



Department of Emergency Medicine

*Weekly* email

Updates for ED Physicians

June 21, 2022 Edition

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## Notes from Neil & Eddy

[Click here to read the June 2022 edition](#) of Notes.

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## Operations

### Operational Update: Surgical Diversions

You are all aware of the physician resource challenges in the Department of Surgery that have resulted in requests for diversion of patients from underserved hospitals to fully staffed hospitals in Calgary.

System level diversions facilitated by RAAPID and the Integrated Operations Center (IOC) are effective at reducing demand for surgical services at the diverting site, but there are still ED walk-in patients that require surgical care or consultation.

**We continue to work on protocols for these patients, but please remember that consultation with the diverting site General Surgeon is warranted if there is any concern about an adverse patient outcome resulting from a transfer or delay in consultation.** The diverting site will have a General Surgeon on call and shared decision making is appropriate in these cases.

Please share any operational challenges with me and report any potential or real harm to patients through the RLS system.

There are ongoing discussions regarding mitigating strategies for these increasingly frequent requests for diversion, and hopefully some resolution will emerge.

Regards,  
Neil Collins

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### Back Up MD (BMD) Shifts

Working at sites in Calgary that have BMD (FMC/PLC/RVGH) requires that you must do 1-2 backup shifts per quarter. It is our goal to have Metricaid distribute these shifts equitably. You are expected to be available for backup duties at all the sites you work at - although you may not necessarily be scheduled at all your sites. You may submit a preference for where you would like most of your backup shifts to be. **(Those in split lines can email their schedulers to indicate a preference for BMD site). Please note that you may be scheduled at your non-preferred site to even out the assignment of BMDs.**

The BMD is activated to cover short term deficiencies in physician resources due to illness. You may be asked to come in for shifts starting between 0900 and 1500, therefore the period of time that will appear blocked in your calendar will be 0900 to 2200.

## Frequently Asked Question.

**Q-Can I come in to work even if I am not called in?**

**A-Oh Yes. Policies vary by site, but the BMD is welcome to come in and see patients in triage order for a full shift or a portion thereof.**

Regards,  
Neil Collins

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### **Connect Care questions? Join the Slack discussion group.**

Just wanted to remind everyone working at the PLC that if you have questions regarding Connect Care workflows, functionality, or troubleshooting, please consider joining the Slack discussion group that has been active since the start of Launch 4. An email with the invitation has been sent to all EDMDs at PLC but if you need me to resend it so you can join up, please let me know and I will be happy to connect you. Once you've joined, take a quick look at the various discussion 'channels'; chances are your question has already been asked and answered, but if not you can post it and everyone on the channel can benefit from the discussion. Anyone interested in joining the discussion but not working at the PLC can also reach out to me directly and I will sign you up, and anyone from PLC not wishing to join the discussion group but looking for answers can also reach out to me directly: [christopher.hall2@ahs.ca](mailto:christopher.hall2@ahs.ca) (or [chall99@gmail.com](mailto:chall99@gmail.com) if not sending confidential patient information).

Lastly, if you are looking for a quick reference guide for common workflow questions, check out the links below:

- [ED Common Workflows Document.](#)
  - [PLC Outpatient Clinic Referral Reference Document.](#)
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### **A reminder of important information about the Calgary Zone SCM transition to Connect Care Interim State**

#### **What SCM Users need to know:**

During the interim state, not all information about visits at different sites across Calgary will be automatically populated into SCM:

- Connect Care visits will not appear in SCM visit history
- Connect Care ED visits will not trigger a 72 hr previous visit alert in SCM
- Connect Care Investigations and results will not populate into SCM

For this reason, clinicians must validate with the patient if they have had a recent hospital, ED, Urgent Care, or Clinic visit.

Connect Care Patient Visits and any associated investigations or results can be viewed in NetCare, like any other non-SCM encounter. There is often a delay for certain documentation (eg - ED visit notes) to populate NetCare after discharge from a Connect Care site, which should be taken into account for patients returning to a non-Connect Care ED very shortly after discharge from a Connect Care ED.

