

Medical Staff Newsletter

April 2025

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**denotes readers will need to be on-site or access the PHSA network remotely to view these pages.*

Updates and Reminders:

1. In Case You Missed It: Medical Staff Town Hall

Thank you to everyone who attended the medical staff town hall, featuring interim CEO Dr. Penny Ballem on April 23. We had over 200 participants watching live. The session included an update from Dr. Sean Virani and a Q&A with Dr. Penny Ballem.

If you missed it, or want to revisit the discussion, a recording is [available here](#) and on [POD](#)*.

Medical staff are invited to continue the conversation and share thoughts through [Thought Exchange](#).

2. Medical Staff Wellbeing and Work Experience Survey now open through May 20

As announced earlier this week, [the 2025 Medical Staff Wellbeing and Work Experience Survey is now open](#) and is your opportunity to share your experiences to shape meaningful improvements to build a safer, more supportive workplace for all. Please help us to identify key priorities for medical staff safety and wellbeing over the next two years, ensuring we understand where support is needed most. Responses are confidential and will inform efforts to improve the medical staff work experience.

As a bi-annual initiative, the survey builds on the strong engagement from the inaugural 2023 survey, which saw an impressive **response rate of 37% per cent**.

The survey is a commitment to inclusivity, ensuring medical staff have a voice in shaping future wellbeing initiatives. By hearing from everyone, we can create meaningful change that supports the diverse needs of all medical staff.

[The survey takes only 10 minutes to complete and is open until May 20.](#)

Your feedback directly drives workplace improvements. In 2023, your input led to meaningful changes. In the last two years, the Office for Medical Staff Safety & Wellbeing (OSWELL) was established to address the physical and psychological safety needs of medical staff more directly and efficiently. A new incident self-reporting tool and follow-up support process was introduced for contract medical staff, closing a critical gap in psychological safety and organizational accountability. In addition, valuable medical staff resources were consolidated and made available online to reduce barriers, save time, and support self-directed access to safety and wellness tools.

To recognize your time and input, medical staff who complete the survey will have the option to enter a draw to receive a token of appreciation: dinner for four with Dr. Sean Virani, vice president, Medical & Academic Affairs or up to \$1000 towards a health or wellness program. These have been generously donated by medical leaders as a gesture of thanks. Recipients will be randomly selected and matched with one of the available items.

[Take The Survey Now](#)

Questions? Please contact the Office of Medical Staff Safety & Wellbeing at: OSWELL@phsa.ca.

In the News:

3. New Resources to Support Anti-Racist Culturally Safe Care

As medical staff, you have the power to make significant contributions to the creation of an equitable, anti-racist and culturally safe health system where everyone thrives.

In an effort to eliminate Indigenous-specific racism and discrimination (ISRD), PHSA has developed a [new process to report and review ISRD incidents](#) using an Indigenous-led resolution approach. This process directly serves PHSA's North Star Priorities and is aligned with PHSA's [Integrated Quality & Safety Strategy](#) goal of developing a learning health system.

If a known, possible or suspected instance of Indigenous-specific racism, discrimination, stereotyping and/or harassment is observed or thought to be observed, medical staff should make a report through the [Patient Safety and Learning System](#)* (PSLS). Reports are reviewed by members of Quality & Safety teams and Indigenous Health teams to determine what follow up action is required.

A brief, 20 minute [Learning Hub](#) course has been developed to explain how to make an ISRD report through PSLS and why making a report is important to providing the best patient care possible.

Working to identify and eliminate ISRD is essential in daily clinical practice, fostering a commitment to being *good medicine* for patients, families, and colleagues. This means embracing unity, opening our hearts, and demonstrating strength in confronting racism, discrimination, and harassment.

For more information, please visit the [ISRD Patient Safety Reviews](#)* page on POD, or contact Tracy Conley, director, Strategic Planning & Programs, at: Tracy.Conley@phsa.ca.

4. New Framework and Playbook Make Patient Engagement Easier

In celebration of Patient Experience Week, PHSA is introducing two new tools to support meaningful engagement in your practice.

The [Patient & Family Engagement Framework](#)* and [Recognition Playbook](#)* offer practical, flexible strategies to bring patient and family perspectives into project, program or health system decision making.

