In April, I was fortunate to meet with Jenna Smith-Forrester in Prince George. Jenna is a fourth-year medical student at the UBC Northern Medical Program and a rising star in Medicine and Quality.

In 2018, she won the Institute for Healthcare Improvement (IHI) National Award for “Change Agent of the Year.” Jenna is planning on becoming a neurosurgeon and is considering a career in Interior Health after her training.

What stood out for me was her dedication and commitment to improvement in health care. She has made it her mission to advocate for – and help the medical community better understand – the principles of Quality Improvement. Jenna’s passion is for improving health care for our rural and First Nations populations, so I believe that Interior Health would be a wonderful fit for someone with her skill set.

"Jenna is an example of what our leaders of tomorrow will look like: change agents; inclusive; quality focused; and passionate."

Jenna has inspired many through her leadership and advocacy, and has helped to advance improvement education in UBC’s medical curriculum, as well as advance quality improvement education. Jenna is an example of what our leaders of tomorrow will look like: change agents; inclusive; quality focused; and passionate.

It is inspiring to meet students like Jenna because it reinforces our quality improvement focus in Interior Health.

Like Jenna, the Medicine and Quality portfolio is driving change and seeking new ways to improve health-care delivery in our communities. Jenna has agreed to participate in Interior Health Quality Improvement initiatives remotely or in person when possible.

I trust she’ll be a tad busy training to be a neurosurgeon, but Jenna’s ability to multi-task and her zeal for quality improvement are truly inspiring. I hope to add her someday to our already very talented team!
PQI Projects
Improving patient care, physician engagement

Physicians across Interior Health are engaged in quality improvement projects to enhance the delivery of patient care.

Through the Physician Quality Improvement (PQI) program, a Specialist Services Committee and Doctors of BC initiative in partnership with Interior Health, these projects aim to improve quality and patient safety while creating collaborative and constructive engagement between physicians and Interior Health.

Kelowna General Hospital (KGH) Emergency Department Director Dr. James Reid and Kootenay Boundary Regional Hospital (KBRH) ED Physician Dr. Jeff Hussey recently engaged with the Information Management Information Technology (IMIT) team at IH on two separate technology-related improvement initiatives.

Both projects resulted in great successes using PharmaNet Integration – a province-wide data system that allows a patient’s medication history to be downloaded directly to patients’ electronic charts within the IH Meditech database.

Dr. Devin Harris, Executive Medical Director, Quality and Patient Safety, notes that the collaboration between the physicians and IMIT has had a direct impact on patient care and confidence.

“The continuity and timeliness of patient care has improved as a consequence of these projects,” says Dr. Harris.

“This has led to improved patient engagement and outcomes. I recently had a patient express appreciation at being contacted directly regarding their test results and, in addition, a follow up phone call to another patient resulted in identifying further symptoms requiring an immediate return to ED.

It is outcomes like this that highlight the impact that PQI projects are to ensuring the best quality of health-care delivery within IH.”

Read about the PQI graduating class on p. 3.
Celebrating Physician Quality Improvement graduates

A group of 16 physicians from across Interior Health were celebrated and recognized in Kelowna on May 31 as the first graduating cohort of the IH Physician Quality Improvement (PQI) initiative.

The celebration event included representatives from IH senior leadership, Doctors of BC, Specialist Services Committee, and Patient Partners.

In the event’s opening remarks Dr. Devin Harris, Executive Medical Director, Quality and Patient Safety, described the impact of engaging physicians to lead quality improvement.

“This is how you do quality improvement. The ability for practising clinicians to identify areas in health care that need improvement, while including patient voices in the beginning, is essential to making positive changes in the health-care system.”

In this inaugural PQI cohort, the physician “students” were provided quality improvement training and resources to support the development of their improvement ideas into a potential project.

“As the first group to embark on the PQI journey in IH, I commend you for stepping into something that was not certain,” said Devin. “You took leadership for the development of your project and championed quality within our organization. You have all done a fantastic job and we are very excited to see your work take shape.”

The PQI graduates provided those in attendance a brief overview of their quality improvement projects, many of which align with Interior Health’s key strategies and priorities – such as Aboriginal Health; Surgical Services; improving emergency department care; enhancing physician engagement, wellness, and retention; and more (see the full list of participants and their projects).

After the cohort participant presentations, IH Board Chair, Dr. Doug Cochrane closed the event with a few words.

“This work that you have undertaken is of critical importance to the physician profession, to the health system, and to the health authority. The PQI program is founded on the principles that those who are providing care have the best opportunity to understand problems in care delivery and, with patients, can develop solutions that can be effective.”

The second IH PQI cohort begins in October 2019. For more information about IH PQI, the cohort participants or their projects, please contact the PQI team.

Dr. Collins, recognized for leadership on Physician Quality Improvement

As part of the PQI graduation celebration, there was also a special acknowledgement and thank you for Dr. Ron Collins, who has stepped down from his role as PQI leader and will return to his full-time work as an anesthesiologist at Kelowna General Hospital.

Ron has been instrumental in the development and implementation of the PQI program at Interior Health.

“Ron’s passion for quality improvement and physician engagement is substantial, and he’s been a consistent champion for physicians,” said Dr. Devin Harris.

Ron was presented with a plaque and gratitude from his peers and colleagues at the event.

“I congratulate all the PQI graduates for stepping up and stepping forward” said Ron. “The future is bright and health care will be better in the future – it is in your hands.”
Facility Engagement
Physician Passion Improves Services

Collaboration at its best!

CLEARWATER – As part of the Facility Engagement Initiative at Dr. Helmcken Memorial Hospital (DHH), physicians dedicate funds to run monthly simulations in which staff and physicians participate. Jordan Scott, a local registered nurse, has been coordinating these monthly simulations for the last year. Read the full story.

