



SOUTH ISLAND
MEDICAL STAFF
ASSOCIATION

2020 ANNUAL REPORT



South Island MSA

Members of the 2020
EXECUTIVE TEAM



DR. DON MILLIKEN
PRESIDENT



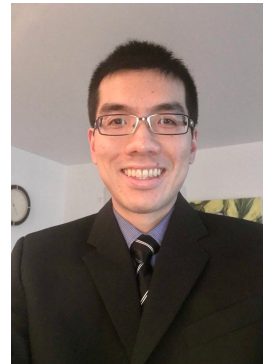
DR. PARVINDER BIRDI
VICE-PRESIDENT



DR. JOHN GALBRAITH
DIRECTOR AT LARGE
(PROJECTS)



DR. FRED VOON
TREASURER



DR. KEVIN YEE
SECRETARY

NOT PICTURED: DR. CATHERINE JENKINS, DIRECTOR AT LARGE (EHR)

ADMINISTRATIVE TEAM

Erica Kjekstad - Project Manager, Operations
Clara Rubincam - Project Manager, Evaluation
Rita Webb - Project Manager, Projects
Julia Porter - Administrative Support
Lillian Fitterer - Administrative Support
Marg Severs - Administrative Support
Stephanie Poirier - Administrative Support

PRESIDENTS REPORT

After three years as the President of the South Island MSA, I am even more convinced of its value both to the individual physician and to the clinical care of our patients. This year has emphasized the importance of helping physicians self-organize and do things differently, which have been essential for the safety of ourselves and our patients.

COVID-19. Your MSA focused its efforts and financial support on activities to keep physicians and patients safe, as well as on supporting those departments or sub-groups that were more at risk. I still believe that a significant amount of the medical staff contribution to organizational preparedness remains unrecognized.

Projects. Under the auspices of a Working Group chaired by John Galbraith, we have completed over 131 projects over the past three years. Colleagues involved in these activities find them consistently rewarding and feel that they are making a difference. When I look at the overall picture, we are making real suggestions to bend healthcare costs while improving patient care.

Advocacy for Groups and Individuals. This year, MSA representatives raised concerns of the Department of Psychiatry at HAMAC. Special thanks must also go to Fred Voon and Daisy Dulay, who support individual members who meet with various administrative staff.

iHealth. Your MSA is organizing to ensure that the introduction of iHealth is successful from the practicing clinician's perspective as much as from the organization's perspective. Catherine Jenkins has consented to coordinate our activities as we work our way through the challenges that these changes will bring.

Social and wellness activities. Under the leadership of Daisy Dulay, the Wellness and Social Committee offers a range of activities to support the hearts and minds of physicians. COVID restrictions have prevented traditional in-person offerings, but wellness-related opportunities and connections remain available.

The Executive. Activities like this are a group effort, and I must thank the executive members who do most of the work and yet let me get the credit. This year's team of Parvinder Birdi, Fred Voon, Kevin Yee, John Galbraith, and Catherine Jenkins has represented the Medical Staff successfully, and I thank them for their service and support.

I must also acknowledge the work of Lillian Fitterer, Marg Severs, Julia Porter, Stephanie Poirier, Clara Rubincam, Rita Webb, and Erica Kjekstad, each of whom contributes to the smooth running of the MSA.

Working with the team has, for me, served as a paradigm for how healthcare should be organized. Those with clinical expertise say what needs to happen, and those with the administrative skills make those concepts work.

Every member of the South Island MSA owes these colleagues and administrators an enormous vote of thanks.

Respectfully submitted,

Dr. A. Donald Milliken
MB, MSHA, FRCPC

STRATEGIC PLAN

VISION

The South Island MSA represents the Medical Staff in general and speaks for the individual medical staff member in particular, in order to have an engaged medical staff at Royal Jubilee Hospital and Victoria General Hospital who work collaboratively with each other and with our Health Authority partners.

MISSION

South Island Medical Staff Association will work towards its vision by:

- 1.Ensuring effective communication between the medical staff, administration, and the Board of Directors of the health authority.
- 2.Supporting physician engagement and quality improvement within our facilities.
- 3.Fostering physician-to-physician relationships to improve professional and collegial bonds.
- 4.Partnering with the Health Authority and other organizations for support and implementation of these activities.

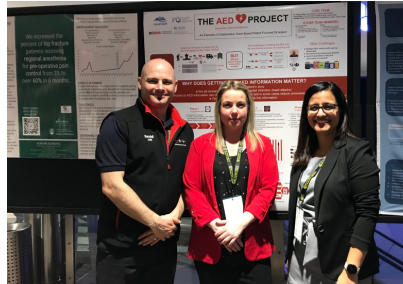


**SOUTH ISLAND FACILITY
ENGAGEMENT INITIATIVE SOCIETY**

SOUTH ISLAND FEI WORKING GROUP

The Working Group is responsible for overseeing the disbursement of the funding granted annually by Doctors of BC. A significant proportion of the funding has been directed to physician led engagement projects, ranging in scope from a process to rapidly delabel children who have been identified as having antibiotic allergy to facilitating same day discharge following arthroplasty. New and previous project leads continue to submit thoughtful proposals for consideration.

