
- Conversation cafés, short meet ups or coffee dates
- Discussion around how other females have faced and navigated challenges.
- A reflective practice group to learn together and model changes desired.

## Action: Connections, Communications, Training

- ❑ Socializing policies for change
- ❑ Equity, Diversity and Inclusion (EDI) policies
- ❑ Networking and dialogue
- ❑ Development of generative spaces for women
- ❑ Communication and education poster campaign for staff and the public
- ❑ Leadership for medical women – CMA Jole Physician Leadership Institute
- ❑ Mentorship



### CMA Jole Course Inspires Medical Women to Pursue Leadership Roles

On June 15 and 16, 2023, the KB Facility Engagement Regional Gender Equity Table hosted the CMA Jole, a new course developed to advance leadership skills among medical women in the Kootenay Boundary. Led by Dr. Mamta Gautam, the course provided an educational forum for women physicians to explore topics related to medical leadership.

*“Brilliant course: An engaging presenter and practical content. I learned about myself, my own styles, and how to improve. Also learned effective communication strategies. Enjoyable course.”*  
 – CMA Jole course attendee



Interior Health



# KOOTENAY LAKE HOSPITAL (Nelson)

FE Summit Attendees: Dr. Rahul Khosla, Dr. David Sonnichson, Dr. Linda Johannson, Dr. Marian Berry, Danica Burwash (Administrator & Project Manager)



## KLH FE Working Group

The Kootenay Lake Hospital (KLH) Facility Engagement Working Group (FEWG) is a representative committee of the KLH Medical Staff Association (MSA). The FEWG engages on matter of importance to KLH medical staff and the health authority.

## Vision

Fully engaged and supported medical staff with a meaningful voice in improving quality patient-centered care, their work environment, and the health system.

## Mission

To support the improvement of medical staff engagement at KLH through a variety of means to ensure that medical staff has ample opportunities to meaningfully participate in collaborative work to improve quality of care for patients and create an improved work environment for them.

## Strategic Priorities



## 2023/24 Project Portfolio

### Equity, Diversity & Inclusion in Medicine

**Purpose:** Continued resources, tools and information to help health care leaders promote equity, diversity, and inclusion, and implement trauma-informed care at KLH.



### KLH Sacred Space

*The completion of KLH's new sacred space (pictured above) was a huge accomplishment resulting from the Equity, Diversity & Inclusion project*

### 3rd Floor Team-Based Care

**Purpose:** To involve physicians in team space allocation decisions with HA partners, and in optimizing team functioning in providing inpatient care on the 3rd floor.

### Recruitment

**Purpose:** To make the recruitment experience a most positive and successful one for physician candidates, their spouses and families, as well as for KLH department leads.

## Doctor of the Day

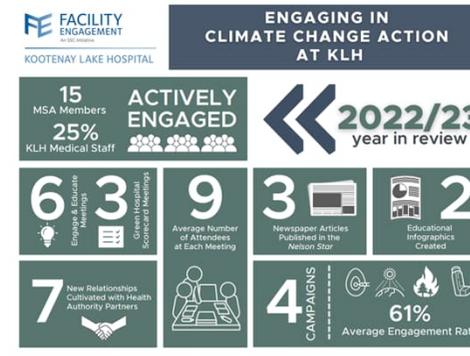
**Purpose:** To ensure the Doctor of the Day program remains until such time that long-term decisions about the provision of inpatient care at KLH have been made.

## Strengthening FP/SP Relationships

**Purpose:** Strengthen relationships and foster educational opportunities between family physicians and specialists at KLH and KBRH (Trail) to improve consultative processes. Support efforts by IH to increase OR slates with visiting SPs.

## Engaging in Climate Action

**Purpose:** To reduce the impact of the health system on the environment by advocating for systems-level change and to engage and educate the local-level community on topics related to sustainable healthcare.



### Climate Action Evaluation

*The infographic above was created to highlight the success of this project last fiscal year. The work continues to flourish this fiscal year.*

## Working Group Members

- Dr. Rahul Khosla (MSA President)
- Dr. Lisa Sawyer (FE Chair)
- Dr. David Sonnichson (Treasurer)
- Dr. Marian Berry
- Dr. Greg Hand
- Dr. Rob Kobayashi
- Dr. Shiraz Moola
- Dr. Linda Johannson
- Tyler Van Ramshorst (Director of Clinical Operations, KLH)



## Learn more

For further information about the KLH FEWG, you can email Danica Burwash, Administrator & Project Manager, at [danicaburwash@gmail.com](mailto:danicaburwash@gmail.com), or Rachel Schmidt, Strategic Project Manager, at [rschmidt@kbmednet.org](mailto:rschmidt@kbmednet.org)



# Interior Health Authority, Tier 2 Site



## Salt Spring Island Recruitment and Retention Working Group

A **Welcome Package** and **Hospital Locum Orientation** document were developed to improve communication and engagement with new locums providing Emergency Department coverage and new physician recruits to Salt Spring Island.

Working Group Membership:

- Physicians
- Island Health Representatives
- Community Partners

### Welcome Package

A comprehensive document that includes information about Salt Spring Island:

- Social Life
- Arts and Theatre
- Housing information
- Medical Staff
- Education facilities
- Partner Organizations
- Sports and Recreation



## Locum Orientation

A “tip sheet” document was created to provide information about Lady Minto Hospital for new locums in the Emergency Department.

An orientation “buddy” is arranged for new locums providing coverage in the Emergency department.

New locums are emailed the Welcome Package and orientation document in advance.

## Lady Minto Hospital information

- Bed numbers
- Blood bank information
- Midwifery services
- Staffing
- Building access off-hours
- Imaging services and hours
- Charting e-systems
- Dictation and transcription services
- Physician contact information/emergency schedule

| Physician Orientation Salt Spring Island   |  |
|--|--|
| <b>Orientation</b><br>A local medical staff peer to welcome you on-site, introduce you to key contacts and to introduce you to the local medical staff culture.  |  |
| Orientation Physician Name:  |  |
| Contact Information:   |  |
| <b>First Day Checklist</b>   |  |
| New Medical Staff Name:  |  |
| New Medical Staff Email:   |  |
| <b>Site tour</b><br>PARR, OR, Day Surgery, Physician lounge, eating/social areas<br>Introduction to key individuals such as Chief of Staff, President MSA, Clinical Educator, Clinical Coordinator, Nurse Practitioner, Midwives, Emergency staff<br>Complete <input type="checkbox"/> |  |
| Review Lady Minto Hospital Information (starting on page 2):<br>Complete <input type="checkbox"/>  |  |
| Review Physician Listing (page 4)<br>Complete <input type="checkbox"/>   |  |

## Island Health Procedures

- Patient Transfer Network (PTN)
- Off-Island Diagnostic Imaging
- Mental Health Referrals

## RESULTS

Anecdotal feedback from the locum physicians was that the information was very helpful for their first time working on Salt Spring Island. They also appreciated the “buddy” welcome and orientation to the emergency department.

