

PHSA Medical Staff

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Highlights:

1. Welcome to Oncoming Staff

- Dr. Jeff Pike will be joining PHSA's medical & academic affairs portfolio as executive medical director, Medical Staff Development and Engagement.
- Dr. Titus Wong will be joining PHSA as the executive medical director for IPAC & Medical Staff Wellness as well as medical director, Infection Prevention & Community Health, BCCDC and retaining his role as medical co-director for PICNet, and medical microbiologist at the BCCDC PHL.

Updates:

2. Join us in shaping a new culture across PHSA

PHSA Communications & Engagement

As you saw in [the Feb. 7 all-staff bulletin](#), we are beginning a journey of shaping a positive workplace culture at PHSA – and we want to hear from you.

It's time for us to create a new common ground with a refresh of our purpose, vision and values.

Watch PHSA News for more articles and videos about this work, including the First Nations teachings that have been gifted to us from Coast Salish Knowledge Keeper Sulksun Shane Pointe. These teachings will become the foundation of who we are together moving forward.

Keep your eye on future issues of Operational News and POD for opportunities to participate (in-person or virtually) in redefining our purpose, vision and values as an organization.

Thank you in advance for participating.

3. Reminder: Medical Staff Reappointment Deadline

PHSA Medical Affairs

The deadline to complete the 2023 Reappointment process is **February 17, 2023**. Eligible medical staff should have received a personal invitation link to their Reappointment process between January 16 – 18, 2023. If you have any questions about Reappointment, please contact Medical Affairs at reappointment@phsa.ca.

4. Password resets and Microsoft Teams

Tanya Colledge, Communications and Engagement

An easier way to reset your network password

A [new Self-Service Reset \(SSPR\) tool](#) now allows medical staff with a network account to reset their log-in password without having to call the Service Desk or having to use the vouching process. Simply register for the tool and you'll be able to self-serve your password reset.

Registration is easy. All you need is:

- A mobile device enrolled in Microsoft Authenticator for Multi-Factor Authentication
- Answers to the security questions you provide during the enrollment process
- [Follow the instructions at passwordreset.healthbc.org to get started today!](https://passwordreset.healthbc.org)

Note: The new self-service reset tool only resets your PHSA network password (used to access email, network drives, and intranet sites). The Service Desk will still be available to help with other application password resets, if needed.

Microsoft Teams and Outlook Online are coming!

In the coming months, PHSA medical staff will move to Microsoft Teams and Outlook Online. Changing to Outlook Online means migrating your health authority mailbox to the cloud, enhanced integration with Microsoft 365 cloud technologies, and advanced security against email threats. Microsoft Teams will eventually replace Skype for Business and offer a more reliable communications platform for meetings and messaging, and better alignment of our communication tools.

Note: The current implementation of Microsoft Teams is not approved for any clinical use that includes communications of Personal Information/Personal Health Information (either between providers, or involving clients), including virtual health visits. Please continue using your current solution for these purposes.

Please keep an eye on your health authority email inbox for important email updates from the MS Teams Project and steps to take to ensure a smooth transition. This is critical to ensuring there are no delays or disruptions to email and calendar applications on migration day. Questions? Contact the project team [here](#).

5. PHSA Physician Quality Improvement (PQI) – Fall 2023 Intake

PHSA Physician Quality Improvement (PQI)

After six years of engaging physicians in quality improvement education, the PHSA Physician Quality Improvement (PQI) Program is looking to fill its 7th cohort of PQI trained physicians for the fall of 2023. The successes PQI has seen from its work with physicians has resulted in an expansion of the Program to include a robust PQI Alumni Network and an initiative to spread local quality improvement projects that improve patient care. Spreading quality improvement has demonstrated an impact on multiple dimensions including: patients, providers, family and staff experience; productivity and efficiency; cost avoidance; cost reduction; and climate.

Opportunities to apply to PQI are available to physicians who practice at PHSA programs including BCCH, BCWH, BCC, BCCDC, BCEHS and BCMHSUS. Over the last few years, PQI has also worked with dyad partners of the physician applicant. Medical residents, fellows, and non-physician medical staff are not eligible for compensation, but are encouraged to participate in projects with successful physician applicants.

