

VENUE: FOUR POINTS BY SHERATON, KELOWNA, BC

DATE: OCTOBER 23-24, 2023

REGION: INTERIOR HEALTH

## SUMMARY REPORT

### Interior Facility Engagement Showcase 2023

#### EVENT SUMMARY

On October 23 and 24, 2023, Medical Staff Association (MSA) physicians, MSA project administrators, and Interior Health (IH) leaders came together in Kelowna for the Interior Facility Engagement (FE) Showcase Event. A total of 71 participants attended the event, including 14 MSA physician representatives, 15 MSA project administrators and 24 IH leaders, supported by Doctors of BC staff and guests.

The main objectives of this event were to connect and engage. As the last Interior FE Showcase was in 2019, participants were eager to re-connect and share the inspiring work they have been undertaking since the last time this event was hosted.

The two-day event began with an evening Welcome Reception & Networking, followed by the full day FE Showcase. The FE Showcase started with a traditional welcome from Syilx (Okanagan) Elders and members of Westbank First Nation, Pamela and Wilfred (Grouse) Barnes. Opening remarks were provided by Dr. Anthony Knight, Chief Executive Officer at Doctors of BC, Dr. Ahmer Karimuddin, President-Elect at Doctors of BC and Dr. Glenn McRae, Vice President, Quality, Research & Academic Affairs at Interior Health. Dr. Robert McDermid delivered the morning keynote presentation "*Co-creating the Future: Common Ground, Conscious Choice, and Compassionate Leadership*," which was followed by panel presentations that highlighted local and regional FE activities. Dr. Daisy Dulay and Kristy Wolfe delivered the afternoon keynote presentation on "*From Shame to Strength: Transforming Inhibition into Empowerment*." The day finished with small-group discussions on the topic of the future of FE and an awards presentation for MSAs exemplifying excellence in the areas of Innovation, Achievement, Partnership, and Teamwork.



## EVENT PROGRAM

### Welcome Reception & Networking Event (October 23, 2023)

PM

- Networking and Poster Viewing
- Welcoming Remarks - Anthony Knight and Dr. Devin Harris

All event posters can be accessed [here](#)



### Interior Facility Engagement Showcase (October 24, 2023)

AM

- Traditional Welcome by Pamela Barnes and Wilfred Barnes
- Welcome/Opening Remarks - Anthony Knight, Dr. Ahmer Azhar Karimuddin and Dr. Glenn McRae
- Keynote Speaker - Dr. Robert McDiarmid
- MSA "Rapid Fire" Panel Presentations
- Regional Engagement Panel Presentations

PM

- Keynote Speaker - Dr. Daisy Dulay & Kristy Wolfe
- Facility Engagement: Where We've Come From & Where We're Going
- Facility Engagement Interior Awards presented by Dr. Devin Harris and Cindy Myles

Presentation slides can be accessed [here](#)

**KEY MESSAGES FROM KEYNOTE SPEAKERS**

***Co-Creating the Future: Common Ground, Conscious Choice and Compassionate Leadership*** - Dr. Robert McDermid

- Reciprocity is important in generating a common understanding and shared values between team members.
- Attention creates a story and transgenerational thinking helps develop a cohesive narrative.
- Trust needs to be earned by leaders by being competent, reliable, honest, compassionate and open.



***From Shame to Strength: Transforming Inhibition into Empowerment*** - Dr. Daisy Dulay & Kristy Wolfe

- Narrative medicine, like digital stories, allows for self-reflection, opportunities for empathy and self-compassion.
- Sharing your story with patients fosters conversation and an opportunity to learn from each other.
- Paying your story forward so that others can contribute to reducing stigma and encouraging others to speak out.



*Shame triggers shared by participants.*

## HIGHLIGHTS FROM MSA “RAPID FIRE” PANEL PRESENTATIONS

### Enhancing Engagement

#### **FEI First Nations Cultural Sensitivity Enhancement - 100 Mile House District General Hospital**

- 4 Physicians participated in a in-community experiential learning day, hosted in a local First Nations community, experiencing a smudging ceremony, cultural teachings, some touring on traditional territory, and a traditional meal with community members and elders to better understand the First Nations culture of many of their patients.
- Working together to build an ongoing relationship to improve knowledge and develop trust and respect, and to improve health care outcomes for local First Nations population.

#### **Encouraging Engagement Project - Invermere & District Hospital**

- Improving physician engagement in the MSA through personal growth and better understanding of their passions, goals and interests using behavioural assessment tools.
- Lessons learned included the impact variations in personality types, enablers and goals of physicians can have on engagement, and the challenges of engaging with the disengaged.

