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*Message from Dr. Michael Humer, President, MSA and KGHPS*

***KGHPS Board of Directors***



As the holiday season unfolds, it is a pleasure to bring you Season's Greetings from the Executive of the MSA and KGH Physicians Society. As we reflect on 2017, the Society can take great pride in the work accomplished by its members and in the leadership provided by the Working Group and Board of Directors to advance physician engagement at KGH. This fall has seen the re-launch of the KGH Medical Executive committee which is proving to be an excellent forum for the MSA and Society to work together with Site Leadership on areas of common interest.

We would like to congratulate Dr. Vikas Chaubey on his appointment to the Executive of the MSA and welcome him to his new role as Member-at-Large. Vik has been on staff at KGH since 2013 and is a member of the Department of Medicine with Infectious Diseases & Critical Care Medicine.

This past year has been full and productive with physicians initiating, and together with their colleagues, working on 25 projects focused on quality of care and improvements in their work environment. In addition, more than 100 physicians participated in Departmental and Interdepartmental retreats and planning sessions, renewing & enhancing their relationships with one another and contributing to planning for patient care at KGH. The results from our Physician Engagement Survey in the spring provided valuable feedback, highlighting our strengths as a medical staff as well as outlining the opportunities we have, working with Site Leadership to address barriers to engagement.

In our final newsletter of the year we will be bringing you updates on some of the initiatives underway. We are introducing the new Interior Health Physician Led Quality Improvement initiative, another SSC program from Doctors of BC. In addition, we are sharing the new guidelines for applying for funds to support educational activities. The results of the recent CME survey are in and we have highlighted next steps in this Christmas issue of the KGHPS Newsletter.



On behalf of the MSA and KGHPS Board of Directors I would like to thank you for your contributions in making this year a success. Best wishes to you and your families for a wonderful holiday season and a New Year filled with peace and happiness.

Dr. Michael Humer  
President, MSA and KGH Physicians Society

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### *Season's Greetings from Dr. Devin Harris, Chief of Staff*

To all Medical Staff:



I would like to extend a warm wish for a very Merry Christmas and Happy Holidays to you and your families!

Throughout the year, and though the holiday season, you provide excellent care to patients in Kelowna, and the Interior of British Columbia. Please take this time to rest and rejuvenate and enjoy your time with your families and friends. For those of you who are working over the holidays - thank you!

I wish you health, happiness, and success in 2018. I look forward to continuing working with you.

Sincerely, Devin

Devin Harris, MD, MHSc, CCFP(EM), FCFP  
Chief of Staff, Kelowna General Hospital  
Associate Director Research, Interior Health  
Clinical Associate Professor, Department of Emergency Medicine, UBC

### *IH Launches Physician Led Quality Improvement (PQI)*

*"This is an opportunity for physicians to bring influence to the healthcare system. The supports are all in place."*

**Dr. Ron Collins**  
Anesthesiologist / PQI Physician Advisor

Across the province, the Doctors of BC Specialist Services Committee (SSC) is partnering with Health Authorities to fund and strengthen QI capacity within the physician community. PQI aims to ensure that you as physicians have access to quality improvement (QI) expertise, data analysis, administrative support, training, education and payment for your time. With the ultimate goal of engaging physicians in quality improvement to enhance the delivery of patient care, there is up to \$1.3M available per year within IH to support the following areas of focus:

- Physician-driven and directed QI projects
- Physician performance enhancement projects
- Quality reviews and unit based quality reviews.

This is a great opportunity for you to get in on the ground floor to ignite and sustain your clinical QI passion. Dr. Ron Collins, KGH Anesthesiologist is the Physician QI Advisor and lead for PQI. KGH is well represented with Dr. Chris Baliski, General Surgeon and Dr. Dwight Ferris, Internal Medicine serving on the PQI Steering Committee along with Dr. Devin Harris, KGH Chief of Staff and HAMAC Representative. To learn more about this initiative [click here](#).

An introductory session on the PQI initiative took place in Kelowna on December 13th and was well attended.

### **Retreats Bring KGH Physicians Together**

*Providing medical staff with opportunities to participate collaboratively, to express their views and contribute to the development, prioritization and achievement of quality health programs and initiatives supports engagement.*

One of the overarching purposes behind the provincial Facility Engagement Initiative was to improve relationships and communication, both between medical staff and administration, and among medical staff and departments within the hospital. To that

end, the Society allocated \$60,000 in its annual budget to support Medical Departments to meet with their members to build and enhance relationships and undertake planning. Furthermore, interdepartmental retreats and planning sessions focusing on quality issues of importance to the medical staff were sponsored.

Since September 2016, the Kelowna General Hospital Society has sponsored and supported **more than 100 physicians** to attend **27 Retreats and Departmental & Interdepartmental Planning sessions**. The feedback has been very positive, relationships are being built and plans developed to enhance patient care and the work environment for physicians at Kelowna General Hospital. To date, the Society has paid physicians \$53,400 dollars in sessional claims acknowledging their time and contribution towards patient care at KGH.

