



Spring Newsletter  
May 2022  
Issue 20



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## Meet our Board of Directors

**Dr. Maurice Blitz, *President***  
**Dr. Candace Creighton, *Vice President***  
**Dr. Nevin de Korompay, *Past President***  
**Dr. Joey Podavin, *Secretary/Treasurer***  
**Dr. Karen Meathrel, *Member-at-Large***  
*(all are Members of the KGHPS Working Group)*



## Meet Our Working Group Members

**Dr. S. Sunderland, *Chair, KGHPS Working Group, Department of Anesthesiology***  
**Dr. M. Blitz, *Department of Surgery***  
**Dr. C. Carlucci, *Department of Hospitalists***  
**Dr. C. Creighton, *Department of Pediatrics***  
**Dr. N. de Korompay, *Department of Medical Imaging***  
**Dr. C. Dennehy, *Residents***  
**Dr. M. Duncan, *Department of Pediatrics***  
**Dr. I. Ephtimios, *Department of Medicine***  
**Dr. D. Goldie, *Department of Anesthesiology***  
**Dr. B. Johal, *Department of Laboratory Medicine***  
**Dr. A. Kwan, *Department of Emergency Medicine***  
**Dr. J. Mace, *Department of Family Practice***  
**Dr. S. McGregor, *Department of OB/GYN***  
**Dr. K. Meathrel, *Department of OB/GYN***



**Dr. D. Patton, *Department of Cardiac Services***  
**Dr. D. Plausinis, *Department of Surgery***  
**Dr. J. Podavin, *Department of Hospitalists***  
**Staff:**  
**Zeno Cescon, *Director, Facility Engagement***  
**Helga Wendt, *Admin. Asst./Project Lead***  
**Jillian Wong, *Engagement Partner***



## Inaugural KGH Medical Staff Association / KGH Physicians Society Town Hall Meeting

The first-ever, and what we hope is a sign that future Town Halls will be taking place, was a great success. On Tuesday, April 26th, over 100 physicians either logged on

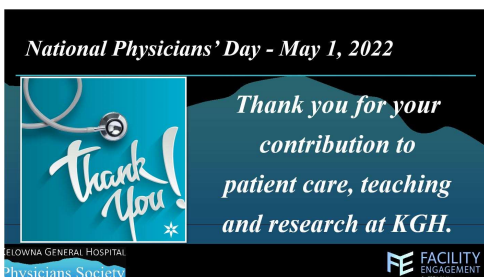
via Zoom or attended in person to hear presentations and have their



questions answered. A big 'Thank You' to **Dr. Mike Ertel**, Vice President, Medicine and Quality (*shown left*), and **Dr. Shallen Letwin**, Vice President, Clinical Operations, IH South (*shown right*), for their time and thoughtful answers to the many queries that were posed. The links to the video/audio, or just audio, recordings are available but due to the significant size of the files, they should be emailed directly. Please contact us at [KGHPhysiciansSociety@gmail.com](mailto:KGHPhysiciansSociety@gmail.com) if you'd like the link.



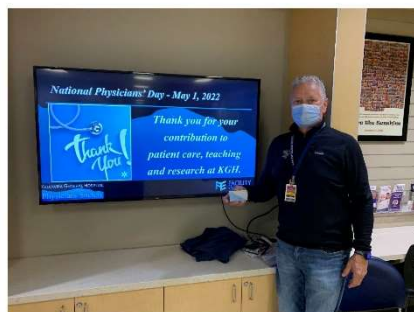
If you attended the session, don't forget to claim your one-hour sessional by logging onto FEMS under the activity 'KGH Physicians Society Membership Meetings FY2022/23'



## Physicians' Appreciation Day - Sunday, May 1, 2022

May 1st is National Physicians' Day, an opportunity to recognize the extraordinary people who choose to serve in the profession of medicine. In honour and recognition of that day, on Monday, May 2nd, **Zeno Cescon, Director, Facility Engagement** of the **KGH Physicians Society**, with the invaluable assistance of **The Perking Lot**, hosted the Physician Appreciation

Day at Kelowna General Hospital. Zeno distributed 'Thank You' cards which could be redeemed for a beverage and snack of your choice. It was great to see so many physicians turn out and we hope you enjoyed your treat. Check out some of the pictures below.



