

**MEMORANDUM OF UNDERSTANDING**

**INTRODUCTION OF EHRs IN HEALTH AUTHORITY FACILITIES**

**BETWEEN:**

**HIS MAJESTY THE KING IN RIGHT OF THE PROVINCE OF BRITISH  
COLUMBIA**, as represented by the Ministry of Health

(the “**Ministry**”)

**AND:**

**FRASER HEALTH AUTHORITY, INTERIOR HEALTH AUTHORITY,  
VANCOUVER ISLAND HEALTH AUTHORITY, VANCOUVER COASTAL  
HEALTH AUTHORITY, NORTHERN HEALTH AUTHORITY and  
PROVINCIAL HEALTH SERVICES AUTHORITY**

(individually a “**Health Authority**” and  
collectively the “**Health Authorities**”)

**AND:**

**ASSOCIATION OF DOCTORS OF BC**

(the “**Doctors of BC**”)

(individually a “**party**” and collectively the “**parties**”)

## **Engagement and Communication**

1. Health Authorities will actively engage with physicians before and throughout EHR implementation by seeking physicians' feedback and input into planning, design and implementation processes. This includes:
  - a) meeting and working with Medical Staff Associations (“MSAs”), on a regional, sub-regional, or site level, on the development of any engagement, implementation or communication plans prior to implementation; and
  - b) ongoing communication with MSAs throughout implementation.
2. Health Authorities' EHR implementation plans will:
  - a) ensure that clear processes are established and outlined for physicians to identify and report issues, questions and problems;
  - b) outline anticipated timelines and schedules for site(s) in the region;
  - c) outline where questions, suggestions or issues should be directed;
  - d) ensure physicians receive support should more significant problems arise; and
  - e) consider successful strategies and best practices proven at sites with successful EHR implementation.
3. Health Authorities will create a comprehensive communication plan that reaches the entire medical staff, including the departmental and individual levels at each site.
4. Where invited by MSA representatives, Doctors of BC representatives will be permitted to participate at both the regional and site level in Health Authority and MSA discussions outlined above. This includes Doctors of BC staff including Regional Advisors and Advocates who serve as Doctors of BC representatives and Engagement Partners who support communication between the medical staff and Health Authorities.
5. EHR engagement between MSA representatives and Health Authorities will be supported by the Specialist Services Committee and the Facility Engagement process and funding, to the exclusion of funding for required EHR training, which remains the responsibility of each Health Authority. This does not preclude MSAs from using Facility Engagement funding for activities related to the training.

## Measurement

6. Health Authorities will:
  - a) measure the impact of EHR introduction;
  - b) engage with local or regional MSA representatives on what is measured and the approach to measurement; and
  - c) share and review the results of any relevant measurements before and after implementation of the EHR system with local or regional MSA representatives.

## Resolution of Disagreements

7. If any of the parties have a concern respecting this Memorandum, the parties directly impacted (e.g. Doctors of BC and a Health Authority) will meet to attempt to resolve the issues.
8. If as a result of the meeting referred to in section 7, the parties were unable to resolve the issue(s), the Health Authority or Director, Physician Advocacy Doctors of BC may trigger an further meeting (the “**Issue Resolution Meeting**”).
9. The Issue Resolution Meeting will include senior Medical Affairs and/or Information Technology representatives from the Health Authority, MSA representative(s) and a member of Doctors of BC senior staff. The focus of this meeting will be to raise, discuss, and attempt to resolve issues.
10. If the Issue Resolution Meeting does not result in resolution of the issue(s) within 45 days of the meeting, or any longer period agreed to by the parties, either party may within a further 30 days, refer the matter to be resolved in the same manner as set out in Article 22.1 of the 2022 Physician Master Agreement for resolution of Provincial Disputes.

**Termination**

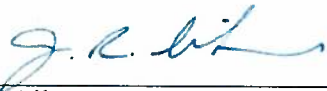
11. This Memorandum shall have the same term as, and shall terminate concurrent with any termination of the 2022 Physician Master Agreement.

Dated this 1<sup>st</sup> day of April, 2022



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Dr. Ramneek Dosanjh  
President  
Doctors of BC




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Jim Aikman  
Interim Chief Executive Officer  
Doctors of BC



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Mark Armitage  
Assistant Deputy Minister  
Ministry of Health



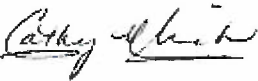
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Dr. Victoria Lee  
President and CEO  
Fraser Health Authority



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Kathy MacNeil  
President and CEO  
Vancouver Island Health Authority



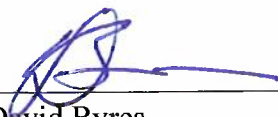
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Cathy Ulrich  
President and CEO  
Northern Health Authority



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Susan Brown  
President and CEO  
Interior Health Authority



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Dr. David Byres  
President and CEO  
Provincial Health Services Authority



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Vivian Eliopoulos  
President and CEO  
Vancouver Coastal Health Authority

