



Department of Emergency Medicine

Weekly **email**

Updates for ED Physicians

The link for the CPT Pearl was not functioning - please disregard earlier version of the newsletter.
Apologies for the double email.

Emergency Physician Liaison Lead for Mental Health

The Department of Emergency Medicine (Alberta Health Services – Calgary Zone) is now accepting applications for a 0.1FTE (EPLL - Mental Health) Emergency Physician Liaison Lead for Mental Health.
[Details Here.](#)

Operations

From Patient Safety: New "Private Patients in the ED" Process Improvement

In the **fall of 2019** we will start a new process to better manage patients transferred into our EDs for a Specialist consultation. This will initially include all patients transferred from outside the Calgary Zone or transferred from an UCC. Patients transferred between CZ EDs (which is less frequent have a slightly different process but one that is being improved as well).

The changes are based on work from a multi-stakeholder ED Working Group which included a patient representative. The Working Group was formed following a recommendation that came out of a Quality Assurance Review involving a transferred-in patient who experienced an adverse event. Adverse events in this patient group are not uncommon in large part due to failures in communication and vague MD

accountabilities. I believe the changes to our work-flow with this new process should be small but the improvements to patient safety and the patient experience will be substantial. The changes are summarized below. Thank you in advance for your help with this.

Phone Communications:

1. An ED MD will now be brought into the telephone conversation between the referring MD and the Specialist who is agreeing to see the patient in the ED. This will occur at a point in the conversation where it is clear the patient is being transferred to the ED. You will be brought into the phone call by RAAPID and a clinical discussion can occur such that you can ask pertinent questions, offer transportation advice and anticipate patients needs upon arrival. The benefit of this is that now an ED MD knows about this patient **before they arrive** and can be involved with the patient during their ED stay as needed. You should assign yourself to that patient upon their arrival. The Specialist will still be paged upon arrival and the current Specialist response time benchmarks remain in place. The patient will continue to be denoted by the "S" in SCM.

Patients transferred from a CZ ED to another CZ ED are not included in this RAAPID communications process. If you end up transferring a patient to another CZ ED and you feel it would be of benefit to the patient to discuss this with an ED MD at the receiving site you should call through RAAPID and ask to speak to an ED MD at the destination facility. This is good practice and can mitigate many types of adverse events. If you take a call regarding the transfer of an CZ ED to your site patient please assign yourself to them upon their arrival.

ED MD Accountabilities

2. As is the case currently at some sites, there will be a time during your ED shift where you will be scheduled to take these RAAPID calls. It makes sense that if you participate in a RAAPID call, that you would be the accountable ED MD for this patient (unless there are exceptional circumstances and you feel you cannot see the patient once they arrive). In that case you should **hand that patient over** to an ED Physician who can assist with that patient's care as needed. *The extent that you will become involved with the patient will be variable as the clinical situation dictates.*

Written Physician Transfer Note

3. The Physician who is brought into the call *can* now write a permanent note in SCM (prior to patient arrival). This note could be reviewed once the patient has arrived OR it could serve as a handover note of sorts if you need to hand that patient over. This note will live in SCM. Instructions for how to create this note (it is quite simple) will be sent out in a future newsletter.

This process has been extensively vetted and has received support from various leadership groups including the CZ Clinical Department Heads. Please email me directly if you need further clarification.

Regards,

Adam Oster, MD FRCP(C) Emergency Medicine

Difficult Airway Management Cart Update Coming Fall 2019! Important Announcement

[Click here.](#)

The New location of FMC Offices

Attention: FMC ER Physicians

Please be informed that FMC Emergency Office will be temporarily moving to the 11th floor of FMC clinical wing effective July 29, 2019.

Please drop by this office to collect your mails.

Card access is already in place for all FMC physicians. In case it doesn't work, please email card.access@ahs.ca and note the following room number C1150.

Physician participation needed!

Quality Assurance Reviewers

From the Quality Assurance Committee,

Hello,
the ED QAC is looking for ED physicians to co-lead Quality Assurance Reviews. Many of you have co-lead these reviews and many of these resulted in important process changes.

There are QARs that need co-leads asap. You will have a Patient Safety Specialist assist in the administrative and process aspects. Your clinical background and support in identifying system level problems is all that is needed. FYI this work does not remunerate you in actual \$\$ but rather in safety accolades which you can redeem for selected items at a much later date. Email me if you are interested.

Regards,
Adam.

Neurology Project - Physician Survey

Neuro + EM + Primary Care – Working on improving the care of patients with Neurological symptoms after being discharged from Emergency.

We have developed a short, 5 minute, survey which we hope will help us gain a better understanding of current practices and physician referral behavior for Urgent Neurology Clinic in the Calgary Zone.

Please complete the survey at this link: [Urgent Neurology Clinic - Physician Survey](#)
The survey will close on **July 25/19**.

Education. CME. Rounds

Summer Rounds

During July/August, we will be switching to 'Summer Rounds'

Summer Rounds: July 25, 2019

9:00 AM -10:00 AM COOMBS Theatre

Topic: EKG Wide Complex Tachycardia ; Gyne Swabs

Presenters: Drs. Sean Crooks and Zoe Polsky

No telecast to other sites.

Clinical Pharmacology & Toxicology Pearl of the Week - [High Dose Insulin and Glucose](#)

R2C2 Facilitated Feedback Workshop - Oct 2, 2019

PGME is pleased to announce that we will be holding an open **R2C2 Evidence-Informed Facilitated Feedback Workshop** on **October 2, 2019**. The workshop will be held at Foothills Medical Center (FMC) in the PGME office block, room **G43A** from **9:00 – 11:00 am**.