Zeno Cescon, Director of Facility Engagement, getting ready for a busy day of distributing 'Thank You' cards



The always-ready-to-help Perking Lot Crew



Smiling faces of some of the physicians who received the Thank You cards! We so appreciate you!



## Changes to Meal Allowances for Facility Engagement Projects

We wanted to let you know that the KGH Physicians Society Guidelines pertaining to meal allowances have been changed **EFFECTIVE IMMEDIATELY:**

Current: \$75.00 per person, including taxes, gratuities, service charges.

**Revised: \$40.00 per person, including taxes, gratuities, service charges.**

As in the past, please note alcohol cannot be funded. When uploading receipts to FEMS, please be sure to include the itemized receipt and the list of attendees. If you have any questions, please contact us at [KGHPhysiciansSociety@gmail.com](mailto:KGHPhysiciansSociety@gmail.com).



## Medical Staff Lounge

We hope you are continuing to enjoy the Medical Staff Lounge. Did you know.....in addition to the other snacks and beverages we provide approximately twice a week, an

average of 176kg of bananas is provided each month. A water dispenser has also been added and, with thanks to the **Kelowna Medical Society** for their collaboration in providing new stools for the table in the kitchen area of the Lounge. Greatly appreciated!

We look forward to seeing you in the Medical Staff Lounge which has become a welcoming area which has encouraged medical staff to stop by, especially after hours when the cafeteria and coffee shops at KGH are closed. Please enjoy a bite to eat, a relaxing moment and the opportunity to chat with your colleagues.



A couple of notes:

Look for the recycling opportunities in the Lounge. Thank you to the **Girl Guides** for taking away the recycled beverage containers - please don't put garbage in those bags. And, in fairness to all those who visit the Lounge, we

ask everyone to please do their part and keep the area neat and tidy.



## Important Notice: Changes to VersaPay

When the sessionals you enter in FEMS are paid, they are sent via Electronic Funds Transfer to your bank account through VersaPay. We've received information that there are some changes to the system that you should be aware of. Read below for more information.

As an update to the recent changes to VersaPay's workflow and the need to call in to verify registration, we have been provided with the following instructions for physicians to follow:

### New VersaPay Accounts:

- Sign up for VersaPay at [SecureVersaPay.com](https://SecureVersaPay.com).
- Physicians setting up new VersaPay accounts should contact VersaPay to unlock the ability to enter banking information **only after submitting** a claim and ensuring that the claim has been approved in FEMS. Call 1-866-999-8729.
- This will ensure that VersaPay support will be able to match the caller's email to an existing claim and validate the user's registration.

### VersaPay Change Bank Account Process:

- Call 1-866-999-8729.
- VersaPay Customer Service will request your email address that was attached to an existing payment or transaction that has been processed in FEMS.
- Once verified, VersaPay customer service will turn on the toggle that will allow you to add the bank information. You will then be able to go back into VersaPay and add your bank information.



At no time will VersaPay ask for personal information (i.e., Social Insurance Number, bank account, etc.)

If you have any questions, please contact [engagement@doctorsofbc.ca](mailto:engagement@doctorsofbc.ca). As well, if you are not yet registered in FEMS, [click or tap here](#) for the instructions for follow this link: <https://fems.facilityengagement.ca>. Please reach out to the KGH Physicians Society if you require more information by emailing us at [KGHPhysiciansSociety@gmail.com](mailto:KGHPhysiciansSociety@gmail.com).