## Future Directions Workplan 2024/2025

### Resources

- Enhance the new locum orientation package
- Develop a locum housing document
- Create a “Welcome basket”

### Recruitment

- Create an inventory of physician office space
- Develop recruitment information (permanent and locum) for the South Island Division of Family Practice website
- Partner with South Island Division of Family Practice Recruitment Coordinator
- Utilize grassroots campaign expertise

# MOUNT WADDINGTON MSA

Executive: Dr. Anas Toweir, Dr. Preat Armogam, Dr. Sinan Alkhaleeli  
Project Manager: Patti Murphy  
Tier 2



MT. WADDINGTON MEDICAL ASSOCIATION

## History & Current State

The Mount Waddington MSA was established in 2016 with support from the Facility Engagement Initiative through SSC. We are comprised of the physicians from Port Hardy and Port McNeill hospitals on Vancouver North Island.

Our rural communities and sites in this region have been in a state of healthcare delivery crisis for 3+ years. In collaboration with the health authority, and with support from DoBC, engagement opportunities this past year have been focused on establishing a path forward to better support sustainable health care delivery and physician resilience.

## Strategic Priorities & Goals

- Support physician engagement in local and regional activities that affect and will improve the provider work environment and patient care.
- Foster effective communication and relationships between and amongst, the physicians, allied health professionals, and the health authority to find common ground and solutions.
- Support and mentor physician MSA members into leadership roles.
- Support ongoing recruitment & retention efforts, including exploration of associate physicians.

## HIGHLIGHTS

- On the Land Cultural Learning Experience: one local First Nation invited physicians to traditional territory to learn about the historical health structure and significance of the hereditary family structure and meaning for health service delivery.
- Ongoing Recruitment & Retention efforts: successful onboarding of 3 return of service physicians to the region.
- Building team culture: activities delivered to support wellness, connection, and improve collegiality.
- Rural Urgent Doctor in-need pilot program

## RUDI to the Rescue!!

Rural Urgent Doctor in-need (RUDI) is the instant access emergency medicine support. Early discussions with the RCCbc RTVS team led to exploring RUDI MRP support for overnight call at Port McNeill Hospital.

While still in pilot stage, feedback and support from nurses and local physicians have been positive.

“RUDI is such a welcome initiative in allowing me the rest but still being available for really acute presentations.”

“Having the opportunity to access RTVS RUDI MRP on overnight shifts has been an eye-opening and invaluable experience.”



The ‘RUDI Huddle’ Team

The overnight RUDI MRP shift begins with a ‘huddle’, in this instance, facilitated by Dave Harris, technical lead with RCCbc RTVS project.

The huddle connects the RUDI MRP with the local hospital emerg nurse and local physician on call for a brief discussion prior to shift hand-over.

Thanks to Dave Harris, RCCbc, for these screenshots.

## More from the RUDI experience

“What truly sets this model apart is its adaptability and responsiveness to varying patient needs. Despite being remote, the MRP team has demonstrated remarkable clinical acumen and resourcefulness.

Should a situation require hands-on intervention, they efficiently alert me enabling prompt action when necessary.”

“Conceptually a great support especially that it is increasingly embraced by the nursing staff and goes towards the overall fine tuning on the threshold for nurses to call the on-call doctor in our present state of a large turnover of agency nursing staff amidst some of the regular staff.”

“...in essence, the RTVS RUDI MRP overnight shifts represent not only a practical solution to ensuring continuous emergency coverage but also a testament to the ingenuity and dedication of healthcare professionals in rural settings. It’s a privilege to have the support from the RUDI Team who prioritize patient care and safety while fostering a culture of collaboration and innovation.”

As the project continues, there is ongoing evaluation and feedback from all involved with the initiative.

## Acknowledgement

.Our gratitude goes out to the Facility Engagement Initiative, ongoing support from Doctors of BC, health authority, and all the healthcare providers in the sites.

Button Blanket photo courtesy of Amanda Laliberte Photography.

We respectfully acknowledge and we live and work on the unceded, traditional lands of the Kwakwaka'wakw First Nations.



Island Health



## MSACW Leadership

MSACW is a Tier 6 association which serves ~400 medical staff members whose primary site is C&W Hospital, and another ~600 members whose primary site is elsewhere. The current executive committee include:

| President      | Vice-President        | Treasurer   | Secretary         | Project Manager | Project Coordinator  |
|----------------|-----------------------|-------------|-------------------|-----------------|----------------------|
| Dr. James Chen | Dr. Kathryn Armstrong | Dr. Li Wang | Dr. Serena Kassam | Ms. Roya Yamini | Ms. Evita Mora Perea |

The Executive meets monthly, and also engages monthly with leadership team at Children's & Women's Hospital. The MSA President sits on the Hospital Executive Committee, as well as the local Medical Advisory Committee and Health Authority Medical Advisory Committees.

We publish a bimonthly Newsletter, the MSACW Monitor.



MSACW MONITOR  
THE PULSE OF THE ASSOCIATION

FEBRUARY 2024  
VOLUME 1

## Current committees

Committees are member-driven and MSA funded

- Planetary Health committee
- Wellness committee
- Leadership committee
- Engagement Projects committee

## Highlights From the Past Year

- Member-nominated Awards Evening and Social Gathering
- Monthly Engagement Lunches with guest speakers
- Weekend Family Movie/Concert Event
- Implemented new funding structure; hybrid Committee-driven projects along with member-driven Engagement Projects
- Multiple Seminars supporting Women Physicians in Leadership
- Reducing CO2 Footprint from the OR
- Supported multiple clinically related Engagement Projects, such as increasing access to Peripherally Inserted Central Catheters
- Revamped website

## Long Term Goals

- Continue promoting member engagement
- Succession planning
- Building MSACW internal capacity
- Establishment of further Committees
- Continually advocate for member interests in hospital & health authority decisions

# Nanaimo Medical Staff Engagement Society: Island Health

Tier 6 site

## Local Leadership Committee

Local Leadership is collaborative table composed of local NRGH administrative leadership and Nanaimo MSA Executive members to discuss local issues at NRGH. Meeting attendees include the Nanaimo MSA President, Vice President, Treasurer; ED Geo 2; Manager Clinical Operations Geo2, Director Clinical Operations NRGH, and NRGH Chief of Staff.

