



Inside this issue...

1. [Message from Dr. Cara Wall, President, KGH Physicians Society and Medical Staff Association](#)
2. [Message from Dr. Mark Masterson, Chief of Staff, KGH](#)
3. [Enhancing the Work Environment for KGH Hospitalists - Celebrating Project Completion](#)
4. [Evaluation of Neuro Telehealth Tertiary Care Support](#)
5. [Having a Meaningful Voice - Physicians at KGH Participate in Planning & Decision Making](#)
6. [Progress Being Made on Physician Engagement](#)
7. [Physician Quality Improvement - KGH Physicians Participate in IH PQI Initiative](#)
8. [Physician Recognition](#)
9. [Did You Know.....Things of Interest](#)
 - [SOSJ Art & Wine Event](#)
 - [Influenza Clinics](#)
 - [Fit Testing Schedule](#)

Board of Directors

Dr. Cara Wall, *President*

Dr. Giulio Dominelli, *Secretary/Treasurer*

Dr. Vik Chaubey, *Member-at-Large*

Dr. Jeremy Harris, *Incoming Board Member*

Dr. Sarah Sunderland, *Incoming Board Member*



Working Group Members

Dr. J. Falconer, *Neurology, Chair of the Working Group*

Dr. C. Baliski, *Surgery*

Dr. V. Beck, *Anesthesia*

Dr. V. Chaubey, *Medicine*

Dr. G. Dominelli, *Medicine*

Dr. J. Douziech, *Psychiatry*

Dr. M. Duncan, *Pediatrics*

Dr. F. Foroodi, *Hospitalists*

Dr. F. Halperin, *Cardiac Sciences*

Dr. J. Harris, *Surgery*

Dr. D. Manders, *Imaging*

Dr. S. McGregor, *OB/GYN*

Dr. J. Pritchard, *Medicine*

Dr. J. Reid, *Emergency*

Dr. S. Sunderland, *Anesthesia*

Dr. C. Wall, *Hospitalists*

Dr. A. Wilmer, *Lab Medicine*



L to R: Back Row: Drs. J. Falconer, D. Manders, G. Dominelli, C. Baliski and M. Duncan
L to R: Front Row: Drs. C. Wall and S. McGregor, H. Wendi (Admin Assistant) and T. MacDonald, Executive Director
Not shown: Drs. V. Beck, J. Douziech, F. Foroodi, J. Harris, J. Pritchard, J. Reid, S. Sunderland and A. Wilmer



Message from Dr. Cara Wall, President

Medical Staff Association / KGHPS Board of Directors

Greetings on behalf of the KGH Physicians Society. I would like to take this opportunity to thank the outgoing members of our Executive for their contribution and support of both the KGH Medical Staff Association and the KGH Society over the past two years. **Dr. Michael Humer** served as Vice-President and President, and **Dr. Jan McIntosh** as Member-at-Large.

Their experience, advice and leadership guided the direction of Facility Engagement (FE) for physicians at KGH. Thank you! I would also like to say a special thank you to my colleague **Dr. Glynn Jones** who is stepping down from the KGHPS Working Group. He has championed several initiatives and will remain on as the KGH Physician Lead for CME.

I would like to welcome two new members to the Executive team, **Dr. Sarah Sunderland**, Department of Anesthesia and **Dr. Jeremy Harris**, Department of Surgery. We look forward to working with them in their new roles. Fall seems to be a natural time for transitions and we are also very pleased to welcome, **Dr. Julia Pritchard** as a new member of the KGHPS Working Group representing the Department of Medicine, and **Dr. Farin Foroodi**, representing the Hospitalists Service. Welcome aboard!

Doctors of BC has reported that positive results are emerging across the province from the Facility Engagement initiative and KGH is no exception. "Initiated as part of the Physician Master Agreement and administered by the Specialist Services Committee, {Facility Engagement} aims to strengthen communication and relationships between hospital-based physicians and health authorities so they can together solve problems, and improve

patient care and physicians' work environment".

In this Fall issue of the KGHPS Newsletter you will learn more about some of the successful FE Projects: Neuro-Telehealth led by **Drs. John Falconer & Aleks Tkach** and Enhancing the Work Environment for Hospitalists Service championed by **Dr. Glynn Jones**. You will also see a report on the progress the hospital is making on physician engagement and much more.