**SPRINGING FORWARD 2022**  
**GROWTH, CONNECTION, RENEWAL**  
SATURDAY, MAY 28TH & SUNDAY, MAY 29TH  
FOUR POINTS SHERATON, KELOWNA

**GROWTH**

DR. CHRIS TURNER  
CIVILITY IN HEALTHCARE

DR. JILLIAN HORTON  
BURNOUT

DR. PAUL MOHAPEL  
DIGITAL DISTRACTION

**CONNECTION**

VIVID WINE TOURS  
GOLF AT THE QUAIL OR THE BEAR  
SPRING GALA DINNER AND DANCE  
VISIT WITH THE KANGAROOS

**RENEWAL**

BETH HANISHEWSKI  
WALK AND TALK RESILIENCY

ALAN FREW  
PASSION, ABUNDANCE AND ACTION...  
AND GLASS TIGER TUNES

Presented by VJH Physician Society & MSA

VERNON JUBILEE HOSPITAL  
PHYSICIAN SOCIETY  
VERNONPHYSICIANSOCIETY.CA

QR CODE

**Vernon Physician Society Presents: Springing Forward 2022**  
**A Dynamic one-of-a-kind Conference Focusing on Physician Wellness, Avoiding Burnout, Reconnecting and Renewing Energies**

The Vernon Physician Society is extending an invitation to other regional Medical Staff Associations to attend the May 28th to 29th event. They have arranged a reduced registration cost for any regional physician, midwife, nurse practitioner or dentist of **just \$90 per day**. This includes all conference events (with two exceptions), all meals as well as the dinner/dance gala on Saturday night. The two exceptions are the Vivid Wine Tour (offered at cost of \$142 per person) and the Kangaroo Farm visit (offered at cost of \$16 per person).

Choose which events you want to attend. Come for a day, an event, or just the gala dinner. For all the details, visit the Vernon Physician Society website - [click or tap here](#).

Registration Now Open: [click or tap here](#). Questions: please email [administrative@vernonphysiciansociety.ca](mailto:administrative@vernonphysiciansociety.ca).



Interior Health  
ASSOCIATION  
MEDICINE  
CANADIENNE

**THE X-CHANGE**  
A Series of Rounds to Drive Change

CANADIAN  
MEDICAL  
ASSOCIATION

**The X-Change - Session 8: Team Collaborations Towards Access & Efficiency**

**Presenters:** Dr. Jill Calder, BSR, MD, FRCPC and Karen Cooper, BScPT, MHS  
**Date:** Wednesday, May 18, 2022  
**Time:** 5:00pm to 6:00pm PDT  
**Questions:** Contact [MedicalStaff@interiorhealth.ca](mailto:MedicalStaff@interiorhealth.ca)  
For more information, [click or tap here](#) or to register, [click or tap here](#).



**Resources for Difficult Times - Physician Health Programs**

There is information forthcoming from Doctors of BC on resources that are in development for physician wellness. Tom Rapanakis has been hired as the new VP for physician health and new resources will be shared in the near future.

When you have anxiety or are under stress, it isn't always easy to figure out where to start or what to do in order to feel better. And it can be even more difficult to reach out to friends or family for support due to the stigma that sometimes surrounds mental health. But it's important to keep in mind there are lots of ways to treat anxiety, as well as plenty of folks who are willing to help.

Perhaps some of these will assist (see below) or visit our website's home page ([www.KelownaPhysiciansSociety.ca](http://www.KelownaPhysiciansSociety.ca)) and look for the sign post (pictured above) for all of the easy-to-access links.



**Physician Health Program** ([physicianhealth.com](http://physicianhealth.com)) is an independent service funded by Doctors of BC and the Ministry of Health. Their service offers confidential support, counselling, referral and health system navigation for physicians, medical trainees and their families for a wide range of issues such as mental health concerns, relationship issues, life transitions, financial issues and more. Please check out the website or call the **24-hour helpline at 1-800-663-6729**.

