

PHSA Medical Staff

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Updates and Reminders:

1. Save the Date: PHS Medical Staff Town Hall

PHSA Communications

Join us on **Wednesday, February 21, 2024, at 5:30 p.m.** for a very special town hall featuring a presentation from Joe Gallagher, vice president, Indigenous Health and Cultural Safety as well as members of the PHS Medical and Academic Affairs team.

The town hall will focus on the Coast Salish teachings gifted to PHS, how we embed these in our work and a review of our collective Action Plan to eradicate Indigenous-specific racism at PHS.

More information, including agenda and calendar hold, will be sent shortly.

Watch the town hall via this webcast link:

<https://mediasite.phsa.ca/Mediasite/Play/eac67caf4245bfbf34089309a06c6d1d>

2. Medical Staff Reappointment Deadline

Credentialing & Privileging Operations

Eligible medical staff will have received a personal invitation link to their Reappointment process between January 29 – 31, 2024. The deadline to complete the 2024 Reappointment process is February 23, 2024.

If you have any questions about Reappointment, please contact Medical Affairs at reappointment@phsa.ca.

3. Self-Serve Password Reset Info for Medical Staff

Provincial Digital Health and Information Services

The PDHIS Security Team is committed to keeping sensitive information safe and secure on behalf of patients, doctors, clinicians, staff, and contractors. As the first line of defence against bad actors and cybercriminals, all PHSA staff, including medical staff, have a part to play, whether working with patient or staff data. There are a number of quick and easy ways to stay on top of security best practices (and help you work more efficiently), including the following:

- Save time if you forget your password. Sign up for the Self-Service Password Reset (SSPR) (see [infographic](#) on the network) so you don't need to call the Service Desk.
- Access important security documents like the [Information Security policy](#) and the [User ID and the Password Standard](#) on S.H.O.P. (on the network)
- Look up helpful information on the [Infocentre](#) around passwords and phishing education.
- Complete supplemental training on the [LearningHub](#), regularly attend webinars, and join the [Ambassador Program](#).
- Contact the [security awareness team](#) with any related questions or concerns.

In the News:

4. Improve Communication With Patients using Video Remote Interpreting

PHSA Communications

Medical staff who need support communicating with patients with limited English proficiency or who are deaf or hard of hearing, can utilize Video Remote Interpreting (VRI) technology for on-demand interpreting support.

This technology enables access to qualified interpreters for medical appointments 24/7, using devices such as computers, laptops, tablets, and smartphones. With support for over 200 languages through audio and 40 languages through video, including American Sign Language (ASL), VRI promotes a more inclusive and patient-centered health care experience.

Learn more about VRI in this [infographic](#) or [request a device in your facility using the online form](#). Please note the form requires manager approval before it can be completed.

For further inquiries, reach out to languageservices@phsa.ca or visit www.phsa.ca/pls.

5. Medical Staff (Including Contract Medical Staff) Incident Reporting Tool

Medical & Academic Affairs Health & Safety

Contract medical staff who experience an incident at their workplace, including illnesses, injuries, or near misses can now report these incidents through a new *Medical Staff Incident Self-Reporting Tool* (MS-IRT). A report can be made for incidents of physical and psychological harm or incidents with the potential for harm.

Contract Medical Staff can [make a report here](#) at any time on any device.

PHSA salaried Medical Staff can continue to use the Provincial Workplace Health Contact Centre (PWHCC) by calling 1-866-922-9464 between the hours of 7:00 a.m. – 6:00 p.m. to speak with someone or outside of these hours to leave a message.

Medical staff incident reporting ensures those who make a report are directed to the correct resource based on the incident type. Safety teams will follow up and correct any environmental deficiencies to reduce future risk of injury and/or provide supports and resources as needed.

For more information contact medstaff.safety@phsa.ca.

6. Introducing MS WHITE; A Reporting System for Managing Medical Staff Health and Safety Related Data

Medical & Academic Affairs Health & Safety

As part of PHSA's [North Star Priorities](#) to create an employee experience that fosters joy and wellbeing, while optimizing health systems through data and innovation, we are excited to share a significant development in improving occupational health and safety (OHS) for medical staff at PHSA and across all B.C. health authorities.

Introducing MS WHITE, the **Medical Staff Workplace Health Indicator Tracking and Evaluation**, an electronic database and record-keeping system designed to enhance the health, safety, and wellbeing of medical staff. Only aggregate health data from the database may be used to drive decision making at an operational level.

Your health and safety are paramount, and in the spirit of *nuts a maht* - we are one - and *thee eat* - truth - we recognize the importance of capturing OHS data to create a safer work environment. MS WHITE aims to achieve the following objectives:

- Provide a new common provincial standard for medical staff to report health and safety issues with the opportunity to ensure it is documented and there is follow up.
- Allow trending and comparisons of safety issues across regions and sites, providing opportunities to identify where OHS resources and funding may need to be allocated.
- Improve regional consistency for medical staff, recognizing the unique relationship medical staff have with their employers.

As OHS services for medical staff in MS WHITE continue to evolve through 2024, we invite you to open your hearts and minds - *whax hooks in shqwalowin* – to new ways of learning and working. As this work continues, there may be opportunities for ongoing input to shape future development and we will look to you for your feedback.

Should you have any questions please email: medstaff.safety@phsa.ca.

7. 2023/24 Fiscal Year End Timeline – Invoices (Base Hours and After Hour Premiums)

Physician Compensation

To ensure all invoices related to the 2023/2024 fiscal year end are recorded and paid in a timely manner, physicians must submit all invoices to their Program Administrator for approval before Thursday, April 4, 2024. Please connect with your Program Administrator if you have any questions regarding fiscal year end timelines and payment dates.

Your Ongoing Resources:

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

- Visit [POD](#) for stories about our workforce and supporting resources.
- Learn about [health and wellness resources](#) to support you.
- Looking for past issues of the Medical Staff Newsletter? Visit our Communications [page](#).

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#) for information on [Transit Incentive Program expansion](#), the [new PCQO policy](#) and protocol, the [new integrated quality & safety strategy](#) and more.