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## Message from Dr. Bruce Povah, President, Board of Directors

Greetings from the KGH Physicians Society Board of Directors. It is hard to believe that one year ago we were in the midst of planning to launch the Society. Throughout the summer months of 2016 many of you were attending Departmental retreats, the outcomes of which helped to inform our strategic direction. Well it has certainly been a busy & productive year. We have an experienced and enthusiastic Working Group who have been working on your behalf with the Board to promote physician engagement and to review & approve projects and initiatives to advance both quality of care and an improved work environment. In addition, the results of our Physician Engagement Survey have provided us with a baseline measurement of medical staff engagement at KGH and have highlighted for us opportunities for ongoing improvement. Not surprisingly to our Board, the medical staff at KGH scored higher than the national benchmark in the percent positive score on their relationships with their peers & colleagues – definitely a strength to play to.

In this summer issue of the KGHPs Newsletter, we will highlight the progress that has been made on a few of the approved facility engagement initiatives. In addition, we would like to profile and recognize some of your colleagues for their contribution to patient care and medical leadership at the hospital. Aligned with our underlying principle of openness and transparency we have created guidelines to ensure consistency in our approach to funding allocations and will be sharing those with you in this issue.

It has been an honour and a pleasure to serve as the inaugural President for the KGH Physicians Society. As per our by-laws the composition of the Society Executive is the same as the executive team for the Medical Staff Association and in September we will ratify this transition in leadership at our AGM. I welcome my colleagues to their new leadership roles and will be handing over the reins to President-Elect, Dr. Michael Humer.

On behalf of the KGH Physicians Society Executive I wish you and your families a fun and enjoyable summer.

**Dr. Bruce Povah**

*President, KGHPs*

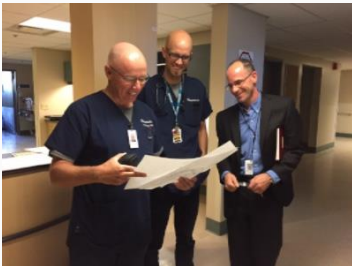
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## KGHPs Progress Report – Facility Engagement Initiatives

Since its inception, the KGHPs Working Group & Board of Directors have reviewed 16 Facility Engagement Proposals and three (3) more are in the works. As of June 1, approximately \$76K has been allocated to twelve approved projects. These approved projects bring physicians together to work on quality improvement initiatives designed to improve quality of care or enhance the work environment for medical staff. In this issue of the KGHPs Newsletter we would like to provide you with a progress report on a couple of these initiatives.

## Enhancing the Work Environment for the Hospitalist Service

The Hospitalist Service is an essential component in the provision of medical care at KGH. Providing 24/7 coverage for the medical management of approximately 200 inpatients at the hospital, the service is comprised of 24 physicians with Nurse Practitioner support. The space they currently occupy to conduct their daily business – determining patient assignments, conducting clinical handovers and end-of-shift reports, as well as team meetings - is woefully inadequate. Together with Site Leadership and support from Black & McDonald, planning is underway to explore options to not only address the space needs and physical environment for this team of physicians, but also to look at the creation of more on-call rooms for medical staff as the needs of the hospital grow. Aligned with the Doctors of BC Facility Engagement initiative, and the mission of the KGH Physicians Society, this proposal speaks to improving the work environment for physicians at KGH.



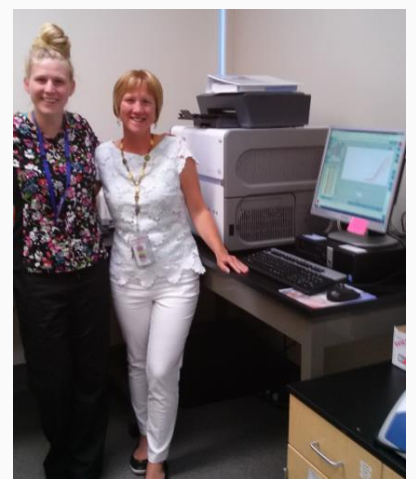
*Drs. Glynn Jones & Scott Smith reviewing blueprints with Andrew Hughes, KGH Site Administrator*

Coupled with this space planning initiative, Dr. Frank Halperin has led the charge for a **Physician Fitness Centre**. Planning dollars were approved at the Society's April meeting. In consultation with his peers and colleagues, and in discussions with Site Administration, options are being fleshed out. The Society is looking to the Fall to be able to make some recommendations related to the creating of an exercise area for the medical staff at KGH.

## Expanded Microbiology PCR Testing

Dr. Amanda Wilmer, Laboratory Medicine is the Project Champion for the **Expanded Microbiology PCR Testing** project which was approved by the Society in May of this year. This project is aimed at improving quality of care by improving access through faster turn-around times for microbiology testing of viruses such as influenza and norovirus. This improved turn-around time is related to having in-house capability for testing as opposed to sending specimens to BCCDC. Physicians will have faster diagnostic information to assist them in the medical management of their patients. This project is multifaceted and through the summer months, with the assistance of a University Co-op student, the laboratory based PCR methodology will be verified. In addition, Dr. Wilmer will be engaging with a small team of physicians to determine the priorities and direction for PCR testing at KGH. And lastly, the team will work with administration to prepare a cost-benefit analysis to inform a business case for ongoing operational support for consideration by Interior Health.

*April Mahovlic, Lab Tech Co-op Student, with Dr. Amanda Wilmer conducting PCR verification*



If you are interested in submitting a Facility Engagement Proposal speak with any member of the KGH Physicians Society Board of Directors or Working Group. A link to the application form is [here](#).

