

### Culture corner

Having recently recognized the National Day for Truth and Reconciliation on September 30, we encourage all staff and medical staff to continue their personal journey of cultural humility—learning requires ongoing and continued work beyond September 30.

There are countless [online resources](#) and [experiences](#) available to learn more about Indigenous arts, culture and heritage of First Nations, Inuit and Métis Peoples (podcast lovers [click here!](#)). For those who love hard-copy books, check out [this list](#) of recommended reads with Indigenous teachings and storylines.

### Welcome to HAMAC!

#### New Medical Staff Association Presidents

Richmond

LGH



Dr. Amy Singleton-Polster



Dr. Kerry Zibin

### VCH regional medical staff orientation

A HAMAC working group has been developing a regional medical staff orientation. The leads presented the draft orientation framework to HAMAC. The orientation manual and live session agenda will return to a future HAMAC meeting following Community of Care stakeholder meetings and executive approvals in fall 2022.

### Optimizing the ADKAR model to improve Mental Health Act form completion

HAMAC is monitoring the completion of the Medical Certificate (Form 4) and Consent for Treatment (Form 5) to improve patient care, uphold human rights and meet legal requirements of medical staff. In follow up to the discussion at the September meeting, HAMAC revisited the ADKAR model (Awareness Desire Knowledge Ability Reinforcement) for change management and how medical staff leaders can apply ADKAR principles to increase Mental Health Act (MHA) form completion. The top three domains of the ADKAR model that were felt most influential to improve form completion were identified. HAMAC brainstormed ideas within the three domains; the examples included illustrate some of the brainstormed ideas. Our next steps will be deciding which ideas to action.

### HAMAC priorities

A survey completed by HAMAC members confirmed the priorities for the upcoming fiscal year.

The HAMAC agreed to focus on the current three priorities with a greater emphasis on HHR challenges.

#### Priorities for FY 2023-24

1. HHR challenges:  
Recruitment and retention
2. Quality
3. Health and wellness of staff

### Reinforcement

- Establish feedback loops between the teams responsible for overseeing form completion and the physician and department to improve knowledge of quality and full completion of forms.
- Create Cerner signal prompts for incomplete fields.
- Review metrics with relevant departments on a regular basis (e.g. from HAMAC agenda package). Comparison to successful departments may be helpful.

### Knowledge

- Improve information sharing so medical staff understand which scenarios require medical certification (e.g. utilize [VCH medical staff newsletters](#)).

Awareness of the need for change

Reinforcement to sustain change

Desire to participate and support change

Ability to implement required skills for change

Knowledge on how to change

### Ability

- Keep all forms together on the units (e.g. stapled packages with an instructional cover page that includes a completed correct example).
- Optimize Cerner automation.
- Designate department champions who can act as a resource.