

## How are we engaging for medical staff wellness?

Explore and adopt engagement strategies from across BC

Below are a few of [many examples](#) of how Facility Engagement is supporting Medical Staff Association (MSA) initiatives to promote wellness across BC health care facilities. Reach out to your Engagement Partner to learn more and connect with other MSAs.



[More examples](#)



## IMPROVING WORKPLACE CULTURE

Appreciation and connection, peer support, and workshops and training

### APPRECIATION AND CONNECTION

**CRANBROOK: The Kudos Project boosts physician well-being, morale, and strengthens workplace bonds.**

- Supporting a simple and effective way to positively acknowledge physician colleagues.
- Slipping notes of gratitude into colleagues' mailboxes; recipients can redeem for a free treat.
- 200 kudos delivered in the first month, with 25-30 per month ongoing. [Learn more](#) →

**ABBOTSFORD: "Story Rounds" give multiple departments an opportunity to share experiences and connect.**

- Providing an opportunity for medical staff to share stories of kindness, challenges, humour, vulnerability, grief, and growth in their work.
- Creating a safe environment to discuss and learn strategies to address burnout.

**VANDERHOOF: Physician lounge project invigorates a gathering space for collegial connections and private work.**

- Working in partnership with the MSA, hospital staff, and health authority operational leaders at St. John Hospital.

**CAMPBELL RIVER: Spirit Awards celebrate local health care staff and recognizes the contributions of team members.**

- Organizing a collaborative event with the Campbell River MSA and Division of Family Practice.
- Appreciating medical staff with a virtual and in-person awards ceremony.
- Ensuring all members are eligible to nominate and vote for colleagues.
- Recognizing contributions such as life time achievement, partnerships, and patient care. [Learn more](#) →

### PEER SUPPORT

**Thinking about developing a peer support program? Contact the Physician Health Program at [www.physicianhealth.com](http://www.physicianhealth.com).**

**PRINCE GEORGE: The Doctors of BC Physician Health Program (PHP) Peer Support Program is helping physicians to overcome challenging issues that can impact their well-being.**

- Providing PHP and Joint Clinical Committee (JCC) training, resources, and funding for local physician leaders to build peer support programs in their communities.
- Training eight peer roles to support physician colleagues, with help from their FE administrator. [Learn more](#) →

**BC CHILDREN'S AND WOMEN'S: Young Faculty Initiative provides group mentorship for newer faculty members.**

- Holding regular, facilitated discussions on a variety of topics relevant to professional, academic, and personal endeavors.
- Having an experienced senior physician or external speaker moderate sessions.

### WORKSHOPS & SKILLS TRAINING

**SOUTH ISLAND: Narrative Medicine Workshop supports communication skills, self-reflection, empathy, and professional development.**

- Bringing together a group of like-minded peers from the MSA and Division in a supportive and facilitated environment.

**VERNON: Civility Matters Project improves workplace culture by equipping health care staff with tools to reduce uncivil behavior that leads to stress.**

- Creating awareness around the impacts of incivility and benefits of civility for health care teams, with a civility skills toolkit.
- Hosting ten facilitated sessions of civility training, team huddles, and civility affirmation cards to maintain a positive workplace culture.
- Demonstrating a decline in incivility after a four-month intervention reported by 50% of respondents. [Learn more](#) →



## INCREASING EFFICIENCY

### Reducing physician burdens and managing workload

**ACROSS BC: MSA / health authority partnerships reduce issues around electronic health record (EHR) implementation.**

- Establishing collaborative EHR committees with physician EHR leads and health authority leaders to identify challenges, develop solutions, and reduce stress when implementing new technology. [Learn more →](#)

**HAZLETON: Surgical service enhancements enable family physicians to perform procedures in the operating room (OR) with the help of OR staff.**

- Holding monthly working group meetings at Wrinch Memorial Hospital between Emergency Room (ER) and OR staff with a focus on ER-OR alignment and training.

**KELOWNA: Accreditation for the BC Associate Physician (AP) Program results in four new AP physicians hired for the Kelowna General Hospital Hospitalist Service.**

- Assessing the feasibility of starting a clinical associate program at the hospital to help support patient care and reduce demands on existing physicians.
- Successfully applying to the Ministry of Health for accreditation and funding for nine FTE associate physicians. [Learn more →](#)

**PRINCE GEORGE: Addition of an internal medicine specialist along with family doctor collaboration increases inpatient coverage.**

- Facilitating meetings between these provider groups to improve communication and set clear expectations for patient care.

**CRESTON: A shared maternity clinic leads to integrated care with Public Health.**

- Transitioning maternity care from two separate clinics into a centralized, comprehensive unit at Creston Valley hospital.
- Creating a flexible call group and coordinated care.
- Implementing weekend rounds with family physicians and nurses in the emergency room to streamline chart review processes, saving time. [Learn more →](#)



## STRATEGIC PARTNERSHIPS

### Collaboration and committees supporting wellness

**FRASER HEALTH: Coordinated wellness strategies across twelve MSAs and ten divisions of family practice are engaging peers, partners, and Fraser Health to build a culture of wellness.**

- Holding activities that include events, workshops, community wellness teams, safe spaces, peer mentoring, and compassionate leadership training.
- Receiving funding support from Fraser Health.

**PROVIDENCE HEALTH CARE: The “People” Pillar pairs medical staff leaders with senior health authority partners to support wellness for medical staff as an organizational priority.**

- Collaborating on a Medical Staff Wellness action plan.
- Hosting wellness and connection events.
- Introducing Schwartz Rounds to Providence, an evidence-based program that enhances compassion towards patients and families, improves teamwork and reduces caregiver stress. [Learn more →](#)

**VANCOUVER: MSA-Vancouver Coastal Health (VCH) Wellness Committee activities support wellness among medical staff.**

- Organizing guest speaker events.
- Assigning a new Regional Medical Director position to operationalize physician wellness in partnership with VCH.
- Targetting clinical department wellness funding.
- Supporting Commensality Groups.
- Adopting the Kudos Project to recognize medical staff. [Learn more →](#)



## CONNECT & SHARE

### LEARN MORE!

See MSA Facility Engagement activities: [knowledge.facilityengagement.ca](https://knowledge.facilityengagement.ca)

Connect with other MSAs through your Engagement Partner or e-mail: [engagement@facilityengagement.ca](mailto:engagement@facilityengagement.ca)

