

THE BUDDY PROGRAM

Drs. Rae Petrucha and Rob Riddell
Elk Valley Hospital MSA, Fernie
Interior Health

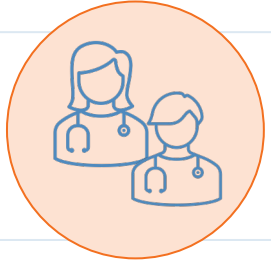
PRESENTER DISCLOSURE

- N/A

ACTIVITY PURPOSE: A 'first impressions' initiative



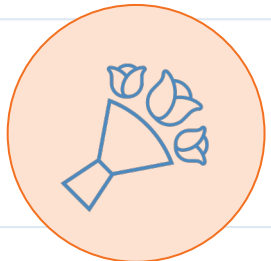
First impressions are critical in making new staff and locums comfortable & happy in our facility.



EVH Physicians provide an orientation and mentoring for new physicians and locums in the EVH Emergency Room, Operating Room, & Inpatient Unit.



The mentor physician provides their **knowledge** of unit procedures, **introduces the new physician to staff**, orientates them to **policies and practices**, & generally **gets to know them**.

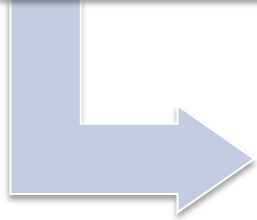


This project also supports welcome lunches to visiting & new physicians, and a 'Welcome to Fernie' gift basket provided to new permanent physicians.

IMPACT

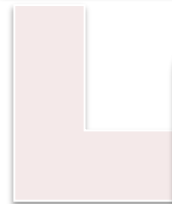
March 2017
'The Welcome
Committee'

- Surgeon retired with no prospective new-hire
- OR was facing closure
- Started brainstorming ways to create a healthy, welcoming environment at EVH



November 2018
'Mentoring &
Coaching'

- New FPESS hired in July 2018
- Goals: 1) provide her with mentoring & coaching opportunities, and 2) be enthusiastic and make it easy to invite new members to EVH



March 2019 –
Present
'The Buddy
Program'

- **Total of 73 hours mentoring & supporting new physicians and surgeons since November 2018**
- 3 MSA Exec Members alone report the program's significant impact on their decision to stay
- Highly successful in supporting physician recruitment and integrating new physicians into our community

"The medicine is easy relatively. It is the logistics. It is knowing who to call and how to find out where your help is. This is what is scary when you start practice or when you start at a new hospital. We have the Buddy Program for those moments ... It helps things go smoothly and to have a soft landing. It also helps with recruitment and retention because we're all having a better time when we only have to concentrate on the medicine!" – Dr. Kim Allan, MD, FPESS

TWO LESSONS LEARNED

1

Budgeting Year-to-Year

- High activity-engagement years may lead to low engagement years as locums return & new physicians are hired

2

Streamlines Access to Care

- Original goal was Recruitment & Retention
- Streamlining services has been an unintended result

Please contact Dana Stimson, Project Manager, for more information at elkvalleyphysicians@gmail.com