To learn more about the KGHPs Guideline on Departmental Retreats [click here](#).



### **Continuing Medical Education Survey Results**

A big thank you to all of you who completed the fall survey on Continuing Medical Education (CME) at Kelowna General Hospital. The 79 respondents, representing a broad cross-section of specialties, provided valuable information on what aspects of CME were important to them. We learned about what motivates

people to attend CME, and heard about the preferred format for ongoing education and the preferred frequency, time of day and day of the week for educational sessions.

Survey participants were eligible for a draw to win an iPad Pro. Congratulations to **Dr. Allison Pasenau**, the draw winner.

The findings of the survey will be reviewed in detail by the Steering Committee in December and recommendations will be forthcoming on how best to move forward with CME at KGH. We would like to acknowledge the work and contribution of our Steering Committee members: Drs. John Falconer, Bruce Povah, Glynn Jones and our special advisor, Dr. Jack Loken.

Stay tuned for more news on Continuing Medical Education at KGH.

### **FEMS Claims Submissions - Important News**

The Society is making great progress in enrolling its members in the FEMS (Facility Engagement Management System) and the complementary VersaPay payment system. To date there are 144 physicians from KGH enrolled in the system. In December, the KGHP Board of Directors made a decision to reduce the Society's liability by limiting the lag time between participating in an FE event and submitting a claim. As of January 1, 2018, all members will be asked to **submit their sessional claims within 90 days of the event**.

Recognizing that we are still in year one of this initiative, any outstanding sessional claims for involvement in FE activities from 2017 will be paid up to March 31<sup>st</sup>, 2018 to accommodate any late enrollments. Again, for information on how to enroll in FEMS & VersaPay please [click here](#).

### **Report on Interior Health Engagement Symposium**

On December 6<sup>th</sup>, Interior Health with Doctors of BC hosted a symposium on Facility Engagement bringing together representatives from all the sites within the Interior who have launched their Facility Engagement programs. A big thank you to Dr. John Falconer, IHA Facility Engagement Physician Liaison and Amanda Harris, Physician Engagement Liaison with Doctors of BC for organizing a productive day where colleagues learned from one another and where relationships were forged.

Four panel presentations provided a forum for physician leads to share their experiences with projects and initiatives related to efficiencies and transitions in care, stakeholder relationships and physician engagement and leadership. It was evident that a lot of work has been undertaken and many physicians from across the region have been engaged in various activities. There was also a recognition that there is still more work to do.

Tracy MacDonald, Executive Director and Dr. Cara Wall, Vice-President, KGHP together with Dr. John



Falconer represented the Kelowna General Hospital Physicians Society at the symposium. Dr. Wall spoke on the panel addressing physician engagement and leadership. She highlighted the Physician Leadership Development Program at KGH sponsored through the Society and spoke about the early lessons learned and the opportunity for adapting this program to other sites.



**Left:** Dr. Cara Wall, (far right) with colleagues  
Dr. Frank Ackerman, (East Kootenays)  
& Dr. Joslyn Conley (RIH), speaking on Physician Leadership

**Right:** Dr. John Falconer, I H Facility Engagement Physician Liaison & Executive Director, Tracy MacDonald, with KGHPS Poster Presentation



### **Introducing Your Admin Support Team**



The Society would like to welcome Helga Wendt to her new role as Administrative Assistant & Project Lead for the Society. Working closely with Tracy MacDonald, the Society's Executive Director and the KGHPS Working Group, Helga will be supporting the work of the Society. While working part-time, the admin team will endeavor to respond to your requests in a timely fashion.

Contact Information:

Tracy MacDonald: [tmacdonald745@gmail.com](mailto:tmacdonald745@gmail.com)

Helga Wendt: [helgaw005@gmail.com](mailto:helgaw005@gmail.com)

New Dry-Cleaning Service Supports  
**KGH FOUNDATION**  
Giving Changes Everything.

Garmentology Cleaners Inc is proudly providing to Kelowna its first of a kind, enviro friendly dry-cleaning system via a unique program and partnership with Kelowna General Hospital Foundation. *"Under this special program, partial proceeds from every cleaning order will go back to support KGH permanently."* *"This unique program and partnership allows any person to green clean, give back effortlessly and creates new conveniences while fostering closer ties within its community."*

The pick-up and drop off is managed seamlessly by volunteers from the Gift Shop at KGH, Monday to Sunday \* (\*Subject to volunteer availability at times).

***When you are already cleaning, don't just clean. Green clean and give back with  
Garmentology Cleaners at KGH***

[www.garmentology.ca](http://www.garmentology.ca) Phone (250) 762-5323



**Garmentology  
Cleaners Inc**  
Healthcare for your garments

**Seasons Greetings!**







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Welcome to the KGH Physicians Society Newsletter. We will be providing relevant and engaging content on a regular basis.

**Our mailing address is:**

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