**Drop-in and Share: COVID-19 Physician Peer Support Sessions** ([click or tap here](#) for the link): During this challenging time, physicians are working hard to care for patients, their families and communities. The burden of this responsibility is taking its toll, with increased stress, anxiety and risk of burnout. Talking to other physicians can help. This virtual drop-in program offer free sessions via Zoom every 2nd and 4th Wednesday of every month at 12:00pm. Sessions are hosted by PHP consulting psychiatrist Dr. Jennifer Russel and Manager, Clinical Services and Registered Clinical Counsellor, Roxanne Joyce..

**Canadian Psychological Association** ([cpa.ca](http://cpa.ca)) provides free psychology sessions for health care workers. The online list of volunteer psychologists in BC will help you choose a professional in your area. [Click or tap here](#) for a direct link to that information.

**Canadian Medical Association** ([cma.ca](http://cma.ca)). Check out the Physician Wellness Hub for a list of resources for wellness and virtual peer support groups. The [CMA Wellness Connection](#) provides a virtual, safe space for physicians and medical learners to gather to discuss shared experiences, get support, seek advice, and help each other.

**CMA Physician Wellness Hub** ([click or tap here](#)): Provides original CMA content and curated resources and information from trusted sources for physicians, residents and medical students seeking guidance and self-help.

**Canadian Medical Protective Association** ([cmpa-acpm.ca](http://cmpa-acpm.ca)). This website provides a link to physician wellness amid uncertainty.

**The Wellness Connection:** The Wellness Connection is a virtual, safe space for physicians and medical learners to gather to discuss shared experiences, get support, seek advice and help each other. The Wellness Connection is available to all Canadian physicians and learners through the CMA Community Engagement Platform. **Virtual group support sessions**, led by [trained facilitators](#), are available each week. These sessions address a range of topics and themes, including critical needs and emerging strategies to support physicians and learners during the pandemic and beyond. Learn more about the types of sessions offered and [sign up for a session today](#).

If you're looking for advice on how to support your colleagues, you can also access a range of formal and informal [peer support resources](#), among other tools and information.

**Online Programs:**

[Moodgym.com.au](http://Moodgym.com.au) - online evidence- based CBT course.

[Starlingminds.com](http://Starlingminds.com) - digital mental health therapy program.

**Apps:**

**Headspace** - a guided sleep, movement and meditation app.

**MindShift CBT** - free tool to manage anxiety

**Breathe2relax** - practice breathing exercises for stress management

**Calm or Aura** - for meditation and mindfulness

**Webinars:**

[Joulecma.ca](http://Joulecma.ca) – COVID-19 series. An expert webinar series to provide support and guidance for physicians.



**Physician Quality Improvement Courses**

For questions or more information, please email

[PQI@InteriorHealth.ca](mailto:PQI@InteriorHealth.ca).

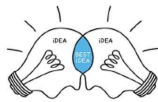
**Physician Leadership Training (Supports Physicians in the Development of their Leadership and Quality Improvement Skills):**

Maximum funding of up to \$10,000 per physician is available each fiscal year (April 1 to March 31) to cover actual tuition fees, accommodation and travel costs. For more information, [click or tap here](#). Questions? Email [JCctraining@doctorsofbc.ca](mailto:JCctraining@doctorsofbc.ca) or call

1.604.638.5843.

**Level 1: [Intro to QI: On-Line Learning: Institute for Healthcare Improvement \(IHI\) Open](#)**

**School:** Upon emailed request, IH PQI will provide a license code and instructions to access full IHI Open School course catalogue. We provide up to 6 hours of sessional funding upon the completion of six recommended introductory CME accredited QI courses.



**IH Physician Quality Improvement**  
**Introduction to QI – Level 2**  
*A Virtual Learning Session*

**Take the next step in your QI journey...**

Learn to apply fundamental QI tools and skills to improve patient care, teamwork and job satisfaction through this interactive and accredited learning session!