Learn more in this critical injury simulation video produced by the Specialist Services Committee.

(L-R) RN Jordan Scott, Chief of Staff Dr. John Soles, and Drs. Olamipo Bamigboje and Kayode Bamigboje who are both physicians at DHH.

New clinic enhances maternity care

CRESTON – Drs. Barry Oberleitner, Crystal Campbell, and Karen Persad led a collaborative effort between physicians, Interior Health administrators, nurses, and staff to centralize maternity care in the Creston area.

A new clinic was established within the Creston Valley Hospital and Health Centre to integrate maternity services and bring multidisciplinary teams together to provide pre-, peri-, and post-delivery maternity care. Read the full story.

The ribbon cutting at the opening for Creston’s new Maple Maternity Clinic in January.

Engaging physicians in the KB

TRAIL – In this initiative video, paper format pre-printed orders forms are pitted against a new electronic pre-printed order (PPO) form. The benefits of the electronic PPO version for physicians include: time savings, efficiency, completeness, legibility, and smart-form support. And for the patient, the forms improve safety and timeliness of treatment.

This is one of several initiatives the Kootenay Boundary Physician Association (KBPA) has underway to develop physician and staff engagement, relationships, and positive cultural growth in the Kootenay Boundary. Read the full story.

It’s a technical knock-out for electronic PPOs!

Facility Engagement is one of nine Specialist Services Committee (SSC) initiatives that helps build relationships and assists in finding effective solutions for medical facilities across B.C.
Llama makes rounds in Medical Affairs

Dr. Norm Kienitz, Executive Medical Director IH West, once remarked that the Medical Affairs members are like llamas. That is, they have qualities of resiliency, such as: adaptability, persistence, patience, balance, and curiosity.

So, the idea of a team mascot was born. Affectionately referred to as Norm, the llama is now passed between team members to acknowledge staff who demonstrate the qualities of resiliency.

Our Medical Affairs llama people are:

- Sociable and communicative
- Adventurous and have a lot of experience to share
- Kind and loving to friends and family
- Simply a call away when a friend is in need
- Practical and self-aware
- Constantly driven to improve themselves

And in June, Norm the llama goes to Lora Janzen.
Many Aboriginal people are not accessing needed health services due to experiences of racism and stereotyping in the health system, to the detriment of their own health.

The physician community is integral to improving health outcomes. This video series celebrates physician "champions" of Aboriginal cultural safety within Interior Health. In each interview, IH physicians provide practical, impactful, and actionable ideas and advice for meaningfully integrating Aboriginal cultural safety into health practice.

Cultural safety is about standing up against racism against Aboriginal peoples in the health system. It is about being an ally. Culturally safe health practice is one of the ways to achieve transformative change and close the health gaps that many Aboriginal peoples currently experience.

Interior Health is dedicated to promoting the health and wellness of Aboriginal peoples and communities in the Interior region. A key component of this is providing culturally safe health-care services.

"Cultural safety starts with me, it starts with you."
New Faces in Medicine & Quality

Dr. Paul Carey  
Medical Director, Mental Health & Substance Use  
Effective Feb. 4, 2019

Dr. Nattana Dixon-Warren  
Senior Medical Director, Kootenay Boundary  
Effective July 1, 2019

Dr. Jeff Douziech  
Area Medical Director, Mental Health & Substance Use, IH Central  
Effective April 1, 2019

Dr. Diana Peters  
Regional Medical Director for Long-Term Care, IH Central  
Effective April 1, 2019

Dr. Andrew Robertson  
Medical Director, End-of-Life Care, IH Central  
Effective March 1, 2019

Dr. Sarah Brears  
Interim Regional Associate Dean, Interior, UBC Southern Medical Program  
Effective July 1, 2019

Shari McKeowen  
Director, Patient Safety  
Effective March 15, 2019

Patricia Croghan  
Executive Assistant, Vice President, Medicine & Quality  
Effective Feb. 4, 2019

Jarnail Dail  
Director, Physician Engagement, Planning and Leadership Development  
Effective March 4, 2019

Dr. Paul Carey  
Dr. Nattana Dixon-Warren  
Dr. Jeff Douziech  
Dr. Diana Peters  
Dr. Andrew Robertson  
Dr. Sarah Brears  
Shari McKeowen  
Patricia Croghan  
Jarnail Dail
VIOLENCE IN THE WORKPLACE
Processes for Medical Staff and Medical Trainees to Report Violent Incidents

Process for Non-salaried Medical Staff

- Seek first aid / medical attention, as required.
- Report in BC Patient Safety & Learning System (PSLS) by going to the [PSLS landing page on InsideNet](#).
  - In the Reporter section of the PSLS form, select the role of “Physician / Midwife” and complete the questions shown to provide information about harm.
  - In the Handler field, please select the manager of the area where the event occurred. Email notification will go to a physician leader, but you should also inform your department head or chief of staff of the incident.
- After you have submitted the report in PSLS, you will be contacted directly by the appropriate individual to review the incident.

Process for Salaried Medical Staff and Residents

Salaried medical staff and residents are requested to report incidents of violence directed at themselves through the Workplace Health Call Centre, rather than PSLS.

- Seek first aid / medical attention, as required.
- Notify your manager or supervisor.
- Report to the Workplace Health Call Centre at 1-866-922-9464.

Process for Medical Students

UBC medical students should report incidents via the UBC CAIRS system at [www.cairs.ubc.ca](http://www.cairs.ubc.ca).

Additional Health & Wellness Supports

To obtain personal or family help and support in dealing with incidents of violence, or any other issues relating to physician health and wellness, physicians and medical trainees may contact the Physician Health Program (PHP) through the Doctors of BC at 1-800-663-6729. This is a confidential program that is accessible on a 24/7 basis.