

PHSA Medical Staff

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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. Missed the Town Hall on Artificial Intelligence at PHSA? Watch the Recording Now

On Wednesday, October 2, PHSA Medical Affairs hosted a special town hall on the use of Generative Artificial Intelligence (GenAI) in health care settings. Hosted by Dr. Sean A. Virani and featuring presentations from PHSA leaders and medical leaders, the town hall explored the potential of GenAI to support clinical and research activities across PHSA sites, while also addressing the ethical considerations and privacy concerns surrounding its use.

In case you missed it, the full recording is now available to [watch here](#).

Presenters included Heather Findlay, chief strategy officer, PHSA; May Tuason, executive director, Clinical Architecture, Digital Experience & Innovation, PHDIS; Dr. Angel Arnaout, chief medical

information officer, PHSA; and Dr. Jeff Pike executive medical director, medical staff development and engagement, PHSA; along with other expert panelists available to answer questions from medical and research staff.

Presentations provided valuable insights into how GenAI tools can help tackle some of the biggest challenges in health care, as well as the oversight measures in place to ensure responsible use. The session also highlighted PHSA's AI council, which is actively working on a draft interim direction and guidance document to ensure ethical GenAI use.

If you weren't able to join live, you can still be part of the conversation by reviewing the [GenAI interim direction and guidance document](#)* on the [Artificial Intelligence POD page](#)*, and submitting your questions via Slido using the event code: [#PHSA_GenAI](#). Medical staff who would like to provide information or examples of AI scribe tools for consideration and assessment, please contact Dr. Angel Arnaout at: angel.arnaout@phsa.ca.

Don't miss this opportunity to learn about how GenAI is shaping the future of health care at PHSA and stay tuned for more information on engagement opportunities.

2. Shape the Future Before the PMA Expires – Share Your Feedback by November 6

The current Physician Master Agreement (PMA) between the government, Doctors of BC, and the Medical Services Commission was ratified in 2022 and is set to expire at the end of the 2024/25 fiscal year. In preparation for upcoming discussions between the government and Doctors of BC regarding the 2025 PMA, PHSA Medical and Academic Affairs seeks to engage with program leaders, medical leaders, and physicians. We aim to discuss the challenges currently facing the health system and identify opportunities for improvement that could be addressed through the PMA. Our intention is to provide this feedback to the government for consideration in their planning for the 2025 PMA. This consultation will occur in parallel with the Doctors of BC's process, which advocates for physician interests.

We are looking for feedback on the following questions:

1. What barriers do you see in the PMA with respect to health system priorities? Does the PMA create a barrier? If so, how? What are the possible solutions to remove that barrier in the PMA? Are there other ways to address these issues outside of the PMA?
2. Is there something that doesn't work well in the current [2022 PMA](#)?
3. What opportunities do you see for improvements in the 2025 PMA?

Current elements of the PMA for consideration:

- Physical and Psychological Health & Safety
- Cultural Safety and Indigenous Specific Anti-Racism
- Joint Collaborative Committees
- Joint Clinical Committees
- Rural Programs
- Medical On-Call/Availability Program (MOCAP)
- Alternative Payment Program Hours Reporting
- Alternative Payment Program Workload Funding
- Alternative Compensation Models
- Alternative Payments Subsidiary Agreement Templates

Your feedback is crucial

Please send your written feedback to ASCEND@phsa.ca by **November 6th**. Your input will help shape the future of healthcare as we prepare to share this information with the government. Don't miss the chance to make your voice heard!

In the News:

3. October Is Healthy Workplace Month – Let's Prioritize Wellbeing Together

October marks Healthy Workplace Month, an opportunity for all of us to reflect on the importance of maintaining a healthy, safe, and supportive work environment. As medical staff, your wellbeing is *eyhh slaxin* which is essential not just for yourself, but for the patients, clients and communities you serve.

That's why the Office for Medical Staff Safety and Wellbeing (OSWELL) provides medical staff across all PHSA programs and services with a single touchpoint for safety and wellness needs. The team embraces the Coast Salish gifted teaching of *nuts a maht* by working with clinical service delivery programs to co-create resources and initiatives that help medical staff thrive.

Throughout the month, we encourage you to take small steps that can make a big difference in your physical, mental, and emotional health. Whether it's prioritizing rest, staying active, or seeking support when needed, there are numerous ways to enhance your overall wellness.

For helpful tools, resources, and tips, visit the PHSA Medical Staff Safety and Wellness page [here](#). From physical and psychological health & safety resources to tips on maintaining wellness, this page is designed with essential resources to support you in your day-to-day work.

Join us in celebrating Healthy Workplace Month by making your wellbeing a priority. Together, we can foster a healthier workplace where everyone feels supported and valued.

For questions related to medical staff safety and wellbeing, please email: OSWELL@phsa.ca.

4. BEACON Leadership Program Reaches New Milestone with Module 3 – BeWELL

On September 16 and 17, the [BEACON medical leadership program](#) reached a significant milestone as the participants completed the third in-person training module. This module was a collaboration with OSWELL (Office for Medical Staff Safety and Wellbeing), affectionately titled BeWELL, and was focused on equipping healthcare leaders with strategies to enhance psychological safety and wellbeing within their teams, while integrating the foundational Coast Salish teachings.