This table has been vital in the expansion of hospital resources, as well as fostering the relationship between our medical staff and the health authority.

## Primary Care OB Provider Sleep Space

Primary Care Obstetrics Providers at NRGH voiced their need for a sleep space within the hospital. NMSES was able to bring this issue to the Local Leadership table which was resolved by Island Health through the development of a permanent primary care sleep space.

## Infectious Disease Expansion

One of the many benefits of having strong, consistent communication with local health authority leadership is the ability to act as a liaison between departments in need of resources and champions who can take action. In 2023 the Local Leadership Committee assisted in navigating the NRGH Infectious Disease Department's expansion request. This led to Infectious Disease being approved for additional space and hiring another full time Specialist.

## Community Engagement

NMSES values our connection to the community and the feedback they can provide. We use these connections to help build our priorities and promote advocacy. Our MSA executives meet regularly with local MLAs to provide them with the knowledge needed to support our goals in obtaining quality healthcare for our patients. NMSES also acknowledges the disparity in care for indigenous patients and works with the Snuneymuxw Council to educate ourselves in ways we can create care equality. We have received support for Snuneymuxw Chief Wiess in our plan to create a full-service hospital in Nanaimo.

In order to ensure that regional community needs are also being met our Executives sit at the Island Presidents table, a committee comprised of MSA Presidents from across the island that come together to advocate for each other's needs.

## Contract Negotiation Relationship Support

Contract negotiations can cause tension between Health Authority administration and hospital staff. During the NRGH Hospitalist negotiations NMSES was able to act as a bridge between local leadership and medical staff during tense conversations, ensuring that messaging remained clear and transparent.



## Human Resources

Updates on hospital staffing remain a standing item on our Local Leadership agenda. Island Health administration continues to inform us on hiring initiatives and collect feedback on resourcing needs from a hospital staff perspective. Island Health has also started consulting departments on how medical staff job postings should be advertised. This had led to increased hiring across all departments, including Nurse vacancies dropping from 40-34%.

In February of 2023, a review took place to determine whether Nanaimo would be a good candidate for Associate Physicians. Hospitalists are now in the process of being approved, and Internal Medicine and Surgery have been approved and are now in the process of hiring.

## Cancer Care

In 2023 the Minister of Health, Honourable Adrian Dix announced the government's approval for a full-service Cancer center at NRGH predicted to open in 2027. We are currently working with Nanaimo Oncology to develop the temporary resources required to sustain our patient care needs in the meantime. Island Health has worked with the Nanaimo MSA to create a potential business plan for this Cancer center. We continue to collaborate as more information is released.

## Cardiology

One of Island Health and the MSA's main strategic priorities is the development of Cardiology services in Nanaimo including a catheterization lab. Significant progress has been made including level two Echo being approved in Nanaimo which will improve recruitment. We are in the process of an external review sponsored by Island Health and CSBC of PHSA to determine the Cardiac services and resources needed in Nanaimo.

On August 8<sup>th</sup> Nanaimo's head Cardiologist, our MSA President, the Mayor, Chief Wyss, other local stakeholders held a press conference to call on the government for a Cardiac lab in Nanaimo

## NMSES Team:

- Dr. David Coupland – **NMSES/MSA President**
- Dr. David Forrest – **NMSES/MSA VP**
- Dr. Joe Foster – **NMSES/MSA Treasurer**
- Dr. Michael Pariser - **NMSES Director at Large**
- Dr. Tunde Adegbola – **NMSES Director at Large**
- Bobbi Marcy – **Program Director**
- Karli McGarry – **Project Coordinator**
- Melissa Lamb – **Administrative Assistant**



# Peace Arch Hospital Physician Medical Staff Association, FHA

Dr. Karim Ahamed, Dr. Sukh Sarkaria, Sooky Moore, & Bianca Grosu

Level 5

## Background

Our society aims to boost physician engagement at Peace Arch Hospital, we offer medical staff meaningful opportunities for collaborative participation, expression of views, and contribution to quality health program development. Our goal is to improve patient care quality and enhance the working environment for facility-based physicians. The society works to advance and enhance physician engagement within the hospital, the Health Authority, and the broader healthcare system.

## Strategic Review

The review of the 3-year strategic plan took place on February 26th in conjunction with a cooking class in Vancouver. The review of the second year was essential for ensuring that the medical staff was performing at its best, and aligned with the organization's goals while identifying opportunities to improve practices. The event provided a roadmap for improvement and growth, guiding decision-making and resource allocation to support the medical staff's success.



## Board Members



Dr. Karim Ahamed  
President



Dr. Sukh Sarkaria  
Vice President



Dr. David Min  
Past President



Cathy Weibe  
Executive Director



Dr. Jean Lauzon  
Site Medical Director

## Current Projects

### Quality Improvement (QI) Clinic

The QI Clinic offers coaching and support for ongoing projects, facilitates the development of new goals and ideas, identifies and addresses issues in stalled projects, and provides data coaching. The clinic aims to foster quality improvement initiatives in a drop-in multidisciplinary setting, utilizing PQI trained physicians to provide essential resources and guidance to others.

### Reducing Congestive Heart Failure (CHF) Decomposition

The multidisciplinary team has implemented a comprehensive approach to enhance care for CHF patients. Patients are identified upon admission and provided with public education materials. The project also focuses on spreading knowledge in senior facilities. In collaboration with the Primary Care Network (PCN), early follow-up via phone calls or home visits is provided by neighbourhood nurses after discharge. This partnership with PCN has shown promising results in reducing admissions and readmissions among CHF patients in the White Rock/South Surrey area.

### Hello Goodbye Event

This annual event co-hosted event with The Division gathers Family Practice and Specialists Physicians for a dinner social. The event serves as a platform for physicians to connect, welcome new members, bid farewell to retiring colleagues, and express gratitude for their contributions to the community.



### ER Mentorship Program

The ER mentorship program supports new Emergency Room physicians' professional growth and accountability through structured assessments, mentorship meetings, and a 360-degree review process. By soliciting feedback from nurses and physicians across departments, the program fosters a culture of continuous improvement and teamwork to enhance patient outcomes.

