

Medical Staff Newsletter

October 2025

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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. Speak up for safer care

This week, as we recognize Canadian Patient Safety Week (October 27 – 31), we're putting a spotlight on one of the most powerful ways to prevent harm: speaking up.

The updated [Speak Up for Patient Safety procedure](#) advances the [Integrated Quality & Safety Strategy](#)'s goal of building a learning health system. It outlines clear steps and tools to help

everyone raise concerns when they see a potential risk, whether related to patient care, system processes, or the need to provide culturally safe and respectful experiences.

As members of the medical staff community, your influence matters. When you model curiosity, invite feedback, and respond with respect, you create space for others, including colleagues, other staff members or even patients and their families, to do the same. In a PHSA-wide Stop the Line staff survey conducted in 2023, nearly four in ten respondents said they had held back a safety concern, often because of perceived power dynamics. By listening and acting when someone raises an issue, you can help change that.

The [CUS tool](#)* provides simple, shared language to support these conversations:

- “I am Concerned.”
- “I am Uncomfortable.”
- “This is a Safety Issue.”

If you hear these words, pause. Listen. Work with your colleagues and leaders on a safe and appropriate plan. Staff who speak up for safety are supported and protected from reprisal.

Take action this week:

- Review the [Speak Up for Patient Safety Summary Sheet](#)*
- Proactively invite your teams and patients/clients to share safety concerns

When every voice feels safe to be heard, care becomes safer for everyone.

2. Mid-Year Reminders for MOCAP Providers

As we reach the halfway point of the fiscal year, it's a good time to revisit some important details and timelines related to the Medical On-Call Availability Program (MOCAP). The following reminders are intended to help providers stay organized and ensure smooth administration of on-call coverage and payments.

On-Call Scheduling and Payments

- On-call schedules must be finalized by the first week of the following month for the prior month's shifts. For example, the November schedule must be finalized by the first week of December.
- MOCAP payments are issued in the third week of the following month. If you need to update your banking details please reach out to the MOCAP contact below.
- Only physicians who have been assigned and completed an on-call shift are eligible for payment.
- Physicians may participate in multiple MOCAP groups and provide call concurrently, but will only be compensated at the highest paid group.

Contract Terms, Payment Details and Tax Considerations

- Mocap contract terms run from April 1 to March 31, with the renewal process beginning in January.
- These arrangements are Service Contracts between the Agency (PHSA) and the physician(s), as outlined in Articles 3.1 and 3.2 of the MOCAP contract.

- Payments are processed through PHSA Accounts Payable and deposited directly into physicians' or group bank accounts. Please note taxes are not withheld at source and physicians are strongly encouraged to consult a CPA regarding tax implications.
- MOCAP contracts are not salaried employment arrangements. PHSA is not the employer, and payments are not processed through PHSA payroll. Taxes and benefits are not administered, and MOCAP payments are not reported on T4 slips. Should you require an annual summary of your MOCAP payments, please reach out to the MOCAP contact below.

Questions and support can be directed to Jill Weinstein, analyst, Medical Staff Contracting & Compensation Services at jweinstein@phsa.ca.

3. National Nurse Practitioner Week is coming up

From November 10 – 16, we will celebrate National Nurse Practitioner Week and recognize the vital role nurse practitioners play as part of our medical staff community.

Nurse practitioners (NPs) strengthen care teams by diagnosing, prescribing, and coordinating care, ensuring patients receive the right support at the right time. Working side by side with physician colleagues and health professionals across disciplines, NPs enhance teamwork and help close critical gaps in access to care.

As advanced practice clinicians, NPs bring a unique blend of clinical expertise, leadership, and holistic perspectives that improve patient outcomes and strengthen our health system. Their contributions extend beyond direct care to research, education, policy, and innovation—helping shape the future of healthcare in B.C.

During NP Week, we encourage you to take a moment to connect with your NP colleagues, either by sending a [kudos*](#) or a quick [thank you](#). Their leadership, expertise, and compassion are felt every day—often in ways that aren't always visible but are deeply valued by patients and peers alike.

In the News:

4. Copilot Chat now available for use at PHSA

[Copilot Chat](#) is a digital assistant that is now part of our Microsoft suite and approved for use across PHSA. It uses generative artificial intelligence (genAI) to understand your words and help you write, summarize or edit notes, emails or documents; answer questions or help with research; translate or respond in different languages; and spark new ideas when you're stuck.

To get started, visit m365.cloud.microsoft.com or, if you see the Copilot icon in your Word, PowerPoint or Outlook files, click on it to give it a try.

Copilot Chat is not intended for use in developing physician notes and is distinct from the ongoing AI Scribe trials.

GenAI is increasingly gaining prominence, transforming how we create, learn and solve problems. It can also ease some administrative work to improve productivity and provide a better work experience for providers, staff and leaders. Please note that **AI technologies must be used responsibly and safely with human oversight**. Always check an AI tool's output to ensure the accuracy of content and data, and to mitigate bias, harm and risk.

Learn more by joining Copilot Chat introductory training sessions on [Oct. 28](#), [Nov. 6](#) and [Nov. 12](#); reviewing the updated Interim GenAI Direction and Guidance Document on PHSA's [Artificial Intelligence POD page](#)*; or visiting [Infocentre](#)* to find onboarding and training materials.

