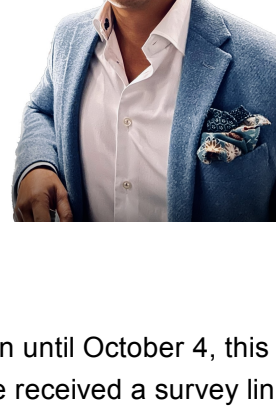


Medical Staff News

Providing updates for dentists, midwives, nurse practitioners and physicians

Fall 2024

MESSAGE FROM THE OFFICE OF THE VICE PRESIDENT OF MEDICINE AND ACADEMIC AFFAIRS



Colleagues,

As we transition from summer to fall, I want to acknowledge the incredible dedication you bring to health care every day. Your relentless efforts and sacrifices to provide exceptional care, often under challenging circumstances, are inspiring. I understand the weight of your responsibilities and their impact on our community and yourselves.

I recognize that physicians recently completed a wellness survey for the medical staff associations. While it was important for understanding your well-being, our current Vancouver Coastal Health (VCH) Workplace Experience Survey focuses specifically on your individual workplace experiences.

Open until October 4, this brief survey is a valuable opportunity for you to share your insights on enhancing our workplace. You should have received a survey link from WorkTango on September 16. You can also [access the survey here](#). It's easy to complete on any device using your employee ID or MSP billing number, and your responses will remain anonymous.

Your feedback is crucial in helping us create a supportive work environment. Since our 2022 survey, we've made important strides including:

- Enhanced training on anti-racism, Indigenous cultural safety and inclusive leadership.
- Private lactation rooms for new parents at each of our sites.
- Expanded language and translation services for our diverse communities.
- Funding for EDI and anti-racism projects initiated by medical staff.
- New affinity groups and an EDI Journal Club+.
- A new EDI mentorship program to support professional growth and inclusion.

To see how your feedback has driven these changes and more, I encourage you to [watch the recent oneVCH town hall](#).

Thank you for taking the time to share your valuable insights. Your contributions make VCH a better place for everyone.

With gratitude,

Dr. Chad Kim Sing

Interim Vice President, Medicine and Academic Affairs

ANNOUNCEMENTS

Medical leadership changes in Richmond



Richmond Community of Care has welcomed a new leader. Dr. Dan Kopac has taken on the role of Co-Senior Medical Director for acute services as of September 1. Dr. Kopac has been with Richmond Hospital since 2013, most recently serving as the Head of Surgery. Known for his work in advancing surgical quality and advocating for patient-centered recovery programs, Dr. Kopac is well-positioned to support the continued delivery of high-quality care.

Dr. Kopac's leadership will be essential as he joins Dr. Aleco Alexiadis in overseeing medical staff and ensuring that Richmond's culture of collaboration and excellence remains strong.

The transition also marks the departure of Dr. Finn Austin who led the hospital through several critical years, including the COVID-19 pandemic. Dr. Austin was a key player in creating a more connected and resilient community of care during a time of immense challenge. We thank Dr. Austin for their dedication and wish them all the best as they continue clinical practice.

New regional executive medical director for community services



As part of ongoing changes in the Vice President of Medicine and Academic Affairs portfolio, Dr. Mike Norbury has been named Interim Regional Executive Medical Director for Community Services effective October 1. This role is essential for providing strong medical leadership as the portfolio works to improve its regional programs and services. Mike will partner closely with Yasmin Jetha, Vice President of Regional Community Services to enhance quality of care and ensure services meet the needs of our diverse population. Mike has extensive experience in patient-centered care and is dedicated to promoting teamwork across disciplines.

During this transition, Dr. Vandad Yousefi, Department Head, Family and Community Practice at Vancouver Acute, will temporarily step into Mike's role as Senior Medical Director for Vancouver Community. Additionally, Dr. Aneesh Vaghadia, Medical Coordinator, Northeast Urgent and Primary Care Centre (UPCC), will support Vandad's Department Head role as Associate Department Head, Family and Community Practice at Vancouver Acute; the Northeast UPCC site medical leadership plan will be updated soon.