Calgary Prescribers without full Connect Care access are able to use the view-only function of Connect Care to review Connect Care patient data. Click here to learn more about how to obtain view-only access: [Connect Care Clinical View Only for Calgary Zone Physicians](#)

#### **What Connect Care Users need to know:**

- *SCM visits, investigations and results done at SCM sites do populate Connect Care.*
- *Connect Care also has a link to Calgary historic patient data (from SCM) through the Calgary Historic Data Viewer [Calgary Historic Patient Data Pocket Guide \(albertahealthservices.ca\)](#).*

NB: This information is also available in [the ED Common Workflows document.](#)

-Chris Hall

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### **RMES New Locum Billing Introduction**

Reminder : New locums are invited to attend a billing orientation session on Monday June 27 at 11:00am. Although this will be RMES-centric and geared towards new hires, anyone is welcome to join.

It will cover the basics, billing tips, RMES billing operations, and an opportunity to ask questions.

We anticipate the session will take approximately 2hrs.

[Please see Zoom invite here.](#)

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## YYC ED Specific

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### Important Residency Dates

Dear staff - In hopes of making it easier to attend some of our residency events we are circulating a list of "[important residency events for staff](#)".

Please specifically take note of **SEPTEMBER 19**, this is the FR external residency accreditation (only happens every 6-8 years) and a strong showing from our teaching faculty will be very important. Madhavi will circulate a more detailed schedule for that day when we have it.

Catherine, Anj, Jason and Charles

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### Methamphetamine toxicity study

Dr. Stephanie VandenBerg and Dr. Monty Ghosh are leading a research study, funded by the Calgary Health Foundation, that is looking to create evidence-based protocols to help manage acute methamphetamine toxicity in a trauma-informed, patient-centric model within Calgary-based Emergency Departments, Urgent Care Centres, out-patient settings, and social-service settings. This study has received University of Calgary ethics approval (REB22-0326).

We'd love your feedback/perspectives and experiences! In the next few weeks, you'll come across [posters with a QR code](#) advertising the study in the EDs but also wanted to share specifically with our ED MDs and invite you to access the survey via the link below (or by QR code on the poster - whichever is more convenient for you)

The survey is now officially active/live, and [Healthcare Providers can access the survey here.](#)

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## Wellness

### Parenting & working as a physician during COVID - [resources from CSM](#)

#### Wellness Supports

1. Call your Peer Support Team. [HERE are their phone numbers \(updated October 2021\)](#). The Peer Support Team member can provide an empathetic ear, screen for safety and guide you to resources that exist in our community (i.e PFSP).
  2. Call Physician and Family Services (PFSP) – 1877SOS4MDS. THIS LINE IS AVAILABLE 24/7. You have free hours of counselling for yourself and for your family members.
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## Grand Rounds & Journal Club

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### City-Wide Rounds - June 23

Event: ACH Emergency Medicine City-Wide Rounds  
Date: June 23, 2022

Session #1: Trauma Rnds (0800 – 0900)

- Speaker: Angeliq Jenney
- Topic: Impact of Exposure to IPV on Infants/Children/Youth
- Zoom Link #1: <https://cutt.ly/kJ38mfK> Meeting ID: 640 3200 2320 Passcode: 304395

- **Post Meeting Survey:** [https://survey.ucalgary.ca/jfe/form/SV\\_eD6OFMtfjgWtlwg](https://survey.ucalgary.ca/jfe/form/SV_eD6OFMtfjgWtlwg)

### Session #2: City-Wide Rnds (0900 – 1000)

- **Speakers:** Dr. Brit Sunderani
- **Topic:** Mythbusters: Penicillin and the Sore Throat
- **Zoom Link #2:** <https://ucalgary.zoom.us/j/93915996654>
- Meeting ID: 939 1599 6654 Passcode: 567682
- **Feedback Survey:** [https://survey.ucalgary.ca/jfe/form/SV\\_enyqdnqnoANPkq2](https://survey.ucalgary.ca/jfe/form/SV_enyqdnqnoANPkq2)

### Session #3: PEM Division Rnds (1030 – 1130)

- **Speakers:** Dr. Gloria Yoo
- **Topic:** Soft Tissue Foreign Bodies
- **Zoom Link #3:** <https://ucalgary.zoom.us/j/98424061621?pwd=VmNJOU4zalAzL1J4N3A4c2NzeVVtUT09>
- Meeting ID: 984 2406 1621 Passcode: 757049
- **Feedback Survey:** [https://survey.ucalgary.ca/jfe/form/SV\\_eUNSS0t4DZs6uNg](https://survey.ucalgary.ca/jfe/form/SV_eUNSS0t4DZs6uNg)

Please don't share the zoom link and connection details on social media or any website.