We thank Island Health for their continued partnership in assessing and supporting this innovative interdisciplinary and important work!



Dr. Daisy Dulay & team with "The AED Project" Poster.



Dr. Jennifer Balfour, Trapper Edison & Emma Carrick, outside of the new Urgent Pediatric Assessment Clinic.

MEMBERS

Chair: Dr. John Galbraith* Laboratory Medicine	Dr. Daisy Dulay Cardiology	Dr. Samaad Malik* General Surgery
Dr. Milton Baker Rheumatology	Dr. Allen Hayashi General Surgery	Dr. Brian McArdle Internal Medicine
Dr. Jennifer Balfour* Pediatrics	Dr. Gordon Hoag Laboratory Medicine	Dr. Don Milliken Psychiatry
Dr. Margaret Bester* Hospitalist Medicine	Dr. Nathan Hoag* Urology	Dr. Julie Paget Anaesthesia
Dr. Parvinder Birdi Hospitalist Medicine	Dr. Catherine Jenkins Geriatric Medicine	Dr. Suresh Tulsiani Pediatrics
Dr. Dan Boston* Psychiatry	Dr. Elaine Lam* General Surgery	Dr. Kevin Yee Anaesthesia
Dr. Tristan Camus Orthopedic Surgery	Dr. Dustin Loomes Gastroenterology	*2019/20 core members

YEAR IN REVIEW

Opportunities, events and meetings

- Island Health's "Wellness Today for a Better Tomorrow" event was offered, supported by members of the South Island MSA Physician Wellness and Social Committee
- The SI-FEI Working Group approved 14 new Engagement Projects at its quarterly meeting.
- SI-FEI supported a series of "Ethics Lunch and Learns", as a way of supporting physicians challenged by ethical issues.
- Nineteen physicians from across the South Island joined "Story Rounds", an evening of camaraderie and storytelling.
- "Skate with your Sweetie(s)" welcomed 90 physicians, partners and children to the Save on Foods Memorial Centre
- Physicians joined "Let's Talk" events to discuss facility-specific engagement opportunities at RJH and VGH.
- Members of the South Island MSA increased their "Art and Skill of Communication" with an online workshop offered by the Haven.
- Physicians came together virtually to watch and discuss "Us and Them", a locally-made documentary on homelessness.
- Monthly South Island Physician Walking Groups were launched as a way of connecting with colleagues and nature.
- Leah Hollins, Chair of the Island Health Board; Kathy McNeill, CEO; and Jamie Braman, VP Communications, Planning and Partnerships; joined February's quarterly MSA meeting.
- Physicians joined "Let's Talk" events to discuss facility-specific engagement opportunities at RJH and VGH.



Ethics Lunch and Learn attendees



Doctors and their families enjoying the MSA's "Skate with your Sweetie(s)" event.

Spring 2020 required the South Island MSA and members to think differently and quickly.

- Physicians and leaders came together in meaningful and engaging ways: learning sessions, meetings, and planning exercises.
- All physicians on Vancouver Island were able to access Virtual Mindful Mondays and other wellness-related supports.
- Existing SI-FEI Engagement projects were adapted towards COVID related deliverables.
- Every facility-based physician had daily access to the most current and relevant COVID-related information.
- Twelve peer-nominated COVID All-Stars were recognized for their notable contributions.
- South Island Townhalls were held as two-way communications about COVID-related issues.
- The South Island MSA worked elbow to elbow with Island Health to enact essential improvements to care provision, to the direct benefit of physicians, patients, and allied care providers.
- More than \$250,000 in funding for COVID activities was secured from the Ministry of Health and Island Health by the South Island MSA on behalf of its members.



Smiling for the camera through PPE, ready for a COVID simulation.



Graphic for Virtual Mindful Mondays

PHYSICIAN WELLNESS AND SOCIAL COMMITTEE

The Physician Wellness and Social Committee's Mission is to "provide educational, social, and leadership opportunities to help physicians connect and thrive." With regular connections and partnership with the Victoria and South Island Divisions of Family Practice and the Saanich Peninsula Physicians Society, physicians from across the South Island are able to access joint innovative, inspirational, and interesting wellness-related work, including:

Engagement through social events

- Welcome and Thank You event for new and retiring physicians
- 2nd Annual South Island MSA Family BBQ
- Cross-organizational Story Rounds
- Skate with your Sweetie(s)

Educational and learning opportunities

- Mindful Mondays; in-person and virtual, with physicians across Vancouver Island
- "The Art and Skill of Communication" through The Haven
- Curation of COVID-focused wellness supports

Psychological and workplace safety

- Peer support for challenging workplace conversations
- Dr. Daisy Dulay has been working with Doctors of BC to help launch this important aspect of the 2019 PMA.

