

Medicine & Quality Matters

News for the Interior Health Medical Community

Summer 2015



Interior Health
Every person matters

Dr. Trevor Corneil Appointed Chief Medical Health Officer

Following a competitive process, Dr. Trevor Corneil has been appointed Chief Medical Health Officer effective immediately.

In this role, Dr. Corneil looks forward to an ongoing renewal of the Office of the Medical Health Officer (MHO) and the activities of its clinicians and support staff, medical staff, and contractors. This includes aligning annual population health reporting with the strategic goals and objectives of the organization and enhancing MHO capacity to support cross-portfolio public health initiatives such as Injury Surveillance and Prevention, Healthy City Strategies, and our Emerging Pathogen-Pandemic Response.



Dr. Corneil joined Interior Health as a Medical Health Officer and Community Medical Director in 2011. Since the departure of Dr. Andrew Larder this January, he has served as our Acting Chief Medical Health Officer. Dr. Corneil has a passion for health equity, mental health and substance use, primary care and chronic disease management; all of which were clear through his work over the past four years. A few of the many examples of this are: his leadership on environmental incidents, including Mt. Polley Mine and Lemon Creek; launching the STOP HIV initiative; and leading a regional and provincial investigation of prescribed opioid-related overdose deaths in collaboration with the BC Coroner's Service and the Ministry of Health.

In addition to his leadership with Interior Health, Dr. Corneil continues to offer clinical care to Kelowna's inner-city population and sub-specialized care to persons who identify as gender discordant.

As Chief Medical Health Officer, Dr. Corneil will report directly to the President and CEO and will be a member of Interior Health's Senior Executive Team. In addition, he will be the Head of Interior Health's new Regional Medical Department of Public Health, which will integrate public health physician services with acute and community clinical operations under the auspices of the region's Health Authority Medical Advisory Committee.

Credentialing and Privileging is On Track!

The first phase of the Provincial Practitioner Credentialing and Privileging (C&P) System (i.e. CACTUS Software) has been rolled out to all B.C. health authorities. This is an important achievement which:

- provides a single, shared and secure system;
- streamlines business processes and eliminates the need for multiple systems; and
- reduces duplication and gaps in critical information.

In the next phase, the provincial privileging dictionaries will be implemented in the C&P system, and the web-based application will be implemented, to allow practitioners to easily submit their appointment and reappointment applications online, and use the C&P system to select privileges.

For more information and updates, please visit <http://qaframework.ca>.

Hand Hygiene for Physicians

Physicians across IH are encouraged to take 15 minutes out of their day to complete a short tutorial on hand hygiene.

As part of the launch of the new learning opportunity, a random draw was held for those who took the tutorial during the first few weeks after it was introduced. Dr. Anne Davies – Kootenay/Boundary (Family Practice), Dr. Jenifer Gorman – Central Okanagan (Family Practice), and Dr. Janice Journeau – Salmon Arm (General Surgery) each won a FitBit Charge.

The prizes may have been won, but there are still three great reasons to complete the hand hygiene tutorial.

1. It is required for appointment and reappointment.
2. We are pursuing CME credit for this course.
3. Demonstrate your commitment to safe patient care.

If you have questions about the tutorial or accessing i-Learn as a physician, please contact **Peggy Scott**.



Dr. Gorman took home a FitBit Charge after participating in the tutorial. She reminds us all that “soap and water still work.”

Accreditation Canada On-site Survey Visit Coming Soon

During the week of **Sept. 28 to Oct. 2, 2015**, a survey team from Accreditation Canada will visit a number of Interior Health sites to meet with physicians, managers, frontline staff, and clients.

The Accreditation Canada Survey is a nationally recognized evaluation process used to assess how health-care organizations meet national standards for quality and safety of patient care. Over the course of the week, surveyors will assess how well we integrate accreditation standards and organizational practices for patient safety into our work and clinical practice.

Due to the size and complexity of IH, the surveyors will be split into several teams and will visit a cross section of sites, ensuring that they sample a wide range of our clinical services in different settings including acute, community, and residential.

Currently, there are 16 surveyors scheduled to visit 39 sites across the region, where they will conduct “tracers” as part of their evaluation of 19 service areas. A tracer is an assessment method that involves a variety of activities including document review, observation of service delivery, patient journey mapping, tours of the facility, and discussions with staff, managers, physicians, clients, families, board members, partner organizations, and others as relevant. Through this interactive process, surveyors determine whether the accreditation standards are truly being met in practice.

Due to the flexible nature of the tracer, which will be unique to each client record / service / site combination, it is very difficult to predict who the surveyors will want to speak with and at what time. As a result, please be prepared to be approached by accreditation surveyors at any time during the accreditation week. We encourage you to be open and honest in your conversations with surveyors, as your comments are anonymous and will provide us with valuable feedback. If you are asked a question on an unfamiliar topic, please refer the surveyor to the unit / site manager.

The external accreditation visit helps to give us an objective assessment of the areas where we need to make improvements, and also recognizes the good work and leading practices of our physicians and staff.

