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KGHPS
Semi-Annual Meeting
April 24th at 6:30pm
Clinical Academic
Campus



Message from Dr. Bruce Povah

President, Board of Directors, KGHPS

Greetings from the KGH Physicians Society! It has been a busy few months as we have completed the transition and assumed full accountability for running the Society from the Special Services Committee with Doctors of BC. Annualized operational funding has been received and a budget has been struck. A big thank you to Amanda Harris, our Interior Health Facility Engagement Liaison, who has helped immensely with this transition.

In this Spring Issue of the KGH Physicians Society Newsletter we will be highlighting our progress on various initiatives and outline the new process for submitting Facility Engagement funding applications. This is your opportunity to get involved and participate in opportunities to improve your work environment and further enhance the high quality of care you provide to your patients and their families at the hospital.

Thank you to all of you who took the time to complete the KGH Physicians Society Members' Survey in March. The physician engagement survey posed questions about your practice environment, communication and decision-making at KGH as well as questions about your professional satisfaction and overall well-being. The survey responses will provide baseline measures and will enable the Society to track progress towards mutually agreed upon improvement goals with the Site Leadership. Be sure to attend the upcoming **Semi-Annual meeting on April 24th, 2017** to hear about the survey results and influence the priorities for the coming year.

A reminder that the MSA Executive elections are upcoming. Candidates have come forward for the President, Vice-President and Secretary / Treasurer positions. There are two Member-at-Large positions where we are seeking interest.

And lastly, I would like to remind you that we have gone-live with the new FEMS (Facility Engagement Management System) software. We want to ensure that everyone is being compensated for their time and contribution towards physician engagement at KGH. Learn more in this issue about how to register in FEMS if you have not already done so.

On behalf of the Board of Directors, wishing you a Happy Spring!

Dr. Bruce Povah,

President, KGH Physicians Society

Highlights of Progress

The Executive Committee and Working Group have been working hard on your behalf since the inception of the Society in September 2016. The strategic plan, endorsed in December, was informed with input from the many ideas and suggestions emerging from the Departmental Retreats that were held throughout the fall. With a strategic focus of enhancing communication and creating opportunities to further engage the medical staff in planning and decision-making at Kelowna General Hospital (KGH), the overarching goal was and is to give physicians a meaningful voice on matters of importance to them. The Society's ultimate goal is to continue to enhance and support excellent quality of care for patients and their families at KGH, and to create a supportive work environment.

The Society has supported multiple Departmental and Interdepartmental Retreats over the past eight months. Some Retreats have focused on planning within a given department bringing physicians together to prioritize goals for the coming year and other Retreats have brought physicians from multiple departments together with other members of the health care team for education and discussions around the delivery of care for specific populations. In February, for example, Dr. Glynn Jones organized a session on Opioid Use Disorder. With more than 20 individuals in

attendance, multiple departments, including the Hospitalists Service, Emergency Medicine, Psychiatry, and Family Practice were represented. The feedback on this session was very positive.

In regards to the Opioid Use Disorder session held on February 27th, Dr. Glynn Jones commented that, “...If there was a picture of what engagement looked like, this would be it!”

It has been noted that one of the most significant outcomes of the Retreats has been the opportunity for colleagues to spend time with one another outside the busy work environment and to build upon their relationships. Recognizing the importance and value of Departmental and Interdepartmental Retreats, funding has been allocated in this year’s budget to support the continuation of these events as a foundational element of the KGH Physician’s Society Facility Engagement initiative. Stay tuned for more information on guidelines for hosting these events.

Facility Engagement Funding Opportunities

Increasing support for facility-based physicians is a first of its kind initiative in Canada resulting from the 2014 Physician Master Agreement between Doctors of BC and the Government of BC. This initiative provides support and funding to medical staff associations to facilitate discussions among physicians and departments around issues that affect patients and the work environment.

