

DOCTORS OF BC SUPPORT FOR PHYSICIAN HEALTH AND WELLNESS

| SYSTEMS-LEVEL SOLUTIONS | WORKGROUP / LOCAL-LEVEL SOLUTIONS | INDIVIDUAL-LEVEL SOLUTIONS |
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| <p>Negotiations, Physician Advocacy, Policy</p> | <p>Joint Collaborative Committees (Divisions, MSAs)</p> | <p>Physician Health Program (PHP)</p> |
| <p><u>FOSTERING CIVILITY, RESPECT, AND COLLABORATION</u></p> <ul style="list-style-type: none"> - MOA on Physical and Psychological Health and Safety <ul style="list-style-type: none"> - Policy on Psychological Safety, Preventing Violence in Health Care, Medical Professionalism <p><u>IDENTIFYING AND PRIORITIZING KEY STRESSORS CONTRIBUTING TO PHYSICIAN BURNOUT</u></p> <ul style="list-style-type: none"> - Policy paper on Physician Burdens <p><u>IMPROVING ADMINISTRATIVE PROCESSES, OPTIMIZING ELECTRONIC RECORD-KEEPING SYSTEMS</u></p> <ul style="list-style-type: none"> - Work with WorkSafeBC and ICBC to address payment, process, and administrative challenges <ul style="list-style-type: none"> - MOU HA/MSA consultation re: EHRs - HA/MSA collaboration on Clinical and Systems Transformation (CST) <p><u>NEGOTIATING COMPENSATION</u></p> <ul style="list-style-type: none"> - Business Cost Premium, additional GPSC and SSC funding, AP Workload funding, Out of Office fees <p><u>ADVOCATING AT THE REGIONAL LEVEL</u></p> <ul style="list-style-type: none"> - Standardized provincial workload measures, third-party resolution support — RAAs <p><u>MEASURING PHYSICIAN EXPERIENCE</u></p> <ul style="list-style-type: none"> - Annual HA Engagement survey | <p><u>SUPPORTING THE MOVE TO TEAM-BASED CARE AND SCOPE OPTIMIZATION</u></p> <ul style="list-style-type: none"> - GPSC support for health care teams, incentive fees, PSP support for physicians and teams moving to PMH - Policy on Physician Assistants and Nurse Practitioners <p><u>FINDING MEANING IN WORK: BUILDING LEADERSHIP, QI, CLINICAL AND PRACTICE MANAGEMENT SKILLS</u></p> <ul style="list-style-type: none"> - Physician leadership, management and QI training; PSP learning opportunities <p><u>OPTIMIZING EMRS</u></p> <ul style="list-style-type: none"> - PSP support to use EMR data; tools and coaching <p><u>BUILDING PHYSICIAN COMMUNITIES, COLLEGIAL SUPPORT</u></p> <ul style="list-style-type: none"> - Local divisions and MSAs; physician wellness champions; JCC funding and support <p><u>SUPPORTING RECRUITMENT AND RETENTION</u></p> <ul style="list-style-type: none"> - Division collaboration on physician recruitment, retention, and practice coverage <ul style="list-style-type: none"> - JSC recruitment and retention incentives | <p><u>PROVIDING PHYSICIANS SUPPORT, REFERRAL, AND COUNSELLING SERVICES</u></p> <ul style="list-style-type: none"> - Confidential advocacy, support, and referral assistance; wellness initiatives; preventative and educational services |

SYSTEM-LEVEL SOLUTIONS

Through our work on Physician Advocacy, Policy, Negotiations, and more, Doctors of BC supports system-level solutions.

Fostering civility, respect, and collaboration

The **2019 PMA** includes an Memorandum of Agreement on Physical and Psychological Health and Safety intended to ensure physician input on provincial, regional, and local processes and structure within health authorities (HAs) re: enhancing physical and psychological workplace health and safety for health care workers. There will be a Doctors of BC working group to inform and propose recommendations to the Ministry and HAs to address the unique needs of physicians.

We also have existing policy on [Psychological Safety](#) and [Preventing Violence in Health Care](#) to support ongoing advocacy in these areas and on [Medical Professionalism](#), exploring how professional relationships are influenced and what opportunities exist to improve and strengthen them.

Identifying and prioritizing key stressors contributing to physician burnout

We are near completion of a **policy paper on Physician Burdens** that identifies key demands physicians face and advocates for steps to stem the burden on physicians to ensure ongoing access to quality patient care and the sustainability of the health care system. (Release date: Spring 2020).

Improving administrative processes, optimizing electronic record-keeping systems

We are working with **WorkSafeBC** and **ICBC** to address payment, process, and administrative challenges, including those related to **forms, reports, and workflow**. We are also looking at integration of **ICBC** forms into EMRs.

The **2019 PMA** includes an Memorandum of Understanding that outlines commitments from HAs to engage, consult, and communicate with Medical Staff Associations (MSAs) before and during the implementation of EHRs in facilities. The **Specialist Services Committee's (SSC) Facility Engagement Initiative** funds and supports MSAs in VCH and PHSA to engage with site and regional HA leaders in Clinical and Systems Transformation (CST) planning and implementation.