### Peer Support Program

This initiative supports the training of peer support physicians to engage in confidential conversations with other physicians who share similar lived experiences. The objective of this program is to promote mental health, reduce burnout, and improve overall well-being. Physicians can connect with a peer for empathetic, safe, and confidential one-to-one support and guidance at no cost.

### Conversation Cafés

These wellness sessions are facilitated by a professional coach, aiming to foster valuable informal discussions by engaging Medical Staff to exchange ideas, feelings and thoughts on relevant topics related to topics related to well-being at home and work. These Conversation Cafés aspire to build a culture of listening through open-mindedness, acceptance, curiosity, discovery, sincerity, and brevity.

### New Physician Lounge

This collaborative project with Administration and the PAH Foundation supported the planning and construction of the new Physician Engagement Centre. The Centre is the hospital's hub of collaboration and communication. The dedicated space enhances physician well-being and fosters a sense of community. This modern and well-equipped centre will be a valuable asset in Recruitment and retention for the MSA.

### Non-Clinical Rounds

Non-clinical rounds united physicians from various departments to provide the opportunity to come together, share information, and build collegiality. The last session on Honey Bee Therapy, led by one of PAH's ER physicians, cultivated a fun environment for personal learning and supported Medical Staff engagement outside of the hospital.



## Strategic Pillars

- 1 Mentorship
- 2 Succession Planning
- 3 Physician Wellness
- 4 Quality Improvement
- 5 Fostering Collaborative Relationships



# PHYSICIANS ENGAGEMENT SOCIETY OF COURTENAY & COMOX (PESCCI)

President: Dr. Corey Tomlinson, Vice-President: Dr. Lindi Thibodeau, Treasurer: Dr. Sarah Scott, Communications Director: Dr. Verena Langheimer, Associates Liaison: Dr. Elizabeth Thompson, General Manager, Suzanne Blyt



## Our mission

Is to foster enduring relationships and fortify the foundation of the MSA (Medical Staff Association) by cultivating open, respectful dialogue.

We strive to build trust between the MSA and health authority leadership, acting as a bridge to facilitate effective communication.

Together, we aim to identify and optimize communication platforms and channels, establishing a seamless process for the identification and prioritization of critical issues.

Our commitment is to strengthen the partnership between the MSA and health authority, ensuring a unified approach in tackling challenges and advancing shared objectives.



## Our Goals

- Support ENGAGEMENT between hospital medical staff and Island Health
- Fund projects to IMPROVE PATIENT CARE and MEDICAL STAFF EXPERIENCE.
- Working FOR PHYSICIANS advocating FOR YOUR NEEDS
- Address concerns and needs of the medical staff that are not being addressed by the formal island health structure
- PESCCI President has a voting position on H-MAC (Health Authority Medical Advisory Committee) and L-MAC (local medical advisory committee)
- Gather medical staff opinions regarding upcoming hospital wide decisions and communicate these to hospital leadership.
- Fund grassroots medical staff lead projects that meet our memorandum of understanding (MOU)

## Advisory Board Members

Dr. Michael Atherstone  
Dr. Lissa Benson  
Dr. Tlell Brown-Bentley  
Dr. Jennifer Duncan  
Dr. Cynthia Gunaratnam  
Dr. Glen Hoar  
Dr. Samuel Kohen  
Dr. Laura Matemisiz  
Dr. Byron Ramsey  
Dr. Andrew Remillard  
Annabelle Sproule  
Dr. Tom Woods  
Dr. Jeff Zorn



Photo Credit: Don Erhardt

## Physician Engagement

**Annual General Meeting** to invite membership and Island Health GEO 1 executives to attend year in review. Welcome new physicians and celebrate retiring ones.

**Lounge** To provide the opportunity for physicians to engage with each other in their own protected space. to provide a meeting space where physician working groups can collaborate together.

### **PESCCI/Island Health Town Hall**

Town Hall opportunity for MSA membership and our Island Health partners to discuss areas of importance for both parties. To develop actionable take aways that lead to a more robust collaborative effort going forward with the PESCCI Executive and Island Health Senior leadership and determine scheduled calendars meetings.

**Code Orange** The development of a plan for CVH to review and implement our disaster plans this spring, and annually in the future.

**Go Green** In collaboration with our sister campus the Campbell River medical staff association, the planned Go Green event is to provide the opportunity for physicians to meet their colleagues, and to bring families together with the intention of environmental "go green" theme in conjunction with Island Health's, energy, environment, climate change department.



# Prince George Medical Staff Physician Association

Dr. Lauri McCoy (President), Dr. Dr. Christin Fabriel-Leclerc (Vice President); Dr. Kristian Malpass (Treasurer), Dr. Denise McLeod (Past President)  
Dr. Ian Schokking (Physician Lead), Holly Wolitski (Lead Administrator), Colleen Fisher (Administrative Assistant)

MSA tier size: 5

## Promoting Medical Staff Recruitment & Retention

To promote and support medical staff recruitment and retention, the Prince George Medical Staff Physician Association has undertaken the following initiatives

### Childcare: Securing Priority Seats for Medical Staff

**Background:** The Prince George Medical Staff Physician Association (PGMSPA) collaborates with Northern Health (NH) to improve recruitment and retention as an aligned priority.

During an onboarding study to assist new recruits, it was found that childcare was a serious challenge in Prince George, preventing some physicians from being able to work. The PGMSPA, in partnership with the YMCA BC and NH, implemented a project with shared fundraising between the PGMSPA and NH to secure 11 priority seats for the University Hospital of Northern British Columbia (UHNBC) physicians, thereby enhancing medical care and service delivery to our Northern residents.

The priority placement fees are intended to *secure the childcare space*, not for the reduction of childcare fees.