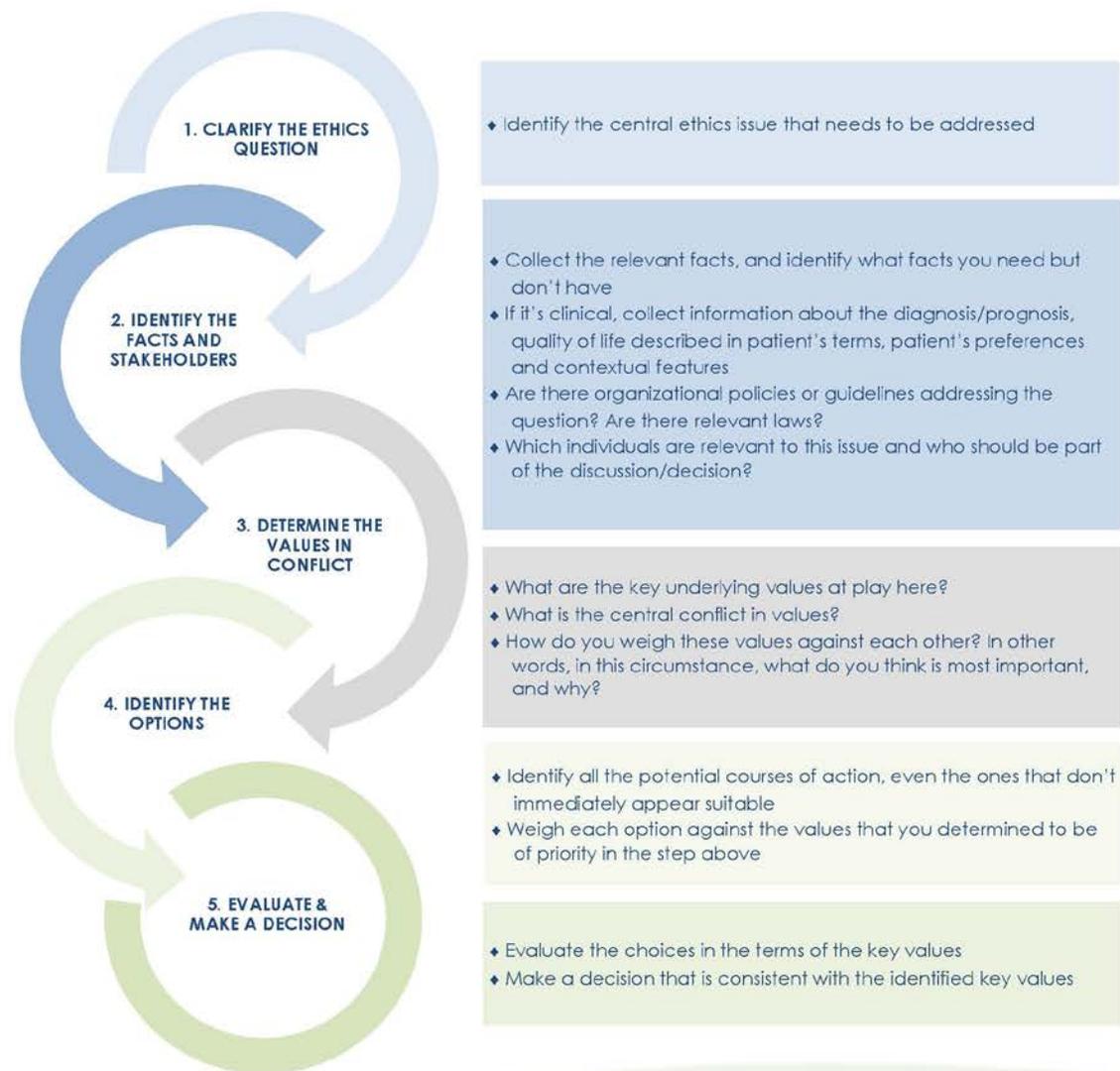
Accreditation preparation for 2015 is being led by **Lia Briceno** (Accreditation Leader) and **James Chan** (Manager of Quality & Patient Safety – IH Central & East – and Accreditation). For more information about the Accreditation process, visit the [IH Accreditation web page](#) on the InsideNet or contact Lia Briceno, Accreditation Leader, at 250-862-4300 (extension 1336) or via email at lia.briceno@interiorhealth.ca. Thank you for your participation in the accreditation process!



James Chan (left) and CEO Dr. Robert Halpenny celebrate our 2012 “Accredited with Commendation”

Ethical Decision-making

Making ethical decisions can be a complex process. Considering the following steps when faced with an ethical decision can help:



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Speak up about how you want to practice

The General Practice Services Committee's (GPSC) visioning process is generating strong participation and enthusiasm among family doctors across BC: hundreds of family doctors have spoken up about how they want to practice and care for their patients in the future. Have you?

The GPSC needs to hear a collective voice. Your input will help it influence policy, set priorities and allocate its budget for the next three to five years. The results will impact you, your practice and your patients. It's a rare chance for you and all GPs to help define the most important issues and what would be the ideal practice environment for primary care. Family care is changing in BC. Have a say and help shape your future at www.gpscvisioning.ca.

Your Voice. Your Future.
Speak up about how you want to practice.

gpscvisioning.ca



IH Medical Executive Leadership

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Dr. Curtis Bell, Executive Medical Director, Community & Residential Services: 250-870-5899

Dr. Trevor Corneil, Chief Medical Health Officer: 250-868-7849

Mr. Kelly Murphy, Corporate Director, EMG Strategic Development, Medical Affairs and Clinical Networks: 250-870-4789

Dr. Ron Collins, Executive Medical Director, Quality Improvement & Patient Safety: 250-862-4309

Dr. Malcolm Ogborn, Executive Medical Director, TCS Acute Services: 778-214-4657

Dr. Mike Purdon, Executive Medical Director, Chief Medical Information Officer : 250-870-4633

Dr. Alan Stewart, Executive Medical Director, NOK, COK, and SOK Acute Services: 250-862-4013

Dr. Peggy Yakimov, Executive Medical Director, Physician Support and Practice Enhancement: 250-870-4735

Dr. Susan MacDonald, Executive Medical Director, EK and KB Acute Services: 250-870-4633