On behalf of our Society, I would like to thank you for your ongoing support of this important initiative to enhance physician engagement at our hospital and for your contribution to making KGH an outstanding place to work and provide exceptional patient care.

Wishing you and your families a lovely Fall season, hoping you can take some time to enjoy the beauty of the autumn colours.

Dr. Cara Wall, President
KGH Physicians Society and Medical Staff Association



Message from Dr. Mark Masterson, Chief of Staff

Kelowna General Hospital

My first time at KGH was 8 years ago as a resident, lost and looking for guidance which was readily provided. I was excited for the opportunity to later return as a member of the medical staff. Now as I start as Chief of Staff I find myself in a very similar position to those days as a resident, facing a steep learning curve but surrounded by supportive colleagues who are willing to teach me and guide me. That collegiality is what attracted me to KGH and makes our day to day work rewarding and fun.

It was suggested I could share what my plans are for the first 100 days in office. That would imply I have a broad enough knowledge of the hospital's operations to be able to set a firm direction. Recognising there are many areas of the hospital I don't deeply understand my first 100 days are going to be focused on learning. I'll be learning about the nuts and bolts of operations of a tertiary referral hospital. I'll be learning about the many partners the hospital has who support the growth of our community. I'll be talking with many of the leaders at KGH who can highlight the great work that is ongoing and share their aspirations for their departments and themselves. Throughout those conversations I'll want to learn about how we are developing leadership skills at all stages of our careers and how each group has built quality improvement into their work. Although that I know I will continue to learn I hope I'll be able to develop the foundation for the next 100 days.

We have such depth of clinical and leadership experience at KGH and I look forward to helping support the ongoing growth of our programs.

Kind Regards,

Mark Masterson MD MSc FRCPC
Chief of Staff, Kelowna General Hospital

Enhancing the Work Environment for KGH Hospitalists - Celebrating Project Completion!

"Impacting the quality of their work environment - this newly refreshed area is both functional and practical while being esthetically pleasing"



Before

In March 2017, the KGHPS Working Group approved a Facility Engagement initiative to plan and explore opportunities to enhance the work environment for the KGH Hospitalist Service comprised of 28 physicians and nurse practitioners. Providing 24/7 coverage for the medical management of more than 200 inpatients, the Hospitalists provide a vital service at KGH. The Hospitalist space, located on the 5th floor of the Strathcona Building, is a gathering place where the team conducts its daily business - determining patient assignments, conducting clinical handovers and shift reports, and participating in team meetings and educational

activity among other things. With no plumbing or privacy for changing, this space was woefully lacking in amenities to create a healthy and vibrant work environment for this team of professionals.

Eighteen months later, on October 5th, following multiple iterations of the plan, the team celebrated the official opening of the refurbished space. This newly refreshed area is both functional and practical while being esthetically pleasing – a great place to work and to relax and recharge during busy shifts attending to the many inpatients receiving medical care by their Service. Under Dr. Glynn Jones' guidance, and with support from a small steering committee, the plan came to fruition.

At the opening celebration, Dr. Jones thanked his team and the support of Drs. Cara Wall and Scott Smith. In addition, he recognized the interior designer, Chandra Payer, with Kelowna Absolute Interior Design for her creativity and vision for the space, Mark Thompsen with Black & McDonald for managing the project, and Tracy MacDonald, Executive Director, KGHPS for her ongoing efforts to achieve the project's end goal. And lastly, Glynn acknowledged the ongoing support and backing from the hospital's Health Services Administrator, Andrew Hughes without whose support the project would not have been able to succeed.

The work environment can have a significant impact on the health and wellness of the workforce. To that end, the KGH Physicians Society has made enhancing the physicians' work environment one of its key strategic areas of focus and the refurbishment of the Hospitalists' space marks progress in this strategic journey. The Society is working with Andrew Hughes and IH on a major capital project submission encompassing physician on-call suites, a staff gym and a permanent home for the Hospitalist space which will house the newly purchased furniture and millwork.



After



L to R: Andrew Hughes, Chandra Payer, Dr. Glynn Jones, Tracy MacDonald and Dr. Scott Smith



Evaluation of Neuro Telehealth Tertiary Care Support - Another Project Wraps Up Successfully

New use of Telehealth demonstrates promising results in supporting tertiary care services across multiple sites.