Please see below for fundraising updates.

|  |  |  |
|--|--|--|
| <b>2023</b><br>Fundraising goal met and matched by Medical Affairs, Northern Health! | <b>2024</b><br>Fundraising now underway! | <b>2025</b><br>Fundraising to begin in early 2025... |
|--|--|--|



### Prince George Physician Peer Support Program

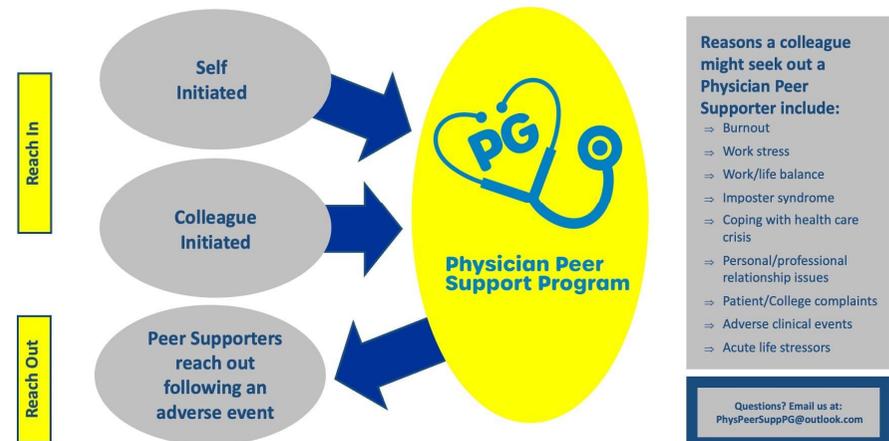
Prince George Medical Staff Physician Association (PGMSPA) was 1 of 5 pilot sites for the Physician Health Program's 'Physician Peer Support Program'. The program is supported by trained *volunteer* Peer Supporters who are fellow physicians, offering a unique understanding of the stresses and pressures faced by physicians in Northern BC.



Dr. Ingrid Cosio

The Prince George Physician Peer Support Program, led by family physician, Dr Ingrid Cosio, offers short-term, confidential, non-clinical, emotional support to physicians facing a range of work and life-related challenges. The pilot program was funded by the Physician Health Program through March 31, 2024. The PGMSPA has approved continued funding for 2024-25 through Facility Engagement funds so this important work may carry on!

### Engaging with PG Physician Peer Support



# Richmond Hospital Physician Society, VCH

Dr. Amy Singleton-Polster (President), Dr. David Li (Secretary/Treasurer), Liana Gabriele (Project Manager)

Tier 5



## Who We Are

The Richmond Hospital Physician Society (RHPS) is a representative body of over 500 medical staff with privileges at Richmond Hospital. We are a member-driven organization who believes that **improving engagement** between our physicians, **strengthening relationships** between the health authority and our physicians, and **improving the shared work environment**, result in **more engaged and active physicians** and **better patient care**.

## Our Mission

To provide medical staff with a meaningful voice in improving patient care and the working environment and to promote collaboration with the health authority.

## Our Strategic Priorities

- Strengthen physician engagement and communication
- Enhance physician voice
- Caring for care providers

## Message from President Dr. Amy Singleton-Polster

“ It is critical to not only include but actively center diverse and historically marginalized voices in determining how to make more equitable, accessible and supportive hospital spaces for patients, families and staff. Our MSA tries to create meaningful and inclusive opportunities for medical staff to engage and connect with each other and the health authority. Our strengths come from working together and learning from diverse experiences. Together through advocacy, education, and practical initiatives, we can create a more inclusive and equitable environment where medical staff voices are enhanced. ”

## Executive Directors

- Dr. David Li
- Dr. Erik Swartz
- Dr. Eliza Chan
- Dr. Sarah Monahan

## Advocating for Physician Wellness

Program Lead: Dr. Amy Singleton-Polster

Our MSA centers wellness as a key priority for our medical staff which in turn allows them to thrive, creating space for engagement and advocacy work. Many of us choose a career in healthcare with a desire to help others and to make positive changes in the world. It is only through first making sure that we, as healthcare workers, are supported, that we can make positive change for others. Our wellness initiatives in their current form stem from our formal wellness strategy created in 2021 and are implemented by our dedicated Wellness Committee.



Physician Appreciation Week



Wellness Luncheon



Mindfulness Workshop



Wellness Speakers



Commensality Group



Wellness Library (116 books)

## Peer Support

Program Lead: Dr. Ashok Krishnamoorthy

Physicians can connect with a physician peer for support and guidance that is empathetic, safe, confidential, one-to-one, short-term, and at no cost.

- Connect with a trained physician peer supporter
- Have a peer who will walk beside them
- Feel heard, connected and empowered

## Current and Notable Past Projects

Program Lead: Dr. Erik Swartz

### Prevention of Amputation Multidisciplinary Project

Lead: Dr. Daniel Kopac

This project aims to develop a business case to help prevent the formation of Diabetic Foot Ulcers and to identify patients at the highest risk. It also helps to develop the referral process for assessing diabetic foot patients with foot concerns by specialists and subspecialists to optimize wound healing and helps to reduce the number of major lower extremity amputations.

### Pathway for Pregnant Youth, Prenatal & Maternity Care

Lead: Dr. Junella Lee

Currently some Richmond youth clinic physicians also work in maternity care clinics and the Youth Pregnancy & Parenting Program. This project explores available connections/relationships to be established to improve network of care available to pregnant youth needing maternity care in Richmond.

### Breast Cancer Hub – A Business Case

Lead: Dr. Patrick Wong

This project aims to collect recent RH data on breast cancer screening, diagnosis & treatment metrics, determine portion of Richmond residences that go to other institutions for breast cancer care, and develop a business case to advocate for funding of a dedicated nurse navigator as the breast cancer hub.

### Treatment of Osteoporosis Patients & Role of Fracture Liaison Service

Leads: Drs. James Yeung, Leo Lai, Richard Kendall, Raheem Kherani

This project helps create a fracture liaison program at Richmond Hospital. It includes meeting with Osteoporosis Canada to develop a business plan, developing research data from our pilot study, and presenting this information to administrators to find funding.

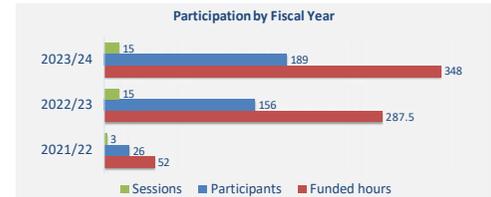
## Projects and Initiatives on Equity, Diversity, and Inclusiveness (EDI)

Program Lead: Dr. Eliza Chan

- EDI is one of the core working pillars of Vancouver Coastal Health.
- The EDI Lead at Richmond Hospital liaises with the VCH EDI committee to promote the awareness of EDI for medical staff and medical leadership.
- The promotion of EDI awareness is through presentations at staff luncheons, Quarterly Medical staff meetings, EDI specific projects and workshops.
- The EDI presentations are supported by fundings through the Facility Engagement funding.
- The goal of EDI initiative is to promote a sense of belonging and justice at the workplace.