AWARDS AND RECOGNITIONS

Celebrating colleagues who go above and beyond to make VCH a great place to work



Next week, we're excited to share our oneVCH Awards recipients whose hard work and dedication embodies VCH's values and the outstanding care we strive for every day. We received an incredible 1,095 nominations this year. More than 40 per cent of our workforce—12,992 staff, medical staff and volunteers—were nominated. Visit the [oneVCH website](#) next week for the list of recipients, how to watch the oneVCH Awards Ceremony webcast on November 6, and fun ways to celebrate our colleagues.

CAREERS WITH VCH

Team-based primary care in Richmond East

We are hiring family physicians and nurse practitioners to join the new Shellbridge Family Health Clinic, which opened on September 23. Deliver team-based care in our well-equipped facilities for patients living in the local community and be part of a multidisciplinary team, connected by continuous learning and collaboration. Physicians will be compensated under the Longitudinal Family Physician or New to Practice payment models, and nurse practitioners will receive a competitive salary and a robust benefits package. [Contact medstaffcareers@vch.ca](#) for more information or to arrange a clinic tour and meet the team or [click here](#) to apply.

EQUITY, DIVERSITY AND INCLUSION (EDI)

Foundations of Anti-Racism Learning Program

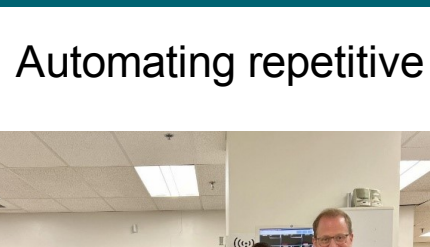
Medical staff and leaders, particularly those who identify as Indigenous, Black, and/or People of Colour with lived experience, are invited to join a working group to provide feedback on the Foundations of Anti-Racism Learning Program. Feedback will inform content development for the learning program and help secure Continuing Professional Development Accreditation for future cohorts. [Read more and access the application form](#).

Physician Leadership Mentorship Program

The VCH Medical Staff EDI Steering Committee invites physicians to [apply for its Leadership Mentorship Program](#). The program aims to support aspiring or new/emerging physician leaders from equity-deserving groups (including women, those who identify as Indigenous, Black and/or People of Colour, persons with disabilities, 2SLGBTQIA+, etc.) to achieve their full potential through guidance around organizational navigation, expanding professional networks and facilitating personal and career development. The program is accepting seven exceptional new and aspiring physician leaders in one or more of the equity-deserving groups.

HEALTH SYSTEM TRANSFORMATION

Automating repetitive tasks: A success story

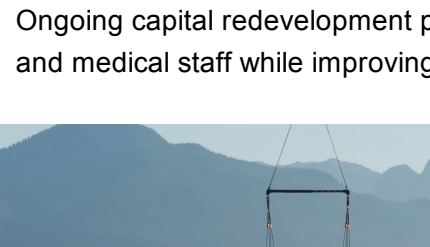


Previously, unit clerks in the Vancouver General Hospital (VGH) emergency department manually looked up, transcribed, printed and posted the on-call schedule, which quickly goes out of date. Through the [Automating Repetitive Tasks](#) initiative, the schedule is now emailed to unit clerks every morning and the most up to date on-call schedule is maintained more efficiently.

Is your time consumed by manual and repetitive tasks? VCH's Data and Analytics team can develop software to automate these tasks, freeing up medical staff time and reducing data errors. [Submit your idea](#).

Capital redevelopment updates

Ongoing capital redevelopment projects at VCH are bringing exciting changes to hospitals, enhancing the work environment for staff and medical staff while improving patient care and sustainability. Here's what's new:



- A 500-tonne crane made a rooftop delivery for the VGH OR Renewal Project, marking the installation of air handling units for 15 new operating rooms and 38 patient bays.
- VGH is the first hospital in the province to install anesthetic gas scavenging systems, reducing pollution and supporting planetary health.
- The Richmond Rotunda was demolished this month to make way for the new Yurkovich Family Pavilion at Richmond Hospital.
- Richmond Hospital [unveiled a new Musqueam art piece](#) in its Cancer Care Clinic. Lions Gate Hospital [will soon feature Welcome Figures](#) at the entrance of its new acute care tower, honouring Squamish and Tsleil-Waututh lands.