Telehealth is most often used where a tertiary site supports rural sites in the provision of specialty care where that service is not available. Telehealth increases access to care for patients and saves them travel time into regional centres. An opportunity presented itself this past year to explore another variation of telehealth and to evaluate this new model of care delivery.

The KGH Division of Neurology reached out to assist their colleagues in Kamloops at the Royal Inland Hospital (RIH) when they were experiencing an acute shortage of Neurologists to cover both inpatient & outpatient care. The Neurologists in Kelowna offered clinical support to manage acute patient care via the modality of telehealth. This funded FE Project was designed to evaluate the impact of this proposed service on the Kelowna Neurology Service and to assess the perceived quality of care from the end users. As well, the evaluation was designed to determine the cost-benefits relative to travel costs.

The Society invested \$15,000 in this FE Project led by **Drs. John Falconer and Aleks Tkach**. They engaged and worked closely with members of their Division (Drs. Elamin, Craig, Wile, Adams, Meckling, Holtby) and their colleagues in Kamloops, Drs. Collier, Oylar and Takahashi. Other KGH departments learning from this initiative include Cardiology, Neurosurgery, Cardiac Surgery, Emergency Physicians in KGH and RIH, Hospitalists in RIH, Imaging Department in RIH.

The volumes of patient seen in the first year via telehealth thus negating the need to transfer patients to Kelowna was significant.

Patients seen first year:

TIA Clinics	Stroke F/U Pts	In-Patients/ER	Catchment Areas Stroke	Stroke Unit	Catchment General Neurology	Royal Inland Rapid Access Neurology	Totals
486	77	199*	213*	176	37*	28*	1216

(*199+213+37+28 = 477 Ambulance transport if Teleneurology not available)

With a \$128K investment by Interior Health, including the purchase of four (4) tele video carts and support for physician coverage, there was a cost savings of \$1.2M related to reduced ambulance transfers. The user surveys were all positive with respondents indicating they were somewhat to extremely satisfied with the tele-neurology service and believed the service provided clinical benefits to their patients.

The evaluation of this initiative, looking at a new model for telehealth usage has been successful in demonstrating the value of this service, so much so that Interior Health will be expanding this service and has invested funds to staff two Reg N / MOA positions to support this implementation. This is another example of

how physician engagement funding is creating a forum for physicians to lead and influence planning and decision making aimed at improving quality of care.

Having a Meaningful Voice:

Physicians at KGH Participate in Planning and Decision Making

The provincial Facility Engagement initiative emerged from the last Physician Master Agreement. One of the goals of the initiative was to create opportunities for physicians to have a meaningful voice in planning and decision making within their hospitals and within their Health Authorities. Over the past year there have been several medical departments and programs at KGH who have undertaken strategic planning – Cardiac Sciences, Pulmonary Disease, Thoracic Surgery & Respiratory Medicine, and the Department of Surgery. This planning work was highlighted at the Society's AGM in September. Working with their administrative counterparts, the medical leaders within these departments will be guided by these plans to prioritize the work going forward.

Another forum for physician input into planning and decision making at KGH is the KGH Medical Executive Committee. Re-established last fall, the Medical Executive committee meets monthly to review, plan and make decisions on matters of importance to physicians at KGH.

The committee membership is comprised of the hospital senior leaders: Andrew Hughes, Health Services Administrator, Dr. Mark Masterson, Chief of Staff and Dr. Bruce Povah, Medical Director; Regional IH Leaders: Sharon Cook, Executive Director Central Okanagan and Dr. Nick Balfour, Executive Medical Director Central Okanagan; and Medical Staff Association / KGHPS Executives – Dr. Cara Wall, President and the incoming KGHPS Vice-President.



Progress Being Made on Physician Engagement at KGH



The 2018 Physician Engagement Survey results are in and the results, albeit from a smaller sample size (87), show favourable progress. Most significantly, 50% of survey participants responded positively, agreeing that they are satisfied with this organization as a place to practice medicine. This result is up from 28% in 2017. Forty-eight percent of respondents agreed that they belong to a collaborative, patient centered team or unit, up from 39% the year before. There was also a 10% increase in positive responses to the statements: Senior leaders seek physicians' input when setting the organization's goals; and, Senior leaders' decision-making is transparent to physicians, with positive responses of 26% and 19% respectively. [Click here](#) to see the survey results.