What to expect:

- PQI participants learn about QI methodology and tools which are applied to their own QI projects with the support of dedicated PQI technical staff. Funding is available for participation in the training program and project work.

What next?

- Deadline for applying is **May 30, 2023**. The cohort starts in September 2023 and over the span of one year, participants will attend seven full-day sessions from 9:00 a.m. to 4:00 p.m. The sessions consist of a mix of in-person/virtual sessions (not hybrid).

PQI is now accepting applications online (link [here](#)). For more information, please contact PQI@phsa.ca.

6. aIrigPQI Introduction to Quality Improvement Workshops

PHSA Physician Quality Improvement (PQI)

Are you not quite ready to commit to twelve months of quality improvement learning but would like to get your feet wet? PQI offers a virtual workshop 'Level 2 Introduction to Quality Improvement' that is spread over two half-days. Participants will learn the key quality improvement tools and techniques used in health care settings and how to apply them.

Physicians are eligible for CME credits and may be compensated for seven hours at the JCC sessional rate for completing the full workshop. A certificate of completion will be awarded to those who attend the entire workshop (day 1 and 2). Upcoming workshop dates:

- May 4 & 5, 2023
- November 2 & 3, 2023
- February 8 & 9, 2024

The workshop is open to all PHSA Physicians, Leaders and Staff and registration is available via Learning Hub.

- [Register](#) for Day 1.
- [Register](#) for Day 2

For inquiries, please email PQI@phsa.ca.

In the news:

7. New Indigenous-Specific Anti-Racism resources available on POD

Alisha Pillay, Communications & Engagement

At PHSA, we are committed to eradicating Indigenous-specific racism and discrimination in our programs, policies and procedures. As health care providers, it is our responsibility to model Indigenous-specific

anti-racism and cultural humility to address the ongoing impacts of settler colonialism and systemic Indigenous specific racism.

The Indigenous Health team is excited to share new resources to support staff in their Indigenous-specific anti-racism learning journey. Resources are available in the new Indigenous Specific Anti-Racism Section on [POD](#).

In this new section, you can find:

- [Legislative obligations and Provincial commitments](#)
- Why we do [land acknowledgements](#)
- Wise practices for working with [Elders and Knowledge Keepers](#)
- Strategies for [respectful communication and engagement](#) with Indigenous Peoples

Across PHSA, we are responsible to incorporate the legislative obligations and provincial commitments related to Indigenous Health into our practice and teams to move forward together on this journey of reconciliation.

8. Health System Redesign FY2023/24 Call for Proposals

Yuriko Ryan, HSR Program Lead

The Health System Redesign (“HSR”) initiative was established in 2010 to facilitate physician engagement and collaboration in the redesigning and/or improvement of health services identified by the health authorities. Funding for HSR is provided by Doctors of BC (“DOBC”)’s Joint Collaborative Committees (JCCs), a partnership between the Ministry of Health and DOBC. HSR compensates physicians for their input, expertise and participation in planning, decision-making and implementation of new or revised health services that align with PHSA priorities. HSR Funding is intended to cover physician participation beyond hospital administrative duties for which physicians are already responsible and compensated. All PHSA physicians (salaried, admin contract, clinical service contract, sessional contract, MOCAP contract) can lead or participate in HSR-funded project activities. Other HA physicians and community-based physicians may be eligible for funding. All PHSA programs and services are encouraged to identify physician engagement opportunities and consider applying for HSR funding.

There are many ways to leverage HSR funding. Past successful PHSA HSR projects include:

- [Health System Redesign project leads to improved cancer care for BC patients](#) (BC Cancer –FY2021/22)
- [A new care space for reproductive infections diseases](#) (BCW – ongoing since FY2020)
- [Teamwork is delivering powerful changes for newborns](#) (BCW –FY2019/20)

We will implement a quarterly intake cycle for FY2023/24, with the following submission deadlines: **March 6, June 2, September 8, and November 1, 2023**. If you are interesting in applying for HSR funding, please contact Yuriko Ryan, HSR Program Lead at yuriko.ryan@phsa.ca.

9. Dr. Michael McKenzie and the PQI Alumni Network

PHSA Physician Quality Improvement (PQI)

PHSA Communications sat down with Dr. Michael McKenzie, Radiation Oncologist at BC Cancer and founder of the PQI Alumni Network, to hear about his experience with PQI and his role as Leader of the PQI Alumni Network.