We also want to know how Copilot Chat is supporting your day-to-day work—reach out to [Digital Health Innovation](#) to share your stories.

5. Continuing the Indigenous-Specific Anti-Racism (ISAR) Journey

Participation in San'yas Indigenous Cultural Safety training among medical staff has grown from 30 to 60 per cent since July 2024 — an encouraging sign of our shared commitment to eradicating Indigenous-specific racism, one of PHSA's North Star priorities.

Although all funded seats for San'yas training this fiscal year have been filled, our collective journey toward culturally safe care continues. Cultural safety and humility are essential to how we deliver care — not just as learning opportunities, but as ongoing practices that strengthen our relationships with patients, families, and each other.

Medical staff can continue their Indigenous-specific anti-racism (ISAR) learning journey through the resources below:

- Register for [Anti-Indigenous Racism Response Training](#), which is also a mandatory course.
- Engage with the [Unlearning and Undoing White Supremacy and Racism Project Tools](#), a self-paced, reflective learning series.
- Explore [legislative obligations and provincial commitments](#).
- Learn how to give [land acknowledgements](#) that uphold title and rights distinctions.

Medical staff who wish to complete the San'yas training independently are encouraged to reach out to ASCEND@phsa.ca for more information.

Visit the [Indigenous-Specific Anti-Racism Training page](#) for additional information.

6. Your source for safety & wellbeing resources

Each October is Healthy Workplace Month, a time to pause and reflect on what it means to create safer, healthy, and supportive workplaces. For medical staff, wellbeing is not only about personal health — it's the foundation for providing excellent care to patients, families, and communities.

That's where the Office for Medical Staff Safety and Wellbeing (OSWELL) comes in. OSWELL is your single touchpoint for safety and wellness needs across PHSA. Whether you're looking for

resources to support your physical, psychological, or cultural safety, or seeking guidance on building healthier team environments, OSWELL is here to connect you with the right tools, advocacy, and expertise.

We encourage you to explore the resources available through OSWELL and consider small steps you can take to support your own wellbeing — whether that's taking breaks to recharge, reaching out for support when needed, or updating your Violence Prevention training. Together, these actions help strengthen our collective ability to provide safer, high-quality care.

Visit the [Medical Staff Safety and Wellbeing webpage](#) to explore practical tools and resources designed specifically for medical staff. And remember, OSWELL is only an email away at OSWELL@PHSA.ca if you'd like to connect directly.

Upcoming Events and Courses:

7. Revised Violence Prevention Training for Medical Staff

The online [Provincial Violence Prevention Curriculum for Medical Staff](#) (PVPC-P) has been updated to reflect the latest best practices in workplace safety.

This 1.5-hour eLearning course is designed specifically for medical staff — including physicians, medical residents, nurse practitioners, dentists, and midwives — and addresses the unique roles, environments, and risk levels they may encounter.

Participants will strengthen their skills in violence prevention, including how to:

- Recognize risks and behaviours
- Assess and plan appropriately
- Respond effectively to risk
- Report and communicate after an incident

Developed in partnership with physicians, the updated curriculum helps enhance safety by preventing violent incidents and equipping medical staff with strategies to protect themselves, their colleagues, and their patients.

The course is eligible for 1.5 CPD credits for physicians. [Register here](#).
For questions or more information, contact OSWELL@phsa.ca.

8. Reminder: Health Ethics Week: November 3–7

Join upcoming sessions for Health Ethics Week, a series of virtual events exploring the ethical dimensions of healthcare and how they connect to PHSA's North Star priorities of patient- and family-centred care, safety, equity, and cultural humility.

Virtual sessions (12:00 p.m. – 1:00 p.m.):

- Monday, November 3 – [Navigating Conscientious Objection in Healthcare](#)

- Tuesday, November 4 – [“How Am I Here?” – Ethics, Truth, and Responsibility in Health Care](#)
- Wednesday, November 5 – [Developing a Public Health Ethics Guide for BC](#)
- Thursday, November 6 – [Supporting Staff, Patients, and Families During Challenging Situations](#)

The week concludes with the [Changing the Spotlight Symposium 2025: Autonomy in Healthcare](#) on Friday, November 7 (9:00 a.m.–12:00 p.m.) — a three-hour virtual event examining autonomy through the lenses of human rights, equity, and diverse worldviews.

For more information or to register, visit the [Ethics: Practice Support](#)* page on POD or email ethics@phsa.ca.

9. Reminder: Introduction to Quality Improvement Workshop – November 6&7

Join the PHSA Physician Quality Improvement (PQI) team for the Introduction to Quality Improvement training — a two-part virtual workshop offering practical tools and approaches for leading QI projects. Sessions run November 6–7, 2025 (9:00 a.m. –12:30 p.m.).

Open to all physicians and medical staff. Physicians may be eligible for sessional compensation and CME credits. Space is limited so early registration is recommended. Attendees must enroll in the [curriculum](#) first (course ID 35164) Upon enrollment, please register for [part 1](#) (course ID 19542) and [part 2](#) (course ID 25128)

For questions, contact PQI@phsa.ca.

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [Immunization clinics now underway: Book your appointment ahead of viral respiratory illness season](#)
 - [Prepare for Take Our Kids to Work Day on Nov. 5](#)
 - 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*.