☒ **Interested in Quality Improvement?**

☒ **Register today!**

- Sign up for one of these dates - May 5<sup>th</sup>, June 29<sup>th</sup>, Sept 21<sup>st</sup>, Nov 23<sup>rd</sup>
- Length of virtual session 1 day (6 hrs)
- Sessional Funding Available

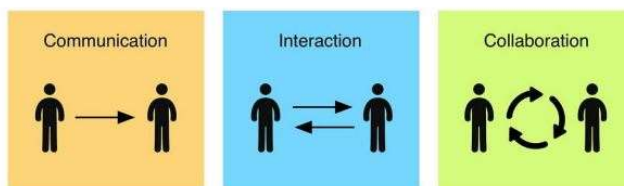
**Level 2: [Intro to QI Workshops:](#)** Education sessions facilitated by PQI Consultants provide an opportunity for participants to work with their peers, applying QI tools to improvement ideas brought forward by the group. The learning outlines the first steps in developing a project idea into a project plan. PQI staff provide coaching and support during the CME accredited workshops. To register, [click or tap here](#).

**Level 3: [IH PQI Advanced Learning Cohort:](#)** This option provides participants more in-depth CME accredited QI education through scheduled sessions (in-person and virtual). You will learn key principles and techniques related to QI leadership, stakeholder engagement and supporting change. Each participant is allocated sessional hours to support both the time spent at the learning sessions and their independent project work. Cohort participants are supported by a PQI Consultant in their area, the PQI team, and IH technical staff.

## Components of PQI

- **PQI Physician Advisor & Mentors** to coach and mentor physician colleagues during their QI learning journey and project progression.

- **Dyad Partnerships** to foster collaboration between physicians and their IH partners to influence real change.



**Funding Now Available for Departmental Meetings and Rounds**

The KGH Physicians Society Working Group approved a new policy which will allow each Department to spend \$20.00 per Department member per fiscal year (ending March 31) for snacks for your Departmental meetings or M&M Rounds - **depending on funding availability**. For more information, [click or tap here](#) to

access the policy. If you have any questions, please email us at [KGHPPhysiciansSociety@gmail.com](mailto:KGHPPhysiciansSociety@gmail.com). This information has been sent to all Department heads.



**Funding Now Available for Departmental Recruiting**

The KGH Physicians Society Working Group approved a new policy which will assist each Department with costs associated with recruitment (15 hours of sessional fees per FTE being hired) **depending on funding availability**. Funding will be provided until the end of each fiscal year (March 31), and a Facility Engagement application must be submitted to the KGHPs Working Group for review. For more information, [click or tap here](#) to access the policy or [here for the application](#)

[form](#). If you have any questions, please email us at [KGHPPhysiciansSociety@gmail.com](mailto:KGHPPhysiciansSociety@gmail.com).

IH is able to provide assistance as well. The pertinent policies can be found by [clicking or tapping](#) here or please email [physicianrecruitment@interiorhealth.ca](mailto:physicianrecruitment@interiorhealth.ca). **Please note that the first step is for the recruiter and Department Head to connect to develop the recruitment strategy and work together on recruitment efforts.**



### Funding for Continuing Professional Development (CPD)

Do you or your Department/Division have a CPD session you'd like to host? We wanted to make you aware that the KGH Physicians Society will provide funding (*depending on funding availability*):

Any Department wishing to hold an accredited CPD event may request reimbursement through FEMS for the CPD

accreditation fee. An itemized receipt is required and should be submitted through FEMS by the lead physician. Alternatively, the KGH Physicians Society team is happy to assist with completing and submitting the accreditation documentation.

- Any KGH physician who is speaking or presenting at a CPD event may claim sessional fees (up to 3 hours) for preparation prior to the event. As well, the Society will fund physician time to meet as a committee to review/approve topics for the CPD event.
- Funding can be used to provide payment for room rental charges and audiovisual support costs. Meal expenses will be paid. Alcohol will not be funded. An itemized receipt is required and should be submitted through FEMS by the lead physician.
- Funding cannot be used for payment of physicians' time to attend accredited or non-accredited clinical training or CPD events.
- Contact the KGH Physicians Society for the approval process by emailing us at [KGHPPhysiciansSociety@gmail.com](mailto:KGHPPhysiciansSociety@gmail.com).



