

# Medicine & Quality Matters

News for the Interior Health Medical Community

March / April 2016



Interior Health  
*Every person matters*

## IH says goodbye to Kelly Murphy

After an impressive 35 year career in health care and 11 years within Interior Health, Kelly Murphy, our Corporate Director, Executive Medical Group Strategic Development and Medical Affairs & Clinical Networks, is hanging up his hat this month.

Kelly is known by many for having spearheaded several service support improvements to our rural and remote communities. This includes services such as patient transport and coordination, coordination via clinical networks, physician leadership opportunities training, and strengthening of medical affairs systems for IH physicians.

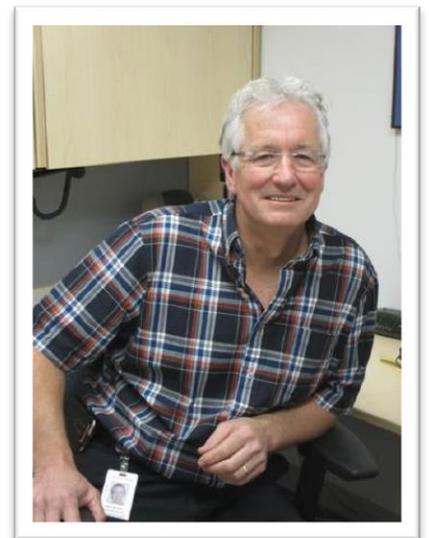
But when asked about what he's most proud of, his answer is very simple, "the people."

"I've had an incredible opportunity to help health-care professionals provide better care" says Kelly. "It has been immensely rewarding to have brought together people with diverse personalities and abilities, and to have harnessed a common purpose that they all hold – improving the health-care system. Together, we've created some amazing things and I know we've made a real contribution to improving care".

Kelly feels equally passionate about fostering a work culture that allows people to thrive, problem-solve, and create. "I wanted to create an optimistic environment where our people could shine, both personally and professionally."

"It's hard to put into few words what Kelly has meant to this organization", says Alan Stewart, VP Medicine and Quality. "His values-based leadership has been a lesson to all of us who have worked with him. There is no doubt his crowning achievement has been our transportation network, most notably HART. We look forward to the next phase of our relationship and hearing of his new adventures as a retiree."

Kelly begins his retirement on May 26, and we wish him well in this new chapter of his life. He has left his mark on our organization and we are all better for having known him.



## Welcome Dr. Douglas Kingsford

Interior Health is pleased to welcome Dr. Douglas Kingsford as the new Executive Medical Director and Chief Medical Information Officer.

Dr Kingsford is a primary care physician with a New Zealand Fellowship in General Practice, an Electronic Engineering PhD in artificial intelligence, and extensive experience in clinical medicine and software engineering, primarily in clinical informatics.

In medicine, he has worked in community family practice and community emergency medicine for many years, and was also a civilian medical officer with the Royal New Zealand Navy; a role which included coordinating multidisciplinary team-based care, inpatient care, telemedicine supporting Naval medics on deployment, provision of secondary care as a hyperbaric medicine specialist, and training and supervision of medics.

In engineering, he has broad health IT experience, from architecture of distributed systems and semantic interoperability to software design and development, embedding of solutions within EMRs and wider regional systems, standards development, decision-support content development and more. His experience extends from start-up to multinational vendor, with involvement in major electronic health record, chronic disease management, and interoperability and decision support projects in Canada, the United States, New Zealand, and Australia.

Douglas' primary interests are improving clinical care delivery through the application of artificial intelligence, machine learning, analytics, decision support, interoperability, integrated care, and workflow coordination across distributed systems.

Welcome Dr. Kingsford!



## New Regional STEMI Pre-Printed Orders Now Available

Medical staff who work with cardiac patients need to be aware of important changes to pre-printed orders. The STEMI (ST Elevation Myocardial Infarction) Pre-Printed Order (PPO) set replaces all other existing regional or local STEMI PPOs.

### What is different?

- Now divided into two order sets
- Addresses the needs of the ER visit and the hospital admission
- New orders look very different, but have similar content
- Includes all potential re-perfusion strategies
- Includes Ticagrelor as an option for antiplatelet for primary PCI reperfusion strategy
- Includes the new Transfer AMI Protocol

### Why is this important?

- Ensures evidence-based therapies
- Provides consistent guidelines for transfer to tertiary and/or regional sites
- Defines criteria for the unstable patient that will require immediate transport
- Provides clearer direction for assessment post-thrombolysis

**These order sets will replace all other existing regional or local STEMI PPOs.** All Meditech orders will be adjusted to reflect these changes. Admission orders will be required for patients that may remain in the ER longer than 24 hours to ensure continuity of care.