Funding can be used to pay physicians for their time, hire staff and support a number of prioritized projects and initiatives ranging from patient care and system improvement, to technology needs, to improving communications, and consultation with the Health Authority. Since its incorporation, the KGH Physicians Society has reviewed or is in the process of reviewing ten Facility Engagement (FE) Funding Applications. The Working Group reviews all applications using the Prioritization Framework. The applications are measured against their fit and alignment with the Society’s strategy and framework criteria.

Prioritization Framework Criteria

- **Physician Engagement**
- **Workplace Improvement**
- **Stakeholder Support**
- **Quality of Care**
- **Passion & Energy**
- **Cost Improvement**

The honour of the first approved Facility Engagement Funding application goes to Dr. Michael Delorme and his team. His project is entitled “Standardization and optimization of the care pathway for patients with venous thromboembolism.” A team of physicians and surgeons representing multiple stakeholders, together with support from Pharmacy, will work together to establish a standardized pathway for assessment of and management of patients with suspected venous thromboembolism applicable to the ED or family physician’s office and establish criteria for patient admission and inpatient management. The funding allocation for this initiative is \$16,314. Seven initiatives have received either full funding or partial funding to enable planning to develop the concepts more fully. Dr. Bruce Povah, President, KGHPS will provide an overview of the approved projects in his Director’s Report at the KGHPS Semi-Annual meeting on April 24th, 2017.

Please find a link to the FE Funding Application Form [here](#). Talk to your Working Group Team Lead or to any member of the Society’s Executive Team if you would like to discuss your idea for an engagement initiative that would advance the quality of patient care at KGH or enhance your work environment.

KGH Physicians Society Engagement Survey

Thank you to all of you who completed the KGH Physicians Society Members' Survey. During the month of March, the Society surveyed its members seeking feedback on how engaged, satisfied and healthy they were feeling. For those of you who completed the survey you will know that there were questions asked about your practice environment, communication & decision making at the hospital, your professional satisfaction and overall well-being.

The goal is to enable physicians to deliver excellent patient care at KGH. The survey will identify opportunities for improving physician engagement in hospital decision making and their practice environment as well as in the quality of work-life. The survey results will provide baseline measures on engagement in the parameters measured and the Society will work closely with the Site Leadership to track progress towards jointly agreed upon goals.

We are fortunate to have had the expertise and support of Graham Lowe, PhD in the development and implementation of this engagement survey. Dr. Mike Humer, Vice-President, KGHPs will be sharing the results from the KGH Physician Engagement survey at the Semi-Annual meeting on April 24th. Please join us to hear the findings and to assist in prioritizing efforts to enhance physician engagement going forward.



FEMS & VersaPay

The Facility Engagement Management System (FEMS) has arrived at Kelowna General Hospital. We are now using FEMS to submit and track claims and expenses associated with our Facility Engagement work. This is a very user-friendly system and it eliminates the need for paper sessional claims forms.

We want to ensure that all physicians participating in facility engagement activities are compensated for their time and contribution. In order to submit claims and receive payment through electronic fund transfer you will need to register with FEMS and with VersaPay (the third party processor). Please see link [here](#) to the registration process. As a participant in an FE activity such as attending a Departmental Retreat or working on an approved FE project you can submit a claim for your hours worked and will be compensated at your sessional rate. Your Working Group Team Lead or Project Lead will advise the FEMS administrator of your participation and you will be added as a participant to the activity. You then simply select which activity you are submitting your claim against.

To make the submission process even easier, there is a FEMS mobile app available from both Apple or Google Play. Register today.

FEMS Quick Tips

Four steps to support medical staff members to make claims through FEMS:

1. Make sure members sign up for FEMS via <https://fems.facilityengagement.ca> or the mobile app (search Facility Engagement on your app store).
2. Activate the new account by responding to the automated e-mail received after signing up (check your junk/spam email folders).
3. If choosing to be paid by EFT (electronic funds transfer), set up a VersaPay account at <https://www.versapay.com>
4. Ensure each member is added as a participant to the engagement activity they are working on.