#### **Physician Waffle House - Vernon Jubilee Hospital**

- Working collaboratively with other MSAs in the region, Interior Health, local Division of Family Practice and the local government to create an online gathering place for physicians to work, connect, learn and play.



## Improvements in Care

### **Improving Surgical Optimization and Pre-Surgical Education for Orthopedic Patients - Kelowna General Hospital**

- Focusing on pre-habilitation, pre-operative education and pre-operative optimization by creating educational materials on an online platform for patients.
- Empowering patient centred care and education, as well as improving time to discharge and post-operative recovery.

### **Making the ER "Kid" Friendly - Golden & District Hospital**

- Physicians, Interior Health administration and nurses working collaboratively to create a safe and welcoming environment for children in the emergency department. This project has improved patient experience and boosted staff morale.
- Lessons learned included the need to adhere to Interior Health guidelines and standards for any changes to the hospital.

### **Trauma-Informed Hospital Care - Kootenay Lake Hospital**

- Improving awareness amongst hospital staff on trauma informed care best practices by creating a 5-part Trauma Informed Care Series and Trauma Informed Care Quick Reference Guide.
- Lessons learned included the project would have been more impactful with the participation of patients who have experienced trauma, and the challenges of finding champions to support implementing this work within the hospital.



**Physician Recruitment & Retention**

**Electroconvulsive Therapy (ECT) as a Treatment Modality - Royal Inland Hospital & Hillside Centre**

- Working to attract more psychiatrists and to provide expert information and education to psychiatrists to improve patient outcomes, safer clinical decision making and increase knowledge for physicians.
- Lessons learned were that ECT is an essential treatment modality available to psychiatrists, and that utilization of this modality improved engagement among psychiatrists.

**Recruit, Retain, Retire - Creston Valley Hospital & Health Centre**

- Successfully recruited 4 physicians, adjusted on-call scheduling for emergency department and have retired physicians working on a part-time/locum basis by taking a proactive recruitment approach and working with Interior Health.
- Lessons learned included sustained change in middle management personnel affected positive relationship building with the health authority and that change needs to be agreed to by all, including physicians.

**Role of the Rural Physician in the Boundary - Boundary & District Hospital**

- Creating clear roles and responsibilities for rural physicians, building a framework for how physicians can make decisions together and developing a mission statement for recruitment.
- Lessons learned included improved relationship and commonality amongst physicians and the ability to create consensus amongst physicians as to their commitments to one another.



## HIGHLIGHTS FROM REGIONAL ENGAGEMENT PANEL PRESENTATIONS

### **IH Physician Quality Improvement Program**

**Jim Graham, Manager, PQI/SQI/Alumni**

**Dr. Michelle Scheepers**

- FE provides sessional funding support for physicians participating in 3 pillars of QI in Interior Health: [Physician Quality Improvement \(PQI\)](#), [Spreading Quality Improvement \(SQI\)](#) and Alumni.
- Physicians can access funding, technical support and education, as well as physician advisor/mentors and dyad partnerships through PQI.

### **Medical Staff Safety & Wellness**

**Rob Mitchell, Leader, Medical Staff Safety & Wellness - IH ([rob.Mitchell@interiorhealth.ca](mailto:rob.Mitchell@interiorhealth.ca))**

- Funding agreement was put in place in 2019 and 2022 Physician Master Agreement to address physical and psychological safety of physicians in their workplace.
- A governance structure has been set up to ensure all members from senior leadership to regional tables are part of the process, and initial work has been completed in defining physical and psychological safety, being practice ready and bringing together strategic partners for alignment.

### **East Kootenay Patient Transportation Committee**

**Dr. Todd Loewen, East Kootenay Senior Medical Director**

**Patti King, East Kootenay Engagement Partner**

- Physical boundaries in the region presents unique patient transportation challenges in accessing tertiary medical centres in Cranbrook.
- The EK Patient Transportation Committee, which was formed in 2018, reconnected in 2021 and reaffirmed the desire to continue the regional work and focus on re-establishing relationships after it was stalled during the pandemic in 2020.
- The Committee organized educational opportunities for rural sites, such as *Agitation in the Emergency Department* sessions. To learn more about this regional work, click [here](#).

### **Kootenay Boundary FE Regional Gender Equity Table**

**Dr. Shelina Musaji, Kootenay Boundary FE Regional Gender Equity Table**

- CMA Joule Course on women in medical leadership was funded in partnership by Specialist Services Committee (SSC), Physician Leadership Scholarship Program (PLSP) and Facility Engagement Initiative (FEI).
- This course provided an educational forum for women physicians to explore topics related to medical leadership, including needs and factors affecting career progression, as well as barriers and how women physicians can recognize and strengthen leadership strengths.
- 29 women physicians from the Kootenay Boundary region attended the course, with 94% of participants reporting that the skills they learned in the course enhanced their leadership and success in the healthcare field and 89% reporting that they were more inclined to take on a leadership role by the end of the course. For key highlights and feedback, click [here](#).