The people who helped develop the new STEMI PPO set include: Dr. Stephen Fort – Interventional Cardiologist; Dr. Frank Halperin – IH Cardiology Medical Director; Dr. Steven Hodge – Medical Director Regional Cardiac Cath Lab; Kristi Maltby – IH Cardiac Program Educator; Jeannine Costigan – Clinical Nurse Specialist, IH Cardiac Program; Melanie Carter – IH Pharmacist, Cardiac Services; and Dr. Keith Todd – Cardiologist.



## New Electronic Credentialing and Privileging System a Success!

Thanks to all medical staff who submitted their 2016/17 reappointment package through the new electronic credentialing and privileging system, AppCentral.

As with any new implementation, challenges were anticipated. The patience and understanding from medical staff while using the new AppCentral system has been greatly appreciated.

Assistance in completing reappointment packages was offered to all medical staff by way of in-person site visits, webinars, telephone support, and via email. The in-person site visits were very well attended and a substantial number of reappointment packages were completed using the support team's assistance. Since introducing the new system, the team has received an unprecedented number of completed medical staff reappointment packages.

BCMQUI is currently collecting feedback on AppCentral from all health authorities who have recently completed reappointments. The concerns and suggestions you shared through earlier site visits, webinars, phone calls, and emails will be forwarded to BCMQUI in hopes of even more improvements for next year.

If you require assistance with completing your 2016/17 reappointment package, please contact the support team.

### *Need Help?*

Please contact us at  
CactusSupport@interiorhealth.ca or 250-801-7347

On-call support is available  
Monday – Friday: 0800 – 1600 hours PST

## Southern Medical Program's Master Teacher Lecture Series

*Diana Fort – Time Efficient Teaching (May 19 5:30–6:30 p.m.)*

Please join us for the Southern Medical Program's Master Teacher Lecture Series. This upcoming lecture will be focused on time efficient teaching.

Diana Fort MD, FRCP is the Site Co-Leader for Undergraduate Education at Kelowna General Hospital and Clinical Instructor in the UBC Department of Emergency Medicine. Dr. Fort works in the Emergency Department at Penticton Regional Hospital, where she also acts as co-chair of the Education Committee and Director of Emergency Ultrasound. She received her BSc in Biochemistry from the University of Toronto, MD from Queen's University and completed her Emergency Medicine residency at the University of Southern California in Los Angeles and the University of Toronto (fifth year). Dr. Fort was named valedictorian of the 2015 Master Teacher Certificate Program with a project on teaching in the Emergency Department. Areas of special interest include Emergency Ultrasound and effective clinical teaching in a time-pressured environment, with a focus on direct observation of learners.



This lecture will be video conferenced on May 19, from 5:30 – 6:30 p.m. PST from the Clinical Academic Campus (Room CAC 235) to Royal Inland Hospital (Room 104); Kootenay Boundary Regional Hospital Room (Room ER2); Vernon Jubilee Hospital, Polson Tower 5th Floor Seminar Room #2; Penticton Regional Hospital (Meeting Room A); Kootenay Lake Hospital, Room 416; Boundary Hospital Room 15 and Castlegar and District Community Health Centre, Education Room.

All Southern Medical Program faculty and Interior Health medical staff are welcome to attend. One CME credit can be claimed for each lecture.

The lecture is available through WebEx. Please contact [jacqui.oshaski@interiorhealth.ca](mailto:jacqui.oshaski@interiorhealth.ca) for details.

## Introducing the Physician Invoice Portal

Starting in May 2016, a new Physician Invoice Portal (PIP) will be introduced in phases beginning with physician expense claims. Trainers will be visiting facilities across Interior Health to provide information on the new system and training for physicians, their MOAs, and IH Admin Assistants.

The new system will replace current manual processes for physicians making claims for expenses including travel, committee attendance, RCME, and locum claims. The switch to the new system will offer physicians several benefits over the current manual system including:

- The ability to track your payment and know where it's at in the payment process
- Receipt of detailed cheque stubs to clearly indicate what the payment is for
- Clarity around exactly what you can and cannot bill for (no surprises!)
- Ability to scan in original receipts – making the system completely paperless

Watch for more information about when the training system will be coming to a location near you!



### IH Executive Medical Leadership

Dr. Alan Stewart, VP Medicine and Quality: 250-862-4010

Dr. Curtis Bell, Executive Medical Director, Primary & Residential Care: 250-870-5899

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

Dr. Mike Ertel, Acting Executive Medical Director, IH Central: 250-862-4068

Dr. Douglas Kingsford, Executive Medical Director, Chief Medical Information Officer: 250-862-4325

Dr. Sue MacDonald, Executive Medical Director, IH West: 250-870-4633

Dr. Malcolm Ogborn, Executive Medical Director, IH East: 778-214-4657

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