

Medical Staff Newsletter

May 2025

May 28, 2025

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Updates and Reminders:

1. Thank You for Participating in the 2025 Medical Staff Wellbeing and Work Experience Survey

The Medical Staff Wellbeing and Work Experience Survey is now closed—thank you to everyone who took the time to share their feedback.

We heard from 44% of medical staff, and your input will help shape improvements that support engagement, safety, wellbeing, and a better experience for all. The survey reflects our collective commitment to ensuring that all medical staff have a voice in shaping future initiatives. By hearing from everyone, we can create meaningful change that reflects the diverse needs of our community.

Those selected to receive a thank-you item will be contacted directly.

Survey responses are now being reviewed. Information on key themes and next steps will be provided in the coming weeks.

2. New Interim Leadership for BC Cancer

As announced in today's [Leaders' Bulletin](#)*, effective June 1, Dr. Paris-Ann Ingledew will serve as interim executive vice president and chief medical officer of BC Cancer while recruitment is underway for a permanent leader.

3. Reminder: Upholding Patient Privacy and Confidentiality

Across PHSA, we occupy a unique and visible role in our communities — not only as citizens, but also as health care professionals, some of whom provide direct care to those involved in high-profile events.

Given this, we want to remind all staff of our collective responsibility to protect patient privacy and maintain confidentiality at all times. While our role may provide access to sensitive information, it is critical that we continue to uphold the professional standards and trust that are the foundation of our work.

Please keep in mind:

- Access to patient information must be limited to what is necessary for your specific duties. Only share information with authorized team members directly involved in the patient's care.
- Do not discuss patient information in public spaces or with anyone not involved in the patient's care. These conversations, even if unintentional, can violate privacy and damage trust.
- Social media is a powerful tool, but posting any content related to patients — even without names or identifiers — can lead to serious privacy breaches and reputational harm.
- If you are contacted by a media representative regarding a patient in our care, please refer them directly to the PHSA Communications team. Reporters are aware of the appropriate process and [our media relations line](#).

For additional guidance, please speak with your leader or visit the [Privacy page on POD](#)* for resources and more information.

Thank you for your continued commitment to professionalism and patient trust.

In the News:

4. New Provincial Quality Standard Supports C&W Staff in Delivering High-Quality Perinatal Care

Developed by Health Quality BC (HQBC) in collaboration with a provincial committee and Perinatal Services BC, the [Perinatal Quality Standard](#) was created to advance high-quality perinatal care across BC. Taking a patient-centered, innovative and inclusive approach. The standard identifies nine priority areas for improvement and outlines related quality indicators designed to measure progress that will lead to better health outcomes.

This tool supports health system performance monitoring and is one component of [Perinatal Services BC](#)'s strategy to advance care for pregnant women/people and their newborns across the province.

[Download the Perinatal Quality Standard from HQBC's website.](#)

5. Speak Up for Patient Safety Procedure Effective May 1

Previously called Stop the Line, the [Speak Up for Patient Safety Procedure](#) encourages staff—including medical staff in all PHSA programs and services—to raise concerns about potential risks to patient safety before harm occurs. Harm that occurs in our health-care system includes harm that is not medical or physical. Staff are encouraged to speak up to prevent all types of harm, including Indigenous-specific racism and discrimination and all forms of racism and discrimination.

Medical staff are essential to fostering a culture of safety. Medical staff are encouraged to proactively invite colleagues, patients, and families to share any safety concerns. When a patient safety concern is raised, the response is crucial to fostering a culture of safety. The updated procedure includes a [Communication Support Tool](#)* to guide staff in voicing these concerns as well as guidance on responding to concerns raised, including those from families.

Review the [Speak Up for Patient Safety Procedure on SHOP](#) and review this [one-page resource](#)* for further support.

For more information, visit the [Patient Safety page on POD](#)*.

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [Provincial Digital Health & Information Services Leadership Change](#)
 - [June 4: Inclusive Leadership in Health Care Symposium](#)
 - 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*.