### Doctors of BC Update

**Doctors of BC 2021 Report to Members::** To illustrate some of the ways Doctors of BC has been working to support physicians through the pandemic, the 2021 report to members looks briefly at health and wellness advances made by the Physician Health Program, the Rural Coordination Centre of BC, and through divisions of family practice, the Joint Collaborative Committees, and the Council on Health Economics and Policy. [Read the 2021 Report to Members](#)

**JCC Pre-Forum - Registration is Open:** Registration is open for the [JCC Pre-Forum](#), which is part of the BC Patient Safety & Quality Council's Quality Forum (May 31–June 2) and presented by the Joint Collaborative Committees (JCCs), a partnership of Doctors of BC and the BC Government.

*"JCC Pre-Forum: Regroup, Reflect, and Evolve: Strengthening Our Community of Caring."* Tuesday, May 31 from 8:00 a.m. to 3:30 p.m. at the Hyatt Regency Hotel in Vancouver, BC.

- [JCC Pre-Forum details](#).
- [Registration link](#).

Through the JCCs, up to 250 practicing physicians attending the Pre-Forum on May 31 can receive remuneration for registration, accommodation, and travel costs; and sessional payment for attending the Pre-Forum. See remuneration details on the [JCC Pre-Forum FAQ](#). Physicians can access this funding by entering the **discount code QF22-JCC** on the registration form to waive all associated registration fees, and entering their MSP number to verify eligibility

Your health is our top priority.  
So is the safety of our staff.

**WE ALL  
DESERVE  
RESPECT.**

If you have respectful feedback  
or have any concerns that we can  
help with, let us know.

However, if you are treating  
anyone in an aggressive or  
verbally abusive manner, you may  
be asked to leave.

**We All Deserve Respect:** Doctors of BC, the College of Physicians and Surgeons of British Columbia, the Physician Health Program, and the Canadian Medical Protective Association are united in their concern for the safety of BC doctors and their staff, especially during the currently tense environment caused by the pandemic. In an effort to support doctors and remind BC patients that we all deserve respect, the group partnered in order to create a [downloadable](#)

[sign](#) for doctors to display in their offices. The sign's purpose is to remind patients that verbally abusive or aggressive behaviour is not acceptable and that anyone demonstrating this behaviour may be asked to leave.



## Do You Have a Facility Engagement Funding Proposal?



Do you have a Facility Engagement Activity you'd like to initiate? We'd love to hear from you. [Click here](#) for the online application form or [here](#) for more information about funding requirements **which will be updated shortly to reflect the revised meal allowance noted previously (now \$40 per person)**. **Please note:** Under the KGH Physicians Guidelines

and those of Doctors of BC, retroactive sessional claims cannot be paid except for 5 hours to the Project Lead for preparing for and completing the FE project application form. If you have any questions, we're here to assist. Email us at [KGHPhysiciansSociety@gmail.com](mailto:KGHPhysiciansSociety@gmail.com).

Looking forward to hearing from you.



## We Are Asking for Your Feedback!

We want to be sure we are providing up-to-date and pertinent information for our members. Please provide your input into our website content ([www.KelownaPhysiciansSociety.ca](http://www.KelownaPhysiciansSociety.ca)) or our quarterly newsletters. Do you have an article you'd like to highlight or a story you'd like to share? Please email us at [KGHPhysiciansSociety@gmail.com](mailto:KGHPhysiciansSociety@gmail.com).

Thank you for your ongoing support!



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Welcome to the Kelowna General Hospital Physicians Society. We will be providing relevant and engaging content on a regular basis.

[www.KelownaPhysiciansSociety.ca](http://www.KelownaPhysiciansSociety.ca)



([@KGHPhysicians1](https://twitter.com/KGHPhysicians1))

### Our mailing address is:

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

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You can [update your preferences](#) or [unsubscribe from this list](#)