We thank our Committee Members for their dedication to the work:

Chair: Dr. Daisy Dulay, Cardiology

Dr. Maria Kang
Pediatrics

Dr. Shana Johnston
Family Practice

Dr. Fred Voon
Emergency Medicine

Dr. Cheryl Cuddeford
Family Practice

Dr. Cara Solas
Oncology

Dr. Liz Thompson
Hospitalist Medicine

Dr. Tim Findlay
Emergency Medicine

Dr. Al Hayashi
General Surgery

Dr. Lenny Woo
Hospitalist Medicine

Dr. Brett Schrewe
Pediatrics

Dr. Bri Budlovsky
Emergency Medicine

Dr. Samaad Malik
General Surgery

Dr. Carrie McQuarrie
Emergency Medicine

Dr. Ian Thompson
Island Health



Dr. Daisy Dulay & Dr. Maria Kang

SOUTH ISLAND MSA ANNUAL RECOGNITION AWARDS

The South Island MSA Annual Recognition Awards were launched in 2019. We are delighted to recognize:

Award for Collaborative Leadership (Team):

South Island Hospitalist MAiD Program Development Team:
Dr. Milvi Tiislar, Dr Chloe Lemire-Elmore, Dr. Jean Maskey,
and Dr. Alexandra Otto

Award for Community Leadership

Dr. Jason Wale

Award for Innovation Leadership (Team)

Dr. Duncan Jacks, Dr. Jacques Smit, and the Same Day
Arthroplasty Team

Award for Innovation Leadership

Dr. Daniel Vincent

Award for Communications Leadership

Dr. Daisy Dulay



South Island MAiD Program Development Team

Our peer-nominated COVID All-Star Team was recognized in Summer 2020. We are grateful for the team's leadership:

Dr. Gordon Wood	Dr. Alicia Power & the Grow Health team
Dr. Omar Ahmad	Dr. Paul Colella, Dr. Gavin Jones, & the ER Team
Dr. Rusty Ritenour	The South Island Hospitalist Leaders & Team
Dr. Manjeet Mann	Dr. Holly Slakov & the team at Lady Minto Hospital
Dr. Chris Blashko	

PARTNERING WITH ISLAND HEALTH

Once again, FE Funding has enabled the South Island MSA to work closely with Island Health on numerous initiatives this year:

- Vetting and implementation of physician-led Engagement Projects
- Physician Wellness and Social Committee work and activities
- Communications around shared 'Success Stories'
- Partnering with Health System Redesign and Physician Quality Improvement to co-fund innovative initiatives:
 - Hospital at Home: Dr. Shauna Tierney and Dr. Elisabeth Crisci
 - Early Psychosis Order Set: Dr. Dan Boston
 - Child and Youth Mental Health and Substance Use Initiative at VGH: Dr. Carol-Ann Saari
 - Pre-Printed Clinical Order Sets: Dr. David Cook and Dr. Jean Maskey
 - Rooming In project for care of Neonates: Dr. Marie-Noelle Trottier-Boucher
 - Improving Access to Victoria Detox: Dr. Bill Bullock
- Supporting COVID-related work taken on by local physicians, including providing compensation for medical leaders within our community
- Facilitating and co-hosting COVID Townhalls

We are grateful to Island Health, in particular the team from Medical and Academic Affairs for their continued partnership and support for members of the South Island Medical Staff!



New phone charging station in the Doctor's lounge, courtesy of the MSA!

2020-2021 PRIORITIES

The South Island MSA will continue the implementation of its strategic plan, developed in late 2018, and will also commit itself to new and timely pieces of work:

- Continue to recruit new members of the Executive
- Reinvigorate communications and engagement strategies, both among the Medical Staff and with stakeholders
- Allocate South Island FEI Funding in support of Engagement Activities of interest and benefit to the South Island Medical Staff
- Communicate the impact of the South Island MSA and FEI work broadly among stakeholders and partners
- Continue to work collaboratively with Island Health and other partners, especially focusing on Electronic Health Record rollout, physician wellness, and Physical and Psychological Safety
- Continue to support and advocate for members of the Medical Staff through the ongoing COVID-19 pandemic



Dr. Marie-Noelle Trottier Boucher, Dr. Katrina Stockley and Dr. Lauren Kitney at a meeting for key stakeholders to support their MSA supported project focusing on improving care for mothers involved with opioids and their newborn babies.

SOUTH ISLAND MSA

BY THE NUMBERS

1200

Medical Staff members

568

Medical staff members
involved in FE work

175

Engagement and quality improvement
projects approved since 2016

40

Divisions involved in FE work

402

Attendees at 2020 Social, Learning,
and Engagement Events



www.southislandmsa.ca [#southimsa](https://twitter.com/southimsa) info@southislandmsa.ca