Hospital at Home: Innovating the way we care

Hospital at Home has launched at VGH and UBC Hospital, offering internal medicine patients hospital-level care from the comfort of their own home. Every Hospital at Home patient is considered an admitted patient to hospital with access to inpatient services and acute care teams.

Recently, a patient undergoing investigations for a neurological concern received inpatient priority for diagnostics on site (i.e., MRI, EEG) and Hospital at Home medical lead Dr. Iain McCormick and critical care trained Registered Nurse Gail McCarthy safely and successfully performed a lumbar puncture at the patient's home. The VGH neurology team accessed the patient's chart via Cerner, coordinated essential in-office assessments and facilitated virtual consultations. [Learn more](#) about Hospital at Home.

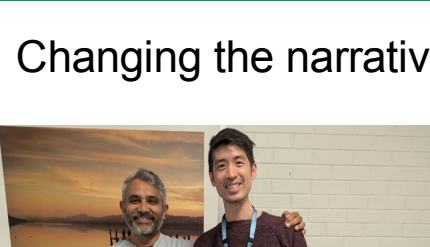
INDIGENOUS CULTURAL SAFETY

Indigenous cultural safety training for emergency departments

Created through a partnership between VCH and Providence Health Care (PHC), the Emergency Department Indigenous Cultural Safety training module aims to enhance cultural safety within emergency departments. The two-hour course introduces learners to key Indigenous cultural safety concepts, provides background information while using case studies to present the experiences of Indigenous patients and offers two CME credits. Initially designed for emergency medical professionals including physicians, nurses and allied health staff, the course is now accessible to all staff and medical staff. [Register on LearningHub](#).

MENTAL HEALTH AND SUBSTANCE USE (MHSU)

Changing the narrative on suicide prevention



Dr. Ashok Krishnamoorthy, Department Head and Medical Director, MHSU, and Dr. Kenneth Heng, Medical Coordinator, Outpatient Psychiatry Department, (pictured l to r) came together with staff and medical staff to help raise awareness, reduce stigma and foster open conversations about mental health and substance use on World Suicide Prevention Day (September 10).

At VCH and PHC, our suicide prevention strategy is guided by a multipronged and evidence-based approach through two aligned projects led by the Regional MHSU Program and Indigenous Health. These projects, which began in spring 2023, are in partnership with clients and families and our Regional Emergency Services Program, Quality and Patient Safety and Risk teams. They are also aligned with the Canadian Mental Health Association BC's suicide prevention and life promotion strategy. [Read more](#) about the regional MHSU project.