## Planetary Health

Program Lead: Dr. Sarah Monahan



| Typical Topics                               | Departments                                     | Participants     |
|--|---|------------------|
| Stroke Imaging                               | Medical Imaging, Emergency, VGH Neurology       | 22               |
| Elder Care in Richmond Community of Care     | Family Practice                                 | 20               |
| Hospitalist Medicine and DART: Complex Cases | Family Practice, Psychiatry                     | 20               |
| Multidisciplinary Breast Oncology            | Surgery, Radiology, Medical Oncology, Pathology | 10 (per session) |

## Education Sessions For Nursing and Allied Health

Program Lead: Dr. Amy Singleton-Polster

RHPS provides sessional funding for medical staff who lead education sessions for nursing or allied health.

| Topic                                     | Session                   |
|---|---------------------------|
| Inservice Grossing for Histotechnologists | SPCU Education Day 2023   |
| Let's Talk Stroke                         | Simulation Scenario       |
| Anencephaly                               | The Path to Baby Friendly |

VCH leadership and staff

- Integrating planetary health into events and initiatives

## Acknowledgement

RHPS greatly acknowledges the Facility Engagement funding and support of the Specialists Services Committee and Doctors of BC and the collaboration and contributions of VCH leadership and staff.



Scan here or visit us at <https://rhpsengagement.ca/>

Contact: [rhps@rhpsengagement.ca](mailto:rhps@rhpsengagement.ca)



# Ridge Meadows Hospital, *FHA*

Recent Highlights of Facility Engagement at RMH

TIER 5

## 01 Departmental and Site QI Festivals

Check out our QI Festivals by scanning the QR code  
Emergency & Specialist Communication Project  
Inpatient Insomnia QI Project  
Familiar Faces QI Project  
Emergency Efficiency Council



## 02 Recognition & Relationships

Physician Indigenous  
Wellness Liaison  
Annual Recognition Event for  
Long-Service & Excellence  
Connecting conversations  
with local Indigenous Leaders



BEST MEDICAL STAFF.  
BEST PARTNERSHIPS.  
BEST CARE.

## 03 Communication

90  
SECOND  
UPDATE

Dedicated Member Area on website  
"Getting to Know You" - getting to know RMH  
Managers  
"Conversations with Colleagues" - getting to know  
RMH Medical Staff  
Bi-weekly 90 Second Update emails to all  
members  
New Medical Staff welcome  
Readership rate 70% for all communications



## 04 Wellness

Community & Peer Support  
Events and Workshops  
Thrive Resilience Workshops  
Wellness Wednesdays

## 05 Education

Compassionate Communication  
Trauma Informed Care -  
Understanding Adverse Child  
Experiences  
Courageous Conversations  
Perseverance, Teamwork & Conflict  
Resolution  
Grand Rounds & Journal Clubs  
Indigenous Cultural Safety &  
Humility

## 06 Recruitment & Retention

RMH Medical Staff On-Boarding Package  
Joint Project with FHA Recruitment team



## 07 Leadership & Development

Governance Education Sessions  
Breakfast with a Leader  
Reflective Practice Personal Development Plan Workbook  
Joseph Lee (*President*), Linda Bohacek (*Vice-President*),  
Clara Hong (*Treasurer*) Sandeep Bhachu (*Board Member*),  
Stephanie Tsang (*Board Member*), Winston Tsui (*Past President*)

Scan the QR  
code to  
learn more  
about all of  
our activities



# ANTIRACISM & UNCONSCIOUS BIAS COMMITTEE

## ROYAL COLUMBIAN HOSPITAL

Dr. Kathleen Ross, Dr. Karen Sklanka, Dr. Fify Soeyonggo, Dr. Paula Meyler, Michelle Mozel & Ta Chinembiri

### OUR MISSION

Our main objective is to comprehend the concerns and experiences of healthcare professionals in order to foster an inclusive and supportive healthcare environment.

We have launched a survey to collect insights, subsequently presenting the gathered data to the medical staff to solicit their input on future actions.



**Dr. Kathleen Ross**  
(Co-chair)



**Dr. Karen Sklanka**  
(Co-chair)



**Michelle Mozel**



**Dr. Fify Soeyonggo**



**Dr. Paula Meyler**

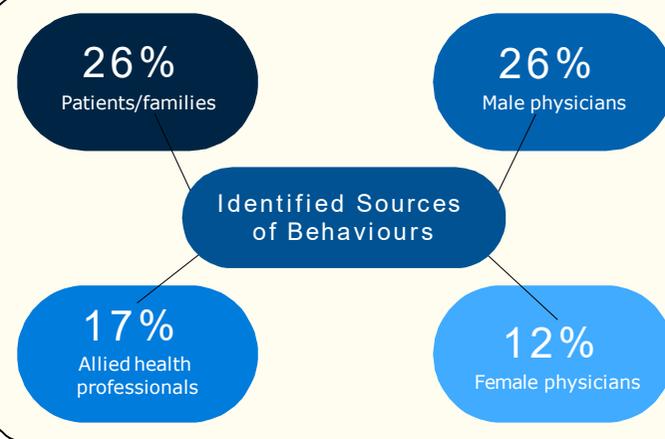


**Ta Chinembiri**

### SURVEY FINDINGS

*With assistance from Ms. Michelle Mozel, Clinical Research Coordinator*

Based on a 24% response rate...



### FOLLOW-UP MSA SURVEY

#### Top 4 Requests from Medical Staff

- Guest speaker
- CME event
- Coaching for department heads
- Small group learning

### INITIATIVES

- Successfully hosted a Tackling Bias workshop attended by over 30 physicians, facilitated by Dr. Faisal Khosa and Dr. Charlotte Yong-Hing, fostering self-reflection and facilitating meaningful dialogue among participants.
- Grateful for the opportunity to exchange knowledge and learn from Dr. Joy Masuhara about Vancouver Coastal Health's diversity, equity and inclusion (DEI) approach.
- Participated in regional advocacy initiatives with Fraser Health's DEI and ethics groups to advocate for medical staff requests at RCH-ERH, aiming to bolster the local healthcare community and improve the well-being of RCH-ERH medical staff.



As we remain committed to fostering a healthcare environment grounded in inclusivity and collaboration, we invite all interested individuals to join us on this crucial journey. Together, we strive to make significant contributions to enhancing healthcare practices and the well-being of our medical community.

# Royal Columbian Hospital (RCH ) Medical Staff Association & RCH Wellness Committee



## EXECUTIVE TEAM



**Dr. Bali Randhawa,**  
MSA President



**Dr. Will Siu,**  
MSA Vice President



**Dr. Diana Stacu,**  
MSA Treasurer

### STRATEGIC PRIORITIES

- Engage physicians at all levels in system improvements, including redevelopment.
- Improve the working environment & wellness for health care staff.
- Strengthen relationships & improve communication between physicians & Fraser Health senior leaders.

