

- Keeping medical staff safe and healthy is a priority for the BC Ministry of Health (the Ministry), the health authorities (HAs) and Providence Health Care (PHC) and Doctors of BC (DoBC).
- A first step in addressing gaps in occupational health and safety (OHS) support for medical staff is to develop a province wide database to document and follow-up on OHS-related matters.
- OHS encompasses a wide range of topics including but not limited to communicable disease exposures, workplace incidents, respiratory protection, risk assessments, injury prevention, workplace hazard identification, OHS training records, etc.
- The Ministry partnered with BC health authorities (HAs) and Providence Health Care to implement MS WHITE (Medical Staff Workplace Health Indicator Tracking and Evaluation), a secure, confidential OHS database to improve workplace safety for medical staff.
- MS WHITE supports the ability to deliver OHS services reflecting the needs of medical staff including violence prevention training and meaningful incident reporting.
- Medical staff includes physicians, nurse practitioners, dentists, and midwives.
- There will be many opportunities for ongoing input to inform service delivery as this develops.

MS WHITE Questions and Answers

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1. What is MS WHITE?

- **Medical Staff Workplace Health Indicator Tracking and Evaluation (MS WHITE)** is a database and record-keeping system, developed to improve the health and safety of all medical staff in BC.
- MS WHITE was selected for its ability to document and integrate OHS data for employees and medical staff.
- It is a familiar tool, already in use by all HAs and Providence Health Care.
- MS WHITE will be undergoing system enhancements and rebranding in 2024 to become Health Care Worker 360 (HCW 360). Further details will be shared through future communications.

2. What is MS WHITE's background?

- The province has used WHITE.net since 2010 to document and maintain OHS records for all health care workers in BC HAs and Providence Health Care. It hosts records for approximately 150K health care workers.
- In 2019, HAs and Providence Health Care were directed by the Ministry to follow the BC Centre for Disease Control Guidelines for health care workers to collect and maintain records of immunization/immunity.
- In the spring of 2020, the medical staff (MS) instance of WHITE was built to collect and maintain medical staff immunizations and COVID-related data.
- The *"2020 OH&S Services for Physicians and Residents: Current State Analysis"* called for a provision of OHS services to medical staff including infrastructure to support delivery of the services.
- In November 2021, the Ministry, the Health Authorities, and Doctors of BC through the Physician Specific Issues Working Group (PSIWG) supported a recommendation for a uniform provincial process for OHS data collection.
- The [2022 Physician Master Agreement](#) highlights the ongoing relationship that DoBC has in partnership with the Ministry, HAs, and PHC in supporting physician wellness.

3. What is MS WHITE expected to accomplish?

MS WHITE will:

- Provide a provincial standard for medical staff to report OHS matters and ensure documentation and follow up.
- Improve quality and regional consistency for all medical staff while recognizing the unique relationship medical staff have with HAs and Providence Health Care.
- Allow OHS trend comparisons across the province to identify where resources and funding may need to be allocated.
- Allow medical staff working in multiple health regions to provide relevant OHS records only once.
- Provide a future “one stop shop” where medical staff can access their own data, receive immunization renewal notifications, fit tests, training & education, and access all available OHS services.

4. In addition to DoBC, PPHSWG (Provincial Physician Health & Safety Working Group) formerly PSIWG, and the HAs, what groups provided input to the development of a provincial database?

- The Ministry sought input from the OHS Council, Health Employers Association of BC (HEABC) Physician Services, Provincial Medical Staff Executive Council (PMSEC), Safety Wellbeing Innovation Training & Collaboration in Healthcare BC (SWITCH BC), PMSEC OHS working group, and Resident Doctors of BC on to how to implement a uniform reporting system for physician OHS data.

5. What does MS WHITE do?

- MS WHITE is an expansion of WHITE.net database specifically for documenting and maintaining medical staff OHS-related data.
- MS WHITE is a tool to document workplace incidents and follow-up details, immunization data and communicable disease exposures, and training and education records. It also provides reports and aggregate dashboards.

- It incorporates medical staff data into the same system as health care worker's data, creating opportunities for consistent recording and reporting (i.e., fit test records, workplace incidents & follow-up support, etc.).
- MS WHITE can help to identify potential hazards in the workplace, develop effective hazard prevention programs, and identify training needs so medical staff can perform their jobs safely.

6. What service modules does MS WHITE have?

- Not all service modules will be utilized in future OHS services for medical staff given the unique independent contractor relationship with the HAs.
- Health module: Baseline immunity, communicable disease exposure support.
- Incident module: Workplace incidents, incident investigation and follow up.
- Claims module: Information needed to create WorkSafeBC, LTD or other insurer claims.
- Disability Management module: Intake and triage details, case management, return to work planning and duty to accommodate.
- Healthcare Worker module: Fit test, OHS training and education records.

