

OSWELL Peer Support Physician

Expression of Interest

Provincial Health Services Authority

Seeking a physician to serve as OSWELL (Office for Medical Staff Safety and Wellbeing) Peer Support Physician. The Peer Support Physician is supported by the Doctors of BC and will provide psychological and procedural support to medical staff and residents receiving complaints or who are the subject of a critical incident report. The ideal candidate has skills in peer-support and possesses a quality improvement and learning mindset. Knowledge of the complaint and critical patient safety event review (CPSR) processes considered an asset. Key responsibilities include providing emotional support and assistance in navigating the formal complaints process to medical staff colleagues, fostering a proactive safety culture, and empowering medical staff to report workplace concerns safely and confidently. The successful candidate is passionate about improving overall opportunities for growth and development at PHSA when complaints come forward.

Position Title: OSWELL Peer Support Physician

Reports To: Dr. Titus Wong, Executive Medical Director, Medical and Academic Affairs

Position Summary: The Peer Support Physician will be part of the newly developed Office for Medical Staff Safety and Wellbeing (OSWELL) at PHSA. This role will provide peer support to medical staff who receive a respectful workplace/patient care quality complaint at PHSA, or who are part of a critical patient safety event review (CPSER). The Peer Support Physician will provide emotional support and assistance in navigating the relevant processes for medical staff. This peer support role differs from counseling, mentoring, and informal peer support relationships.

Key Responsibilities:

- Offer psychologically safe and timely support for medical staff participating in the complaint process or who are part of a critical patient safety event review (CPSER).
- Proactively reach out to medical staff involved in the complaint processes to offer their services.
- Provide various services such as active listening, perspective taking, and discussion of additional resources and supports if needed.
- Foster a proactive safety culture and empower medical staff to report workplace concerns safely and confidently.
- Maintain the confidentiality of the medical staff (with rare exceptions e.g. safety issues relating to self and others).

Qualifications:

- Peer Support Experience
- Strong communication and active listening skills
- Active member of the PHSA Medical Staff

Additional Strengths:

- Knowledge of the complaint and critical patient safety event review (CPSR) processes

Remuneration: Sessional \$176.18/hour for up to 150 hours

Equity, diversity and inclusion are essential to delivering exceptional care and building a great place to work. PHSA values and accommodates unique differences to ensure that staff and medical staff – both current and prospective – have the opportunity and are supported to thrive.

To build a strong and representative workforce, we are seeking candidates who will contribute to a caring and inclusive culture. We encourage applications from members of communities that are disadvantaged on any grounds under the B.C. Human Rights Code, including Indigenous Peoples, people of colour, people of all genders and sexualities and people with disabilities.

Interested applicants please submit a resume and covering letter to oswell@phsa.ca by December 7, 2024.