### COLLABORATION & PARTNERSHIP



- Hosted two site-wide staff appreciation events, featuring a "Pet a Dog" station that brought joy to approximately 100 attendees
- 528 Members
- Credit to the RCH FE Working Group & Rapid Access Subgroup for their ongoing diligence in reviewing funding applications each year.
- Supported over 55 projects and activities in 2023-24

## WELLNESS COMMITTEE

### MEMBERS



**Dr. Urvi Joshi**



**Dr. Ida Gallo**



**Dr. Mikel Segal**



**Ta Chinembiri**

### STRATEGIC GOALS

PROMOTE WELLBEING



COMMUNICATE WELLNESS TOPICS



FACILITATE CONNECTIONS



LEVERAGE & COLLABORATE WITH OTHER GROUPS

### CONNECTION & LEARNING

- Human Centred Care Workshop



### WORKSHOPS

Programs offered:

- Peer Support Program
- Human Centered care Workshop
- Advanced Physician Wellness
- Physician Group Coaching
- Dare to Lead

### SOCIALS

8 Wellness Socials:

GO KARTING



# Royal Inland & Hillside Physician Association

Dr. Kaveri Gupta (President), Dr. Tina Allibhai (Vice-President), Dr. Tochi Anyansi (Hillside),  
Karen Vogel (Program Director)



## Who We Are

RIHPA is comprised of all physician specialists on staff at RIH and Hillside. The Association aims to advance opportunities, and to enhance physician engagement within the hospital, the Health Authority and the healthcare system at large.

The Association seeks to create opportunities for its members to collaboratively participate and express their views on matters that are important to them contributing to the development of prioritization an achievement of Interior Health plans and initiatives. The ultimate goals being improved quality of care for patients and their families and an improved working environment for facility-based physicians.



## RIH FEI Activities:

- C-Section Management
- Diabetic Care Initiative
- Enhanced Recovery After Surgery
- GIM Visioning
- IH West Ethics Committee
- Ongoing Surgical Wait Time and Demand Analysis
- Physician Retention & Wellness
- ECG Quality Improvement
- Same Day Discharge for Laparoscopic Hysterectomy
- Trauma Performance and Patient Safety
- Wounds Care Formalization
- Leadership Training

***Active interest and participation of physicians in organizational and system change and improvement activities.***

## Examples of Joint Initiatives

- Fawcett Farm Welcome to New Physicians (RIF, TRDFP)
- CME (TRDFP, RIHPA)
- Medical Staff Directory (TRDFP, RIHPA)
- Family Practice Networks (TRDFP, PSP, HLC)
- TRDFP / RIHPA Office Co-location
- Wellness Events (Cookie and Coffee Day; Harper Mountain Family Tubing, etc)

## Vision

Our physicians have access to the resources and support they need to meet the needs of our patients in TCS in a healthy, happy, and productive work environment.

## Mission

We are an association of physicians for physicians, supporting them to deliver excellent clinical care.

## Values

Throughout our organization, we strive to adhere to the following principles:

- Teamwork & Collaboration
- Effectiveness
- Commitment
- Quality

## Strategic Areas of Focus

- Advocacy
- Retention and Recruitment
- Specialty Programs
- Physician Leadership

[www.rihpa.ca](http://www.rihpa.ca)

# Saanich Peninsula Hospital Physician Society

Dr Sienna Bourdon (President), Dr Sally Carver (Vice President), Dr Arlo Green (Treasurer), and Janice Hawkins (Executive Coordinator)  
Tier 3



## Physician Onboarding and Orientation Project

High turn over in Site Admin roles and vacancy of Family Practice Medical Site Lead and Chief of Staff positions left a very noticeable gap in onboarding support for new physicians.

This prompted SPPS to initiate the Physician Onboarding and Orientation Project to increase physician satisfaction and streamline the Physician onboarding experience.

Over the past few years, the orientation manual has expanded and now doubles as both an orientation manual and documentation for standards of practice for all MRPs who provide inpatient care at SPH.

The manual is available online and is shared with our Health Authority Site Administration partners.

In addition to general information on how to start work at Saanich Peninsula Hospital the manual shares information on how our facility differs from other facilities:

- Introduces MSA Executive.
- Outlines MSA dues.
- Introduces Island Health Leadership & Site Administration.
- Includes a welcome letter from the MSA.
- Provides a step-by-step plan on how urgent physician absences are dealt with.
- Lists specialists and how to access them.
- Outlines services available.
- Explains the payment model for MRPs.
- Provides cultural safety information.
- Introduces the four first nations around SPH.
- Outlines workplace bullying & harassment policy.

**Benefits:** Smooth physician onboarding yields several positive outcomes for both the physician and the health authority:

1. Productivity & Efficiency
2. Job Satisfaction
3. Retention
4. Patient Satisfaction
5. Collegial Relationships
6. Adaptation to Organizational Culture
7. Efficient Integration of New Practices
8. Compliance



## Our Goal:

A welcome email is sent to all new physicians introducing SPPS and Facility Engagement explaining how to get involved and offering a facility orientation and meeting with one of the MSA Executive.

Our goal is to enhance the quality of patient care while concurrently improving the working environment for our medical staff. By fostering a culture of open communication and collaboration, we aspire to create a workplace where each medical professional feels valued, heard, and instrumental in driving positive changes for the benefit of both patients and the medical team.

# South Island Medical Staff Association

Dr. Swiggum, Dr. MacDonald, Dr. Gregson, Dr. German, Dr. Bosenberg. Administrator for Projects: Aaron Renyard, RN  
Tier 6



SOUTH ISLAND FACILITY  
ENGAGEMENT INITIATIVE SOCIETY

## Project: CODE Shock Protocol Lead: Dr. E. Swiggum

The objective was the development of a cardiogenic shock team and protocol to improve patient mortality, supporting early identification of cardiogenic shock, and rapid decision making for appropriate treatment intervention.

## Project: ECLS Leads: Dr. S. MacDonald & Dr. B. Gregson

The objective of this committee was to improve care standards, development of standardized clinical orders/protocols, and provide a consistent approach to managing ECLS in our critical care areas.

## Project: CSU-ALS Lead: Dr. M. German

The objective of this initiative was the development of a site-specific protocol and standards to align with expert consensus and provide a consistent approach to cardiac arrest for the post operative patient with a sternotomy.