QUALITY AND PATIENT SAFETY

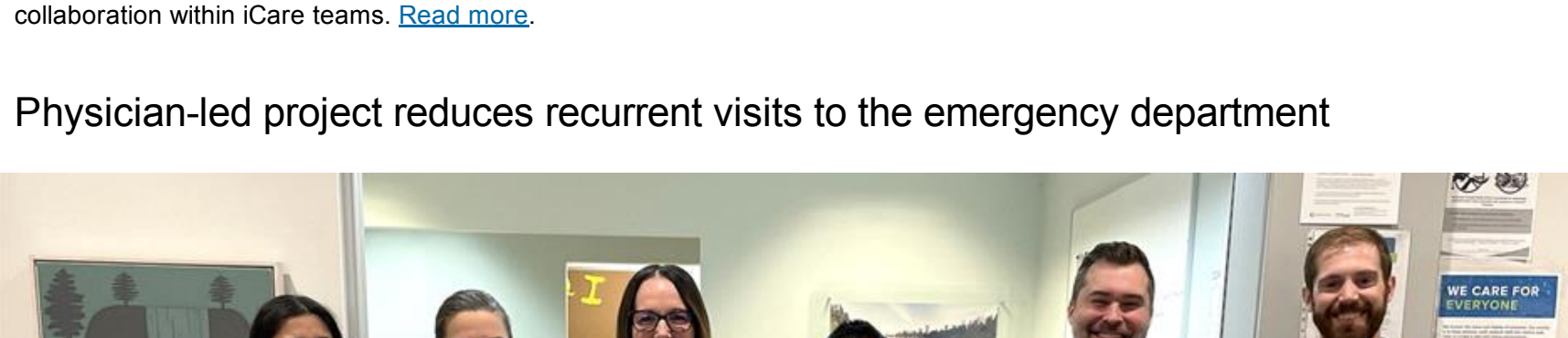
New guideline: Documenting care goals

VCH has a new [guideline for documenting care goals](#) that includes tips on how to access previous records and share information smoothly across different care settings. By documenting care goals in one central place, everyone on the team can stay informed and provide consistent care. When patients' goals are recorded in a central place, VCH data shows that patients visit the emergency room about one-third less often and spend less time in the hospital compared to those without recorded goals. For more resources for goals of care conversations, visit the [Regional Palliative Approach to Care Education webpage on oneVCH](#).

Interdisciplinary care (iCare) benefits from electronic health records

Interdisciplinary teams that support 27 acute care units at VGH and UBC Hospital are now using CST Cerner for patient rounding. Until recently, iCare documentation was paper based, which meant that team members had a single shared view of a patient's condition and care needs. Having a paper understanding is especially important for iCare teams as they rely on multiple contributors to documentation to guide patient progress and treatment. The change to the electronic health record system has also yielded greater collaboration within iCare teams. [Read more](#).

Physician-led project reduces recurrent visits to the emergency department



Dr. Jay Pai's [Physician Quality Improvement](#) project successfully reduced recurrent emergency department visits for outpatients with ascites and decompensated cirrhosis.

Patients with chronic liver disease who access paracentesis treatment to drain ascites at the emergency department frequently return to the emergency department within 30 days following treatment. Symptomatic ascites is also a major driver of early hospital re-admission (under 30 days) amongst patients with decompensated cirrhosis.

During his project, Dr. Pai collaborated with the VGH Medical Clinic and Internal Medicine Point-of-Care Ultrasound team to establish an outpatient paracentesis clinic. Within the clinic's first six months, the median number of emergency department visits per month dropped from 18 to five, and the 30-day recurrent emergency department visit rate decreased from 17 per cent to 11 per cent.

[Read more](#) about the paracentesis clinic and the Medical Infusion Clinic and Vascular Access Team (pictured above).

UPCOMING EVENTS AND TRAINING

Climate Emergency: Tipping Points for Planetary Health

October 26, 2024 from 8:00 a.m. to 4:15 p.m.: Hear from experts in their fields who have initiated projects at a local level. Be inspired at this annual conference presented by the Canadian Association of Physicians for the Environment, with lots of opportunities for participants to engage with the speakers and with each other. This conference is open to all health professionals, but everybody is welcome to attend. [Register](#).

Trauma-Informed Care Workshop Program for Midwives

Starting October 29 from 9:00 a.m. to 11:00 a.m. for four consecutive weeks, midwives are invited to partake in an immersive workshop to learn how to navigate through the complexities of trauma and its effects. [Register](#).

Navigating Climate Change: Perspectives from Indigenous Providers

November 4 from 5:00 p.m. to 7:30 p.m.: Join this panel of Indigenous experts on climate change and planetary health to discuss impacts on Indigenous and non-Indigenous peoples' health and practical steps to support their well-being. [Register](#).

Communication Course for Health-Care Professionals: Navigating Challenging Conversations Across the System

January 31, 2025 from 8:30 a.m. to 4:30 p.m.: Join this one-day workshop with follow-up personalized coaching and learn how to effectively navigate challenging conversations across the health-care system. New communications skills will allow you to enhance the health-care system, improve outcomes and lead to better patient and healthcare provider satisfaction. [Register](#).

Addiction Care and Treatment Online Course

The Addiction Care and Treatment Online Course is a comprehensive 22-module online course for health care providers who diagnose and treat patients with substance use disorders using evidence-based treatments along a continuum of care. [Register](#).

[Find more opportunities](#)

The VCH medical staff newsletter shares timely and relevant information including upcoming events and opportunities, innovative projects led by medical staff and organizational news and updates. Let us know about what you want to read about at MedicalStaff@vch.ca.