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## Physician recognition

Each day at KGH, physicians contribute to patient care through the medical management of their patients, by supporting their colleagues and by leading interdisciplinary teams. In addition, many physicians provide medical leadership through both formal and informal leadership roles and in their teaching with UBC medical students and residents, or in their clinical research. At the recent spring Medical Staff Association meeting, the medical community had an opportunity to say thank you and recognize their colleagues for the contribution they have made to patient care at the hospital and beyond. Three physicians were recognized for their long-service as members of the medical staff at Kelowna General Hospital and for their contribution to the patients & families served. Dr. Ernest Broome and Dr. Al Hignell received 45-year awards and Dr. Gerald Stewart was recognized for 55 years of service.



*Dr. Bruce Povah, President of MSA with Dr. Al Hignell, recipient of 45-year Long Service Award*

In addition, on behalf of the medical community, Dr. Povah acknowledged and thanked five individuals for their contribution to physician leadership at KGH. Each physician has served as their Department Head and in doing so has provided leadership in medical quality of care through their participation in Medical Advisory Committee and their involvement in quality reviews. In addition, as Department Heads they represented their colleagues on administrative committees contributing to hospital planning and priority setting.

A big thank you to these individuals who have completed their terms and are stepping down from these leadership roles:

- Dr. Bernard Lewke, Department Head, Family Practice
- Dr. Sumathi McGregor, Department Head, OB/GYN
- Dr. Devin Harris, Department Head, Emergency Medicine
- Dr. Aaron Jackson, Department Head, Anesthesia
- Dr. Mark Hickman, Department Head, Hospitalist Service

*From left to right: Drs. Bernie Lewke, Sumathi McGregor, Devin Harris & Aaron Jackson*



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## Physician Engagement Survey – Next Steps

A small team of interested & dedicated physicians – Dr. Terry O’Farrell, Dr. Mark Hickman & Dr. Amber Burrige – have joined members of the KGH Physicians Society Executive, – Dr. Mike Humer, Dr. Bruce Povah & Dr. Cara Wall, and the Site Leadership – Dr. Devin Harris, Chief of Staff and Andrew Hughes, Health Service Administrator to review the findings from the KGH Physician Engagement Survey and to plan actions going forward that will further enhance medical staff

engagement at KGH. The initial meeting of this working group took place in June and Graham Lowe, our engagement consultant was able to join us and participate in the discussion.

**The key take-aways from this initial meeting were as follows:**

- Physician Wellness precedes engagement!
- Continue to play to our strength to support the positive working relationships among & between physicians
- Link the approved FE Projects with opportunities to enhance engagement
- Seek opportunities to enhance and improve communication among and between medical staff and administration and vice-versa
- Communicate, communicate, communicate
- Be responsive to the what the data is telling us – there is an opportunity to enhance engagement by focusing on safety from both a patient and a physician well-being perspective

It was felt by all that we are starting from a good position and that there was natural alignment with a number of the existing approved FE projects and positive physician engagement. We look forward to continuing on this journey to further advance making KGH an even better place to practice medicine and provide excellent patient care.

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## New Guidelines

The Doctors of BC, Facility Engagement Initiative is still relatively new, and the KGH Physicians Society has been busy this past year putting structures and processes in place to have a consistent way of doing business. We have shared in past Newsletters the Facility Engagement funding application form and the framework used by the Working Group & Board to prioritize submissions. To ensure consistency as well as openness and transparency in the work it undertakes on behalf of its members, the Society felt it would be important to develop guidelines standardizing its approach to the work at hand. To that end we would like to share two new Guidelines.

The first is a guideline on Departmental Retreats. The vision of the Society is to have a fully engaged and supported medical staff with a meaningful voice in improving quality of care, their work environment and the health system. Departmental and inter-departmental retreats are an excellent way to build relationships among peers and colleagues and to create a forum where there is an opportunity for input on planning and decision making. Please find [attached](#) the new guideline related to hosting Departmental Retreats.

The Society receives annualized funding to support physician engagement. In the 2017/18 budget, the Society allocated \$165K specifically to fund FE Projects. Again, to ensure consistency in its approach, the Society has approved a guideline (click [here](#)) to assist its members in Applying for Facility Engagement Funding.

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## Message from Andrew Hughes

It has been a pleasure to be involved in supporting the launch of the KGH Physician Society. I look forward to continuing to work with the Society's members to identify opportunities for improvement to ensure a healthy and efficient work environment in support of our commitment to strive for excellence in providing quality patient care. The KGH Physician Society is a welcome addition to the KGH team as it provides the opportunity to have another voice at the table as we work to implement standard processes based on best practice through collaboration with all departments and programs. The initiatives that have already been identified and are moving forward provide a glimpse into the great work that is yet to come!

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## Did you Know?

- The KGH Physicians Society receives \$500,000 per year to promote and enhance physician engagement at the hospital. Of this amount, \$336K goes directly to support Society members compensating them for their time and involvement in Departmental Retreats, Executive & Working Group meetings, and approved Facility Engagement projects.
- Sessional payments for time spent in approved Facility Engagement activities are claimed through the FEMS system and paid via VersaPay. To find out more about FEMS & VersaPay registration click [here](#).
- As of January 1, 2017 Doctors of BC will pay GST on top of sessional claims. To receive this payment register your GST number with Doctors of BC.
- New environmentally clean Dry-Cleaning services are available at KGH! Garmentology Cleaners Inc. is conveniently located at the Centennial Mercantile, across from the Perking Lot. Your dry cleaning can be dropped off 7 days per week and picked up Mondays, Wednesdays or Fridays. Partial proceeds go to the KGH Foundation to help purchase medical equipment and services that continue to enhance the care and comfort of patients at the hospital.



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