### Interior Regional Planetary Health Table

**Dr. Kyle Merritt, Kootenay Lake Hospital MSA**

**Dr. Sue Pollack, IH Medical Health Officer**

- Human health and the health of our planet are inextricably linked.
- Interior-wide table, in partnership with FE and IH, convened in 2021 bringing MSA representatives and Interior Health partners together to work on planetary health issues in Kootenay Boundary region.
- IH has come on board as a dyad partner with the Climate Change and Sustainability Roadmap for 2023-2028.
- For IH Climate Change & Sustainability Roadmap 2023-2028, click [here](#).





## FACILITY ENGAGEMENT: WHERE WE'VE COME FROM & WHERE WE'RE GOING



The Facility Engagement Initiative (FEI) was established in the 2014 Physician Master Agreement through the Memorandum of Understanding (MOU) on Regional and Local Engagement. The MOU was a first of its kind in Canada that was signed by all health authorities, the Ministry of Health and Doctors of BC.

### MSA Role

- Medical staff rules are set out in each health authority. MSA membership includes all privileged physicians and the body represents views of members through elected executives
- Works to foster effective communication between local and regional HA leaders
- Within FE, the MSA maintains a representative governance structure and manages and reports on the use of FE funds. MSAs also work with site and regional HA leaders to foster meaningful communication

### Health Authority Role

- Dyad relationship between medical and operational leaders
- Works to implement clinical governance, quality assurance, credentialing and privileging, as well as manage budgets and resources
- Within FE, HA partners work with MSAs to foster meaningful relationship and communication, as well as to consult, involve and collaborate with medical staff on advancing the MOU objectives

### Triad Relationship

- Medical and operational leaders within the HA work together with elected MSA executives to build a strong foundation for change together, which increases buy-in amongst partners and supports change management within the health system.

Summary from world café discussion are provided below.

#### Why does FE matter to you? What is working well?

- Breaking down communication barriers
- Reducing silos
- Face to face connections
- Being recognized for non-clinical work
- Autonomy to self-govern





### Innovations and activities to explore further Opportunities for Facility Engagement

- Sustainability and planetary health
- Co-funding and involvement of allied health professionals
- Closing feedback loops on provincial data collections
- Flexibility to act locally and local manager support
- Reducing the impact of turnover by increasing education and awareness of FE among site administration leaders
- Creating a new shared space for physicians and administrators to meet in the middle
- Sub regional tables with similar sized sites
- Leveraging FE to support engagement at different levels of administration

### Important next steps for Facility Engagement

- Clarify the intent of FE (e.g., MSA vs physician – not synonymous)
- Revisit governance models to align with MSA values and culture
- Bring together MSAs in sub regions to determine common priorities
- Strengthen feedback loop by communicating action items that comes out of Doctors of BC Health Authority Engagement Survey
- Increase FE funding to offset inflated costs
- Work to address “pseudo-engagement” where there is engagement but no project follow through
- Involve senior administration leaders in creating projects with physicians



## FACILITY ENGAGEMENT INTERIOR AWARDS

**Certificate of Excellence in Achievement** was awarded to a project showing significant results and alignment with the goals of FEI Memorandum of Understanding.

### *Vernon and Impact of Incivility on Patient Care*

- Vernon Jubilee Hospital was recognized for their work on the Civility Project that exemplified the power of engagement and collaboration between a physician and his dyad partner, which spread quickly to support civility work in other departments throughout the hospital.
- This project conducted a robust evaluation showing 82% positive impact, which garnered interest from multiple levels of the Interior Health and from other hospitals in the region.



*L to R: Dr. Devin Harris, Dr. Kira McCellan, Maja Keast, Sharon Hughes, Cindy Myles, Dr. Andrew Sellars*

**Certificate of Excellence in Team Work** was awarded to a project that has demonstrated excellence in teamwork by physician engagement.

### *Boundary and What it Means to be a Physician in Boundary and Role of Rural Physician*

- Boundary and District Hospital was recognized for their outstanding efforts in teamwork by engaging members of the medical staff in the development of the rural doctor job description amidst the significant challenges at the hospital.
- Medical staff worked together to discuss, strategize and come to a common agreement over what it means to be a physician in the Boundary region.