Negotiating compensation

The **2019 PMA** secured: A **Business Cost Premium** that recognizes increasing cost of living and impact on overhead in urban areas; **additional funds for GPSC fees** for provision of longitudinal care; **additional SSC** funding to address disparity correction; **AP Workload funding** that includes a dedicated annual process whereby physicians can submit requests to HAs for allocation of funds for additional FTE positions; an increase to funding for **Out of Office fees**.

Advocating at the regional level

The **2019 PMA** supports effective consideration and review of physician workload via: 1. Development of standardized provincial workload measures (a "common language") for use in local contract negotiation for service and salaried physicians in HAs. 2. Access to a third-party trouble-shooter to help physicians and HAs resolve workload-related concerns.

Regional Advisors and Advocates (RAAs) advocate for physicians in communities where they live and work and are a first point of contact for members, connecting them to services, programs and benefits we provide.

Measuring physician experience

Our annual **Health Authority Engagement Survey** measures our members' level of engagement with their HA, including their physical and psychological health and safety.

WORKGROUP / LOCAL-LEVEL SOLUTIONS

Through the **Joint Collaborative Committees (JCCs)**, Doctors of BC supports efforts that target the workgroup / local level.

Supporting the move to team-based care and scope optimization

Through the **GPSC**, we support the long-term goal of increasing access to primary care by building health care teams. Incentive fees are available to support physicians to delegate tasks to team members, and a **Practice Support Program (PSP)** small group learning series supports physicians and teams transitioning to the patient medical home. (We also have existing policy on topics related to team-based care and team members working to optimum scope; i.e., [Physician Assistants](#), [Nurse Practitioners](#)).

Finding meaning in work: Building leadership, QI, clinical and practice management skills

The **SSC** and **Shared Care Committee** fund physicians to attend leadership and QI training (e.g., IHI Joy in Work training, UBC Sauder School of Business training, and more). Through its Physician Quality Improvement initiative, the **SSC** also supports specialists and GPs to obtain structured QI training and to undertake a QI project to address challenges they face in the health system. The **GPSC** funds physician leadership and management training through the SFU Beedie School of Business, and the **PSP** offers flexible, tailored, accessible learning opportunities for physicians.

Optimizing EMRs

The **PSP** assists physicians in proactively managing their patient population using EMR data (“**panel management**”) and supports physicians to **optimize use of their EMR** by providing tools, resources, coaching, and mentoring.

Building physician communities, collegial support

Since 2009, the **Divisions of Family Practice initiative** has enabled connection, collaboration and support, collective voice, and influence among community-based GPs. The **2014 PMA** resulted in funding and revitalization of the **MSA** structure through the **Facility Engagement initiative**, which aims to strengthen relationships within MSAs to build their collective voice and influence, and relationships between MSAs and HAs to enable improvements in physicians’ work environment and professional satisfaction.

Physician wellness champions across BC are leading multiple **local division** and **MSA** efforts to support physician health and wellness. Through the **JCCs**, we support physician leaders to connect and share ideas, including how they might coordinate this health and wellness work. The **SSC** has made addressing physician burdens, burnout, and wellness a **new strategic priority**, with the aim of helping to coordinate and align efforts of physicians at the local level.

Shared Care Committee funds enable local GP/specialist collaboration to improve physician experience and patient care and mechanisms for ongoing physician sharing, learning, and connection.

Supporting recruitment and retention

The **Divisions structure** has enabled local and regional collaboration of GPs on physician recruitment, retention, and practice coverage options. The **Joint Standing Committee on Rural Issues (JSC)** provides incentives to support recruitment and retention of physician in rural settings.

INDIVIDUAL-LEVEL SOLUTIONS

Through the **Physician Health Program (PHP)**, Doctors of BC supports individual physicians.

Providing physicians support, referral, and counselling services

The **PHP** offers confidential advocacy, support, and referral assistance for individual physicians and physician trainees in overcoming challenging issues that can impact their health and well-being. The program also provides wellness initiatives to promote the ongoing health of our physician community, as well as various preventative and educational services that address professional and personal issues, such as burnout, stress management, conflict resolution and improving collegiality.

- **24/7 confidential helpline** – Immediate connection with a licensed clinical counsellor.
- **Help from a fellow physician** – Physician-to-physician help with personal or professional issues.
- **Help for your physician colleague** – Support helping a colleague who might be in distress
- **Strengthening professional relationships** – Help to enhance professional relationships, improve communication practices, and strengthen mental and emotional resiliency at work.
- **Transitioning back to work** – Help to make a transition that both enhances recovery and ensures the safety of patients.
- **Comprehensive health assessment** – Support getting necessary care in a timely way, keeping physicians and their patients safe.
- **Short-term counselling and coaching** – Access to a province-wide network of clinical, vocational, financial, and other counsellors who can provide the short-term help.
- **Referrals to specialized coaches and therapists** – Help to find a specialized coach, counsellor, or therapist who can address specific challenges.
- **Connection to a family physician** – Support establishing a strong relationship with a personal family physician.