Although separate projects, these four initiatives overlap, and have supported a continuum of clinician engagement and patient care at RJH, Victoria.

## Project: Hot Debrief Lead: Dr. C. Bosenberg

The objective of this committee was to develop a standardized approach to clinical debriefs following critical events or complex clinical pictures. Through the standardization and normalizing the debrief process, staff are supported to become a part of the improvement initiatives identified.

# Terrace MSA

Dr. Carl Severson, Dr. Greg Linton, Dr Beth Berends, Dr. Bridget Fergie, Caral-Lee Malange, Erica Kjekstad  
Tier 2 site

## Starting from scratch

September 2023 was a turning point for the medical staff at Mills Memorial Hospital. Discussions with members and Doctors of BC led to dissolution of Terrace Physician Initiative Group Society and to the re-launch of the Terrace Medical Staff Association as a FESC site.

## Building the team

A new executive came together from different corners of the medical staff:

- President - Dr. Carl Severson, Ob-Gyn
- Vice-President - Dr. Greg Linton, FP
- Treasurer - Dr. Bethanie Berends, FP
- Secretary - Dr. Bridget Fergie, Pathology

An Interim Project Manager was brought on through Doctors of BC to help re-launch the MSA, in partnership with the local Engagement Partner.



## One step at a time...

A series of foundational steps were taken to establish good administration and governance:

- A generic email address has been secured, with the associated Google Drive serving as the hub of all MSA documentation. Settings allow all Executive members access to all information and can be adjusted as needed.
- Governance roles and responsibilities have been developed, clarified, and launched, so all Executive members have a clear understanding of their role and scope.
- A membership list was been developed in partnership with the Health Authority. Privacy and maintenance processes are enforced.
- Regularly scheduled Executive meetings enable the physician leaders, Project Manager, and Engagement Partner to connect in a timely way. Agendas follow a standard template, which offers flexibility depending on the topics of the day.

## Connecting with partners

- Connections are being made and nurtured with Health Authority leaders, including the Medical Director, SOO, CSA, Chiefs of Staff
- The president is an active participant at local and regional Medical Advisory Committee tables.
- The local Division of Family Practice was invaluable in keeping the Doctors' Lounge stocked during the transition. It will be wonderful to partner with them on future activities as well.

## Re-engaging the medical staff

Once the MSA Executive had established itself, it was time to share the progress with members:

- A bi-monthly "President's Letter" is sent to members to seek their feedback and update on issues.
- To inform its strategic planning, the Executive launched a "Blue Sky Survey" for membership. The contributions were collated, analyzed, and fed directly into the strategic plan.
- In November 2023, an MSA-wide meeting was held with Dr. Kristina Garrels to discuss Safer Care. With 22 physicians in attendance, this was seen to be a very successful event, with great interest in future similar meetings. Physicians reported that they would attend similar meetings in the future.

## Ready to launch!

With a solid foundation in place, the MSA has started offering services to its members:

- An Engagement Project proposal intake and review process is being piloted.
- Currently, new members receive an email of welcome from the MSA project Manager.
- Exit interview guides have been developed for future rollout.
- Connections have been made with other MSAs to discuss how members have participated in rebuild conversations.



## Planning for the future

With a solid base of administrative rigour and member programming underway, the MSA is now able to look ahead:

- The Executive participated in a strategic planning session to formalize the direction of the Terrace MSA for 2024-27.
- A long-term project manager, Cara-Lee Malange, has been hired. There has been comprehensive Project Manager transition through March 2024, with ongoing support through the PM Helpdesk.
- A communications plan will be developed to ensure members, stakeholders, and partners are

## Key learnings

1. Developing teamwork and trust among a solid Executive team, Project Manager, and Engagement Partner is essential.
2. Taking on tasks and issues in a logical, stepwise approach helps build a strong organization from the ground up.
3. Clear communication and a can-do attitude are keys to success.



# Vernon Jubilee Hospital Physician Society

Dr. Kira McClellan (President),  
Dr. Yann Brierley (Vice-President),  
Sharon Hughes-Geekie (Program Director),  
Taylor Blake (Administration)



## Mission:

To engage Interior Health to improve patient care and physician wellbeing by developing solutions, streamlining systems, and promoting collaboration and open professional dialogue with key stakeholders.

## Vision:

An agent of positive change and an effective partner within the BC Health Care System.

## Strategic Priorities:

- Physician Engagement
- Physician Leadership & Wellness
- Quality Improvement
- Attraction, Recruitment & Retention of Top Talent

## The Team:

### Executive:

Dr. Kira McClellan (President)  
Dr. Yann Brierley (Vice President)  
Dr. Jason Doyle (Secretary/Treasurer)  
Dr. Jennifer Smith (Director at Large)  
Sharon Hughes-Geekie (Program Director)  
Taylor Blake (Administration)

### Working Group:

Thirteen members discussing the ideas, and initiatives of over 200 medical staff. Group meets monthly to discuss issues, make decisions and approve project applications.

## New Projects Continued:

### Project Sandbox: Patient-Centred Care in Paediatric Type 1 Diabetes Using Texting

Increased engagement and glycemic control in young patients. An impactful project that is being explored by other sites

**Dr. Eiko Waida**

*(KGH Foundation, NAVIG8, FE, HSR)*

### Leadership Toolkit

For department heads and those pursuing medical leadership opportunities

**Drs. Edward Hardy & Dr. Kira McClellan**  
*(FE, HSR)*

### Radioactive Seed Localization for Breast Cancer

**Dr. Michael Horkoff**  
*(FE, VJH Foundation)*

### Civility Matters to Patient Care

**Dr. Yann Brierley** *(FE, HSR, NAVIG8, PQI)*

### Opioid Use Disorder in the Emergency Department

**Dr. Lisa Heidt** *(FE, IHA)*

### Centralized Referral for Breast Conditions

**Dr. Hamish Hwang** *(FE)*

## New Projects:

### Physician Waffle House



On-line community by physicians for physicians to Work, Learn, Play and Connect. Focus is on recruitment, learning opportunities, and chat forums that facilitate professional collaboration & social connection in a playful environment.

**Dr. Kira McClellan**

*(FE, NAVIG8, FE, City of Vernon)*

### Kudos Coffee Sleeves

School & daycare children decorated 3000 coffee sleeves with messages of gratitude for health care workers. VJH cafeteria & on-site coffee shops handed out the sleeves with beverages on March 1 for National Employee Appreciation Day.

**Dr. Yann Brierley**



SEE IT. THINK IT. DO IT.

