

FACILITY ENGAGEMENT ACROSS BC

Across BC, Facility Engagement is strengthening relationships, communication and collaboration between physicians and health authorities. Increasingly, physicians are strengthening their voice in decisions that affect their workplace and patient care.

72

MSAs

62

FULLY FUNDED

+

10

IN STARTUP

TO 11.01.2018

4 PHSA

16 NORTHERN HEALTH

8 VANCOUVER COASTAL + PROVIDENCE

11 FRASER HEALTH

22 INTERIOR HEALTH

11 ISLAND HEALTH

10

COMMON
ACTIVITY THEMES

970

ACTIVITIES

63% involve input from / collaboration with health authorities (either received or pending)

58% aim to strengthen physician-to-physician relationships, community and/or well-being

39% aim to directly improve quality of patient care (quality, safety, access, experience)

- **Patient care improvements** through projects that improve quality, safety, access and experience
- **Physician engagement activities** that build community, connections and relationships
- **Physician engagement activities** with a clinical focus
- **Creation of regular collaborative processes /meetings** with physicians and health authorities
- **New communications** tools or opportunities
- **Physician health and wellness**
- **Staff engagement** with frontline/allied and support staff
- **Training, education and workshops** for physicians
- **IM/IT solutions** such as information sharing, virtual health
- **Redevelopment / redesign** of spaces or sites

Does not include MSA business.

Activities are not limited to these 10 themes.

WHAT IS CHANGING?

- Revitalization of Medical Staff Associations
- Increased physician interest, involvement and leadership
- Increased teamwork between physicians, site leadership and health authorities
- Physicians connecting with each other across sites + clinical areas



Physicians are saying...

Physicians have been able to move ahead within their own fields and specialities to improve patient care. That has been exciting and engaging on multiple levels.

— Nanaimo (Island Health)

Just knowing who these people are, how to speak to them, and what to speak with them about has been very meaningful.

— BC Cancer Agency (PHSA)

Our interactions with administration now are no longer an 'us vs them' mentality. It is 'let's get together and tackle the problem.'

— Burnaby (Fraser Health)

Health Authorities are saying...



The voice of physicians is brought together much more proactively, rather than once a situation occurs.

— (Vancouver Coastal Health Senior Leadership)

We attend and chair meetings together and really look at tackling the challenges and planning for the future together.

— Ridge Meadows Hospital (Fraser Health)

The realization that we no longer need to have separate conversations is a great lead into the future.

— (Interior Health West Senior Leadership)

A FEW EXAMPLES OF CHANGE + WORKING TOGETHER

Surgical services were saved for **Fernie residents** through collaboration between surgeons in neighbouring communities, the regional health authority, site administrators and staff.

Patient flow and wait times were improved at the **Lion's Gate Hospital** emergency room, thanks to a major physician-led collaborative effort to make space improvements.

The **Providence Health Care** MSA President was invited to interview shortlisted CEO candidates, and present physician priorities to the new CEO.

Communication between internists and family doctors, and support for patient care was strengthened through a new internal medicine unit at the **University Hospital of Northern British Columbia** in Prince George.

BC Cancer Agency physicians who serve patients throughout BC now have a way to connect with each other across regions to build relationships and discuss priorities.

New booking protocols were introduced at **Vernon Jubilee Hospital** to utilize the full capacity of the OR.

Royal Columbian Hospital physicians are teaming up with front-line staff and administrators to build a culture of quality improvement across the whole site.

Facility Engagement opened the door to new relationships and solutions that smoothed the transition to a new hospital campus in **Comox / Courtenay**.

East Kootenay physicians participated in the health authority capital planning process to help prioritize medical equipment needs.

[MORE EXAMPLES AND STORIES](#)

www.facilityengagement.ca

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