Building on previous modules, participants explored key aspects of creating safe and inclusive environments where the facilitators expressed themselves openly and contributed without fear. The participants were provided practical tools and strategies to foster a culture of safety and belonging in healthcare, aligned with PHSA's vision which includes key priorities like equity, inclusivity, cultural safety, and patient-centered care, emphasizing improved health outcomes for all communities, particularly vulnerable populations.

The BEACON program continues to shape the future of healthcare leadership at PHSA, providing participants with the skills to lead with compassion, inclusivity, and resilience. As the program progresses,

participants are empowered to bring these lessons into their leadership roles, fostering a healthier and more culturally safe healthcare environment.

Next for BEACON – The module 4 to be held in November will focus mainly on planning and processes within PHSA.

For more information about BEACON, please contact beacon@phsa.ca.



Brad Anderson, Executive Director, Indigenous Health discussing the integration of Coast Salish teachings in wellness and psychological safety.

5. Supporting Accessibility and Language Access

For Canadian Patient Safety Week, we encourage medical staff to report any issues with accessibility or language access using the BC Patient Safety & Learning System (BCPSLS)—a web-based tool used by health-care professionals across British Columbia to report and learn from adverse events, good catches (near misses), and hazards in health-care settings.

Deaf, Deaf-Blind and Hard of Hearing individuals have a legal right to access sign language interpreters, and intervenors at medical appointments, in compliance with the Canadian Charter of Rights and Freedoms.

These services, among others, are available to health-care providers through Provincial Language Services. For more information, visit their [website](#).

6. BCCH PICU and Child Health BC Launch Pediatric Critical Care Resources Web Section

As part of the [Pediatric Critical Care Outreach Project](#), the BC Children’s Hospital PICU team and CHBC have launched [Pediatric Critical Care Resources](#) on the Child Health BC website.

The Pediatric Critical Care Project aims to better support critically ill children while they are in their home communities, and the clinicians caring for them, through education, PICU virtual clinical support

and follow up. The new web section is a resource hub for all critical care-related information for providers, with additional resources being developed for families and caregivers.

Core web section offerings and features include:

- Easily accessible “In a Hurry” resources for urgent situations
- Resources for providers (relevant and up-to-date knowledge repository)
- Pediatric Virtual Support Pathways
- Search functionality to support access to resources

Visit childhealthbc.ca/pcc to orient yourself with and explore the new web section and contact ped.critical.care.project@phsa.ca for an “In a Hurry” QR code poster to display in your workplace and access resources urgently.

7. Emergency Care BC Seeks Physicians to Provide Coverage Service to Prevent ED Diversions

The new Provincial Emergency Physician Resource Team (EPRT) program, led by Emergency Care BC, provides short-term physician coverage to high-need hospitals to keep Emergency Departments open and accessible to communities.

Building on the pre-existing Provincial Emergency Department (ED) Locum Pool, the program increases current provincial capacity while permanent physician recruitment and other options for local coverage are pursued.

Emergency Care BC is now recruiting physicians who have an emergency medicine designation through the Canadian College of Family Physicians (CCFP-EM) or the Royal College of Physicians and Surgeons of Canada (FRCPC-EM).

If you (or anyone you know) is interested in joining the program, please visit the [ECBC website](#) for more information, and submit an [Expression of Interest](#). For questions, please visit [EPRT’s webpage](#) or contact ecbc.eprt@phsa.ca.

Upcoming Events and Courses:

8. Join a Virtual “Listening Tour” With the New Royal College of Physicians and Surgeons of Canada CEO Dr. Chris Watling – Your Chance to Be Heard

PHSA Medical Affairs and Alumni Quality Improvement (AQI) are partnering to bring an exclusive opportunity to connect with [Dr. Chris Watling](#), the newly appointed CEO of the Royal College of Physicians and Surgeons of Canada. Dr. Watling is on a cross-country “listening tour” to hear directly from physicians on how the Royal College can better support for your work.

Event Details:

- **Date:** Thursday, November 14, 2024
- **Time:** 10:00 a.m. to 11:00 a.m. PST
- **Location:** Online (Zoom details will be provided)
- **Registration Link:** [Register Here](#)

The session offers an opportunity for physicians to directly share thoughts and feedback with Dr. Watling. He is keen to hear from physicians across Canada about their unique experiences and perspectives, and to understand how the Royal College can better serve our needs.

For more information, please contact the PHSA AQI Team at medstaffquality@phsa.ca.

9. From Reports to Results: Enhancing Patient Care Through Safety Insights

On **Tuesday, October 22, 2024** from **12:00 p.m. – 1:00 p.m.**, PHSA's Quality, Practice & Clinical Informatics team is hosting the next QPCI Collaborative Learning Rounds on enhancing patient care through safety insights.

Ahead of Canadian Patient Safety Week, taking place October 28 – November 1, this interactive session focuses on the importance of reporting patient safety events, and transforming data and findings from patient safety reports into actionable strategies that improve care. It emphasizes using safety insights to identify trends, address risks, and implement practical solutions that lead to better patient outcomes. The workshop will discuss how health care teams can integrate these insights into their practices, fostering a culture of safety and continuous improvement in patient care.

To register, click [here](#) and for more information, please contact: PHSAEducation@phsa.ca. A recording will be available for those not able to attend.

For those who missed the last QPCI Collaborative Learning Rounds on Demystifying Telephone and Verbal Orders can [access the presentation and recording here](#).

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [Influenza clinics start Oct. 7](#)
 - [Get prepared for Take Our Kids to Work Day on Nov. 6](#)
 - 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*.