“The palliative side of what I do at BC Cancer is what initially led me to the quality improvement world and eventually, the Alumni Network. I joined the first cohort of PHSA PQI in late 2016 and my passion for the quality improvement work led me to become BC Cancer’s vice president of Quality for a time. Through this, I met the incredible team of quality improvement experts of PQI.”

When asked how the Alumni Network came to be, Michael responded with “As we know, physicians have influence on the health care system. If we equip physicians with the right QI tools and knowledge, we can make a big difference in the quality of care for patients and families – and there is loads of evidence to support that! The idea is that if you take QI trained individuals and link them together, you can create much more of an impact. In my project plan to build the provincial Alumni Network, I wanted PHSA PQI-trained physicians to be assets to PHSA. The overall intention and function of the network is to grow leaders who can engage leadership in quality improvement. I believe there are lots of opportunities to grow the Alumni Network. We’re already 200 physicians strong and growing.”



Michael’s message to his PHSA colleagues is “Come join us! Our last cohort didn’t have the enrollment we are accustomed to. Coming out of a pandemic, people are exhausted and overwhelmed and we understand that. Even if you aren’t ready for a year of QI training, there are other options. Level 1 QI is a self-paced, online course through IHI (Institute for Healthcare Improvement). Level 2 Intro to QI is offered through the Learning Hub via two, half-day online learning sessions.”

“The last message I would relay is that quality improvement is a wonderful antidote to feeling tired and grumpy. It’s positive, the people in it are lovely, and it has such a nice energy. You get the sense that you can actually do something to improve care for patients. For myself, I have to continue doing this work or I’m going to retire. I’ve been at this for 31 years and I cannot keep doing the same thing over and over. The best way to continue as part of a learning health system is to enjoy work, to contribute, and to keep learning. I think it’s a wonderful opportunity and I hope people get involved because there is a lot that we, as physicians, can offer to PHSA and to ourselves.

To learn more about PQI, please visit the website at [Physician Quality Improvement](#) or email pqi@phsa.ca.

10. Language resources available to support your patients

Alisha Pillay, Communications & Engagement

PHSA’s Provincial Language Services (PLS) program offers a number of resources for health care providers working with linguistically and culturally diverse patients, including immigrants, refugees, official minority language speakers and members of the Deaf, Deaf-Blind and Hard of Hearing community.

Deaf, Deaf-Blind and Hard of Hearing individuals have a [legal right](#) to access sign language [interpreters](#), [intervenors](#) and [Communication Access Real-Time Translation services](#) at medical appointments. The obligation to ensure communication access rests with you as the health care provider.

If you are a health professional in British Columbia, you can access most of PLS’ services for free.

For more information or to book these services for your patients, visit www.phsa.ca/pls or download this [printable PDF](#) for your reference.

11. Medical Staff Townhall – Monday, February 13th, 2023

PHSA Communication and Engagement

Thank you to those who attended Monday’s medical staff town hall and to our speakers. The town hall webcast is available for viewing [here](#). A summary of the event, including answers to the Slido questions we committed to following up will be available in the next week. Closed captioning will be added to the webcast in two to three days, and a transcript will be shared along with the full summary.

12. PHSA Regional Physician Health and Safety Working Group

Christine Strang, Regional Advisor and Advocate

We are still looking for applications for the position of physician representative on the PHSA Regional Physician Health and Safety Working Group. We are now in the second nomination cycle and the closing date for all applications is March 14 at 11:59pm.

The work of the position involves two parts:

1. Serving as the Doctors of BC Regional representative at the Regional Physician Health and Safety Working Group.
2. Potential representation at a Provincial Level Working Group (PPHSWG) to discuss broader physician specific issues related to health and safety. Three Doctors of BC representatives are nominated within the Group of Regional representatives to attend this Working Group.

If interested please apply [here](#).

Your ongoing resources:

Thank you for your continued dedication and service to the province of B.C.

- Visit the [COVID-19 Resources section on POD](#) for staff guidelines, FAQs and updates.
- Visit [POD](#) for stories about our workforce and supporting resources.
- Learn about [health and wellness resources](#) to support you.