For those individuals that are interested in attending the session, this workshop is accredited and participants will be able to claim 2.0 hours of section 1 credits with the Royal College of Physicians and Surgeons of Canada.

A brief description of the R2C2 Evidence-Informed Facilitated Feedback Workshop can be found below.

As programs prepare for the transition to CBD, programs will be encouraged to adopt academic advisors (or coaches) to meet with residents at regular intervals to review all of their assessments, provide feedback and assist the resident to develop a personal learning plan. This workshop will teach participants how to use an evidence informed facilitated feedback model and learning change plan that will optimize the effectiveness of the feedback and provide coaching for change for residents

The workshop is targeted towards educators who are or will be performing the following roles:

- Academic advisors (or coaches) in CBD
- Longitudinal preceptors
- Program directors
- Rotation coordinators who are responsible for synthesizing multiple assessments and providing residents with summative feedback

Please see the [accompanying flyer](#).

To register for the session please email pgmecbd@ucalgary.ca by September 2, 2019.

ED Highlights

Well Doc Alberta Welcomes ED Team Members.

Read here: <http://www.welldocalberta.org/team>

ED Nurses Night: Save the Date - October 9th

ER nurses night will be held from 1900 to 0200 on October 9th at Ace night club downtown. More information about the event to follow.

ED GALA 2019 - Tickets now on sale - Sept 26, 2019

Please hold the date:

September 26, 2019
Cocktails 6 pm
Dinner/Awards/Dance 7:15 pm
Fairmont Palliser

Tickets \$160/person

*****Please email Dr. Laurie-Ann Baker directly for tickets E-transfer or cheque.**

EMERGING News: SCN Newsletter

[Read the Summer Edition Here.](#)

Opportunities

Invitation to Teach Procedural Skills

I am contacting you on behalf of your colleagues Dr. Ian Wishart and Dr. Kari McFarlane who are the Course Chairs for the Procedural Skills teaching unit for Year 1 & 2 Medical Students. We invite you to consider teaching one – some or all of the sessions we have lined up for the 2019-2020 school year.

Below is the link to the online sign-up form which lists all of the session topics, dates and times.

<https://www.signupgenius.com/go/30E0F4CAFAD2FA7F85-procedural3>

if you have any questions or would like more information about the course please let me know. I will send teaching confirmations in August.

Shauna Bonnett
Program Coordinator
Cumming School of Medicine
medskill@ucalgary.ca

Invitation to Teach/Facilitate Interprofessional Education Events

I am contacting you on behalf of Dr. Ian Wishart (Director of Interprofessional Education (IPE) to invite you to sign up to facilitate future IPE events for Year 1, 2 and Clerkship students during the 2019-2020 school year. There are 3 events this year;

- Conflict Management for Clinical Clerks – September 20th & October 4th, 2019
- Clinic Day for Year 1 students – February 24th, 2020
- Disaster Day for Year 2 students – April 6th, 2020

Conflict Management was new last year and combines Clinical Clerks with senior students from Respiratory Therapy, Nursing and Social working with Standardized Patients on scenarios where conflict comes into play. The purpose of the session is to improve and enhance their ability to navigate conflict in healthcare settings with different team members. They are challenged to step outside their comfort zone to practice resolving conflict professionally and collaboratively.

Clinic Day is a large interprofessional event involving Year 1 medical students and junior students from Nursing, Respiratory Therapy, Pharmacy and Social Work. Students will work with a post-trauma/disaster Standardized Patient who was involved in a fire and subsequently hospitalized. The patient is returning to the medical clinic after several months. The goal of this session is for the multidisciplinary team to collaborate and develop a management plan to optimize patient outcome. The case involved a number of medical and social features that the team works through with significant overlap amongst professions.

Disaster Day is a large scale interprofessional simulation event involving the previous Year 1 students as they start Year 2 and intermediate students from Nursing, Respiratory Therapy, Paramedicine, Pharmacy and Social Work. Students will work as a multidisciplinary team through 2 disaster response scenarios with standardized patients. The focus is on team work and communication while learning basic trauma assessment and triage concepts.

Physician facilitators will be paired with facilitators from the faculties the students have come from as above for each of these events.

Please let me know if you need more information before signing up otherwise please use the link below. We hope you will be able to join us for 1 or more of these events.

<https://www.signupgenius.com/go/30E0F4CAFAD2FA7F85-interprofessional1>

Shauna Bonnett
Program Coordinator
Cumming School of Medicine
medskill@ucalgary.ca

MD Spotlight

Dr. Carrie Hiscock

Carrie is a born and raised Northern Canadian, who grew up mostly in Yellowknife, NT with short stops in Inuvik, Whitehorse, and Ottawa before settling into kindergarten. Flash forward, and after a 3 year undergrad at Dalhousie, she came to Calgary, where she has stayed after finishing med school and the CCFP.EM program in 1996.

Carrie has been on numerous committees over the years, and has taught many a student and resident. She was an RMES Co-Director in the recent past. Carrie is/has been a mentor at the undergraduate, Medical Student, and resident level. She has been involved with admissions for the U of C CSM, as well as the U of C CCFP.EM programs. She has been an examiner at the med school, residency, and LMCC levels. Hyperbaric Medicine, MAiD, Community Neurorehabilitation, and Winsport Medical Directorship cast her medical interest net wide. She loves to be involved with medical care at sporting events, and secretly wishes she could have been a varsity athlete...except she was missing the athletic talent part...

Carrie and her husband John are raising two busy teenagers. She loves to mountain bike, ski in any form, golf, hike, camp, and play old lady hockey. And after a challenging day at work, she still has a little empathy left over for the Oilers fans in her household.