*L to R: Dr. Devin Harris, Dr. Max Liu, Tina Hnatiuk, Cindy Myles, Dr. Andrew Sellars*

**Certificate of Excellence in Innovation** was awarded to a project that has utilized a new or creative approach to a complex problem, accomplishing a positive change.

***East Kootenay Regional Hospital and Their Kudos Project on Positive Acknowledgement***

- East Kootenay Regional Hospital was recognized for their work on Kudos Project that further strengthened relationships and boosted wellbeing of physicians at their workplace through positive acknowledgement.
- This project involved colleagues showing appreciation to one another by sending notes of gratitude, recognizing team members for their work, that can be redeemed at the hospital café for a free treat.



*L to R: Patti King, Dr. Stephanie Nolan, Dr. Sophia Bianchi, (on screen – Dr. Lori Wik, Cindy Myles, Amanda Harris), Jill Bain, Dr. Laura Swaney*

**Certificate of Excellence in Partnership** was awarded to a project that has built strong and successful partnership between medical staff and Interior Health by involving early and collaborating often.

***Regional Planetary Health Table***

- Regional Planetary Health Table was recognized for bringing together MSA and Interior Health representatives at local and regional levels through collaboration and partnerships to achieve collective goal of addressing planetary health in the region.
- Led by physicians, this table is the first ever Interior-wide regional FE table that has been created. They worked to engage physicians in the development of Climate Change and Sustainability Roadmap, as well as to align priorities of MSAs and Interior Health, and with other organizations working in the field of planetary health.



*L to R: Dr. Devin Harris, Jennifer Burnelle, Dr. Kyle Merritt, Danica Burwash, Ozora Amin, Cindy Myles, Dr. Andrew Sellars*

## PARTICIPANT FEEDBACK

A total of 25 participants completed feedback surveys, including 13 physicians, 10 MSA project managers and 2 Interior Health staff.

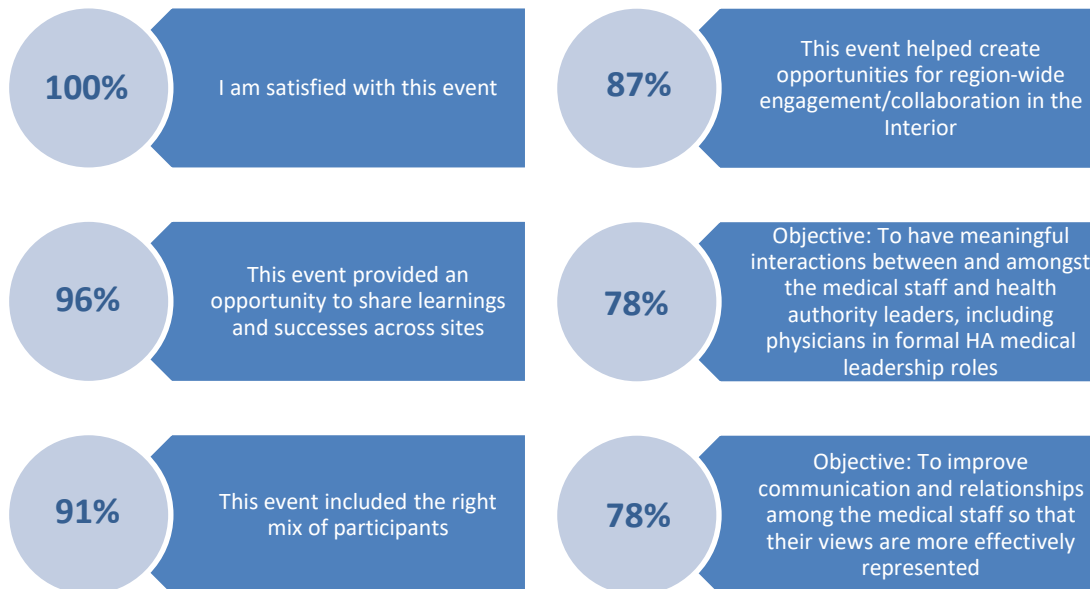
### Event Activities with Highest Satisfaction Rate

- Keynote Speakers
  - Dr. Robert McDermid
  - Dr. Daisy Dulay & Kristy Wolfe
- MSA Rapid Fire Presentations
- Reception & Networking/  
Poster Viewing

### Top Areas for Improvement (in order)

- Increased opportunities for knowledge sharing between sites
- Addition of break-out/small group discussions
- Professional development related to governance, leadership, meaningful engagement, etc.
- More IH representation

### Agree/Strongly Agree



**100%** of participants felt that this event should be held again, with the majority of participants favouring to meet in-person either annually or bi-annually.



**Thank you to all participants for taking part in this event and making it a successful one.**

**Photos from the event are available for download [here](#).**