7. What are potential OHS data inclusions and exclusions?

- OHS is a set of regulations and guidelines that aim to promote the health, safety and wellbeing of individuals present at work. These regulations are enforced by WorkSafeBC and ensure the safety of medical staff and their patients.
- *Includes* workplace incident and follow up details, immunization data, communicable disease exposures, respiratory protection, training and education records.
 - OHS data necessary to fulfill obligations under the [Workers Compensation Act](#) (WCA) or through legislative requirements. I.e. data related to Public Health Order (PHO), fit test data.

- *Excludes* HIV status test results, substance abuse issues, impacts on privilege resulting from discipline, peer-to-peer support notes and Critical Incident Stress Management (CISM) debrief.

8. How will personal information be protected?

- MS WHITE is on secure internal HA-maintained servers not externally accessible.
- CACTUS data shared with MS WHITE underwent a rigorous privacy review.
 - Select demographic information for all profiles was approved through each of the health authority's privacy departments.
 - Data transferred from Cactus to MS WHITE for profile setup includes name, date of birth, gender, address, phone, email, MSP billing number, practice type and ID, appointment status, and practitioner primary site.
 - Data is transferred from CACTUS to MS WHITE in a password protected file using secure file transfer protocol (SFTP).
 - No other CACTUS data is transferred or viewable.
- Privacy Impact Assessments (PIAs) have been completed for establishing profiles and for all existing OHS data collection.
 - All HA and Providence Health Care privacy officers had an opportunity to review and provide input into the PIA.
 - All signed off on the PIA in March 2021.
 - PIAs have also been completed for OHS data and services established through Provincial Workplace Health Services and OHS Solutions.
 - Additional PIAs will be completed as other OHS services are established.
- Provincial Health Services Authority OHS Solutions and Provincial Workplace Health Services administer and manage the MS WHITE database.
- Anonymous, aggregate data will be used to create reports to improve planning and response protocols for health and safety issues and to analyze trends in facilities or regions.

- Operational reports will be used by relevant medical leaders who have a direct “reports to” relationships with individual medical staff members (i.e., fit test reports, COVID vaccination reports, etc.)
- No OHS data will be used to affect privileges and/or employment; none will be shared with any colleges (i.e., College of Physicians & Surgeons, etc.).
- The collection of CACTUS data is authorized by the Freedom of Information and Protection of Privacy Act (FIPPA), section 26(c), and the subsequent use is authorized by section 32(a).
- Disclosure of the data to Workplace Health is authorized by FIPPA section 33.1(1) (e), and as it relates to COVID-19, by Ministerial Order No M431.

9. Who has access to my information on MS WHITE?

- Safeguards including PIAs are in place to protect data from unauthorized access, collection, use, disclosure, or disposal.
- Access is role-based and restricted to authorized personnel who have a “need to know”.
- Access and permissions are granted only through Provincial Workplace Health Services (PWHS).
- Regular audits maintain appropriate access and use of MS WHITE.
- Requests for data by other HA teams (i.e., PICNet - Provincial Infection Control Network) or by external organizations such as the MoH follow a data request process which includes a PIA when larger data requests / regularly scheduled feeds are requested.
- Medical staff can request their data at any time.

10. How do I consent and/or opt out?

- All medical staff members must have a profile with demographic information in MS WHITE and do not have “opt out” options for data that is required by the Workers Compensation Act (WCA) or other legislation.

- The MS WHITE database is part of the infrastructure providing OHS services to medical staff where reportable data needs to be stored.
- Not all OHS services are mandatory for medical staff to participate. However, all HAs and Providence Health Care must know who the active privileged medical staff are within each HA to provide a safe work environment.
- Future OHS services will include medical staff input and engagement regarding consent and opting-out processes.
 - Opt-out processes will be established for each respective service.
 - For example, COVID-19 pandemic-related data (COVID vaccinations, fit test records) is collected in MS WHITE under legislative requirement.
- OHS Services have already been adopted in some health authorities where consent for data collection and opting-out options were built into the service model and informed by medical staff engagement.

11. What is the data retention schedule for OHS data in MS WHITE?

- Currently, all data is retained. A data retention policy is being finalized through the **Information Access Office**, PHSA.
 - Data retention requirements will be defined for each record type in MS WHITE. For example, workplace exposure incident related records typically are kept for 30 years as exposure to harmful substances or agents with latent disease risks, the effects of which may occur years later.
- Data retention for MS WHITE will be set out in compliance with the:
 - *Information Management Act* (IMA); and
 - *BC Occupational Health and Safety Regulation* adopted under the authority of the *Workers Compensation Act*.

Additional Information

- If you would like to share your thoughts or would like to be contacted in the future to provide your feedback as a front-line medical staff member, please contact medstaff@pwhservices.ca.