Co-developed with leaders in Patient Experience, Indigenous Health, DEI, and Language Services, these tools reflect our commitment to culturally safe, inclusive care. They align with PHSA's [North Star Priorities](#)*, [Integrated Quality & Safety Strategy](#)*, and support compliance with Accreditation Canada's ROPs for people-centered care.

These resources can help reduce barriers, strengthen relationships, and improve outcomes. They are not meant to replace existing program frameworks instead, these resources offer practical, adaptable strategies that align with and enhance existing practices.

[Explore the framework](#)* and consider how it can enhance your current approach to patient and family engagement.

To learn more visit the [Patient & Family Engagement page on POD](#)* or contact your programs' Patient Experience team.

5. Act Fast! Deadlines for These Opportunities Are Just Hours Away

The final countdown is on! There are less than 48 hours left to nominate or apply for two exciting opportunities. Whether you want to recognize an inspiring colleague or take the next step in your own career, now is the time to act.

2025 Clinician Fellowship in Health Care Quality

The Clinician Fellowship in Health Care Quality program supports the development of clinician leaders as part of Health Quality BC's mandate to build capability and expertise for patient safety and quality within BC's health-care system. It develops the leadership skills required to improve the quality of care while fostering a growing network of leaders to further promote a culture of improvement throughout the system.

For more information, visit [Health Quality BC's Clinician Fellowship page](#).

Deadline: Thursday, May 1

[Take The Next Step](#)

Outstanding Medical Staff Award (PHSA+ Awards)

The Outstanding Medical Staff Award recognizes the achievement of a physician, nurse practitioner, dentist, midwife, or team of medical staff who serve as an inspiration to others and is a pillar of excellence in their medical community and the medical profession.

For more information, visit the [PHSA+ Awards page on POD*](#) or view the [Nomination Questions*](#).

Deadline: Friday, May 2

[Recognize Someone Today](#)

Upcoming Events and Courses:

6. Upcoming Events With UBC Faculty of Medicine

The Office of Respectful Environments, Equity, Diversity & Inclusion (REDI) at UBC's Faculty of Medicine was established to provide leadership across the Faculty of Medicine in the areas of professionalism, learner mistreatment, equity, diversity, and inclusion, anti-

racism, and anti-discrimination. The office is hosting two upcoming events open to PHSA medical staff.

1) Advancing Inclusive Research in Medicine: Anti-Racist and Decolonial Approaches

How can researchers foster more culturally safe, collaborative, and inclusive research environments? Join UBC Faculty of Medicine's REDI office for a livestream panel discussion on **Friday, May 16, 2025, from 12:00–1:30 pm** to learn how faculty and clinicians are applying anti-racist and decolonial principles in their research practices.

Panellists will share practical strategies for engaging meaningfully with historically, systemically, and persistently marginalized (HSPM) communities, building inclusive research teams, and applying these approaches to your own work—whether you're a PI, clinician, student, or health professional.

Register now to join live or receive a link to the recording afterward:

[Register Now](#)

2) Building a More Welcoming Movement Toward a Just Culture

How can we build equity, diversity, and inclusion (EDI) efforts that inspire lasting change rather than feel punitive or performative? Join UBC Faculty of Medicine's REDI office on **Tuesday, June 10, 2025, from 9:00 am–1:00 pm** for their Fourth Annual Symposium exploring practical, evidence-based approaches to cultural change in health care and medical education.

Hear from experts in psychology, education, and social justice—including keynote speaker Shakil Choudhury (Deep Diversity) and keynote discussant Loretta J. Ross (Calling In)—alongside clinicians and researchers who are working to build inclusive movements rooted in science, care, and compassion.

Register now to attend the livestream or receive a recording:

[Register Now](#)

For questions about either session, please contact redi.events@ubc.ca.

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [A message of support for the Filipino community](#)*
 - [Simple ways to support planetary health on Earth Day](#)*
 - Unique PHSA stories this week
 - Jobs of the week

Ongoing Resources:

- Check out the [Medical Staff webpages](#) on phsa.ca for information and resources for dentists, midwives, nurse practitioners, clinical scientists and physicians.
- Learn about [health and wellness](#) resources to support you.
- Looking for past issues of the Medical Staff Newsletter? Visit our [Communications page](#).
- Visit [POD](#) for stories about our workforce and supporting resources*.