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**Clinical Pharmacology & Toxicology - Pearl of the Week:** [Life-threatening Contrast Allergy](#)

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## CME & Learning

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## Opportunities

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### ED Research Section Chief

We would like to thank Dr. Stephanie VandenBerg for all her hard work and many contributions as the ED Research Section Chief during these past four years.

Stephanie decided to step down from this role and pursue other interests effective September 1, 2022.

The Emergency Department Research Section Chief position is a **0.3 FTE** role and is compensated at the rate of **\$69,597.00 annually** (\$5,799.75 monthly). If you're interested in applying for this exceptional opportunity, please email me a cover letter highlighting your interest and skillset for this position, and an updated CV **on or before June 30, 2022**.

Accountabilities and Deliverables of the Emergency Department Research Section Chief include but not limited to:

- Leadership, supervision and fostering the success of the Emergency Department's research program.
- Support of ongoing and future research by all members of the Emergency Department in all phases, as needed, including:
- Hypothesis development and introduction of external multi-centre studies, study design, execution, analysis and publication.
- Working with the Emergency Medicine Calgary Zone Clinical Department Head, the Emergency Department Manager and the Research Committee to ensure the associated research budget supports departmental research projects, necessary personnel, equipment and software.
- Involvement with the Residency Training Program in terms of teaching research methodology and supervising projects as needed.
- Leadership in completing personal research projects and supervising others including applying for external grant funding for original projects.
- Support the Emergency Medicine Calgary Zone Clinical Department Head in addressing interdepartmental and external negotiations such as access of faculty and departments outside of the Emergency Department, and to patients for study enrolment.
- The incumbent is accountable for research matters and reports directly to the Calgary Zone Clinical Department Head of Emergency Medicine.

- The Emergency Department Section Chief of Research will update the Calgary Zone Clinical Department Head, listing activities and progress as requested.
- Attend Calgary Emergency Department Physician Executive Committee, and other meetings as required including Emergency Department retreats.

Thanks - if you have any questions about the role, please feel free to call or email me, Eddy or speak directly to Stephanie about the role.

**-Scott Banks, [scott.banks@ahs.ca](mailto:scott.banks@ahs.ca)**

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### **EP Liaison Lead Mental health position with ED**

**[Emergency Physician Liaison Lead for Mental Health - Doctor Jobs Careers \(albertahealthservices.ca\)](http://albertahealthservices.ca)**

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### **Applications Welcome - Director of Learner Wellness Programming, Postgraduate Medical Education**

Applications are invited for a PGME Director of Learner Wellness Programming. This position will be responsible for educational curricula, workshops, and faculty development related to learner wellness. The Director will establish a Wellness Programming Committee and participate in continuous quality improvement exercises to evaluate the outcome of wellness initiatives. Engagement with individual program directors and learners to assess wellness needs and support programming will be an important function of this position.

Educational scholarship related to the evaluation of wellness will be an expectation for this position. The Director of Learner Wellness Programming will work collaboratively with the Director of Resident Affairs and Physician Wellness, Office of Health and Medical Education Scholarship, and the PGME Education and Research Lead, and others as appropriate.

The successful candidate will have experience in postgraduate medical education and an in-depth understanding of issues related to physician wellness. Previous experience with program development and education scholarship will be an asset. Candidates must be faculty members of the University of Calgary, Cumming School of Medicine. This position is 0.3 FTE and reports to the Associate Dean, Postgraduate Medical Education.

**[A detailed job profile is attached.](#)**

Interested applicants are asked to submit a brief letter of interest and curriculum vitae to Dr. L. Welikovitch, Associate Dean, PGME at [crystal.boisselle@ucalgary.ca](mailto:crystal.boisselle@ucalgary.ca) no later than **June 30, 2022**.

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## **Kudos Corner**

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Kudos to Dr. Aaron Johnson: [The waiting game: managing flow by applying queuing theory in Canadian emergency departments | SpringerLink](#)

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