The Society, with its vision to see a fully engaged and supported medical staff at KGH, is pleased to see this positive progress. Let us know if there is more we can be doing in collaboration with the hospital's leadership team to advance physician engagement at KGH.



Physician Quality Improvement: An SSC Initiative for Physicians by Physicians *KGH Physicians participate in Interior Health PQR Initiative*

The goal of the provincial PQR initiative is to enhance physician **capability** in QI by providing training and opportunities to **act on QI activities** for the overall purpose of creating a QI **culture** within the physician community. This collaborative initiative with the Health Authorities is building capacity and advancing quality of care. In the words of Dr. Devin Harris, IH Executive Medical Director, Quality & Patient Safety, "...this initiative truly does have the capacity to influence change in the health care system."

Interior Health launched its first physician cohort last month. The IH PQR Cohort is an intensive 10-month program running from September 2018 to May 2019 that requires physician participants to attend 7 days of quality improvement training that they will then apply to leading their self-identified QI Projects. Each applicant's project was reviewed and approved by the PQR Steering Committee.



Back from left: Kibria Sheikh, Susan (Shel), Adam Van der Merwe, Steve Rutherford, Jeff Hartley, James Reid, Todd Ring, Middle from left: Sarah Sunderland, Michelle Frie, Front from left: Janet Bates, Sam Segal, Wayne Deng, Jeff Hussey, Annette Rault, James Hedman, Tara Chalmers-Kluon



C O H O R T We are proud to share that three physicians from KGH are part of the inaugural PQI cohort of 17 physicians from across IH participating in this initiative. Please join us in congratulating them for their commitment to quality and wishing them well on their projects.

Dr. James Reid, KGH Emergency Medicine: “Developing a Reliable System for KGH ED Physicians to follow-up on Positive Microbiology and Medical Imaging Results for Patients no Longer in ED.”

Dr. Sarah Sunderland, KGH Department of Anesthesia: “Improving Preparedness for Pediatric Surgery (Autism Spectrum & General Pediatrics).”

Dr. Adam Van der Merwe, KGH Department of Anesthesia: “Pre-Operative Optimization – Treating Anemia.”

The PQI Cohort members will have access to PQI consultants for ongoing coaching, a data analyst to identify information needs and administrative assistance in aligning and collaborating with existing IH resources as their projects take shape. Wrae Hill is your local PQI consultant supporting Central and South Okanagan physicians.

For more information on the Interior Health PQI program and future opportunities please contact Wrae Hill, Physician Quality Improvement Consultant at pqi@interiorhealth.ca.

Recognition

Annual General Meeting – September 24, 2018



L to R: Dr. Michael Humer extends appreciation to Dr. Jan McIntosh for his contribution to the KGHPs Working Group and to Dr. James Chin for his tenure as Department Head, Psychiatry. Crystal Childs was also thanked for her tenure as Department Head, Midwifery. Dr. Cara Wall, Incoming President (KGHPs and MSA), expresses appreciation to Dr. Humer, Outgoing President, for his two-year term with the KGHPs Board and Working Group.

Grand Opening – Hospitalists Workspace – October 5, 2018



Members of the Hospitalists Department Enjoying their Revitalized Workspace.



You can purchase tickets for the SOSJ Art & Wine Event with benefits going to JoeAnna's House? Every dollar of the proceeds generated at this event will be matched by the SOSJ Okanagan (to a maximum of \$25,000) and will go to help build JoeAnna's House. [Click here](#) for more information.



Flu Clinic Locator

FIND A CLINIC NEAR YOU.



It's influenza season - take the time to get your vaccination. Click on the logo to find a clinic near you!

Book your appointment with Jill Heinrichs by calling 250.862.4411 or via email at Jill.Heinrichs@InteriorHealth.ca. Hours of Operation are Tuesday, 0800 hrs to 1600 hrs. or Thursday, 1200 hrs to 1900hrs. The location is room 2331 in the Centennial Building.

Be Safe! N95 Respirator Fit Testing



Copyright © 2018 Kelowna General Hospital Physicians Society, All rights reserved.
KGH Physicians Society is pleased to provide you with the latest information in the KGHPs Newsletter.

www.KelownaPhysiciansSociety.ca

Our mailing address is:

Kelowna General Hospital Physicians Society
304-3330 Richter St
Kelowna, BC V1W 4V5