



Department of Emergency Medicine

# Weekly **email**

Updates for ED Physicians

Nov 15, 2023 Edition

Natalie

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## Operations

### ConnectCare Ambulatory Referrals

We have received a request from Urology to remind physicians that referrals sent with a lack of information are difficult to triage. Urology receives approximately 1500 ambulatory referrals per month in the Calgary Zone, and referrals with incomplete information require a great deal more time to process. In some cases, there is a risk of a referral being returned or declined, or the patient facing a longer than necessary wait while more information is collected.

These issues are not unique to Urology, however, and **in order to reduce the likelihood of an ambulatory referral to any service being declined** (and thus make your lives easier in the long run), please ensure the following is included for all referrals:

1. A clear description of the patient's presenting complaint and relevant past medical history
2. Results of any relevant lab or imaging results already performed
3. A clear consult question being asked
4. Specify what, if any, tests (e.g., cystoscopy, echo, etc) are being requested

We have requested that any questions about referrals with incomplete information be directed back to the referring physician via secure messaging in order to ensure timely and closed loop communication, rather than having the referral declined outright.

James

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### Group A Strep (GAS)

Attached are summary notes from Dr. Katie Anker's rounds (Strep by Strep: An Approach to GAS) back in June 2023.

[https://secure.campaigner.com/media/77/776142/Emergency\\_Medicine/November\\_2023/StrepbyStrep-GASGrandRoundsSummaryNov12.pdf?id=seekoed?f\\_type=file&f\\_name=StrepbyStrep-GASGrandRoundsSummaryNov12.pdf](https://secure.campaigner.com/media/77/776142/Emergency_Medicine/November_2023/StrepbyStrep-GASGrandRoundsSummaryNov12.pdf?id=seekoed?f_type=file&f_name=StrepbyStrep-GASGrandRoundsSummaryNov12.pdf)

We covered invasive disease manifestations, as well as a practical approach to GAS pharyngitis. GAS pharyngitis is more common in the fall/ winter months, so Dr. Anker thought it would be helpful to have up

to date guidelines on how to approach all patients with pharyngitis. Big take homes are:

- The portal of entry is unknown in most invasive GAS infections, it is presumably skin or mucous membranes. It is VERY RARE to have these infections follow symptomatic GAS pharyngitis.
- Invasive GAS infections can occur with less than 24 hours of inoculation, and spread incredibly fast. If concerned about necrotising infection, treat with Piperacillin- tazobactam, vancomycin, clindamycin and early surgical consultation.
- Have a risk benefit discussion with patients and parents about treating GAS pharyngitis with antibiotics BEFORE swabbing, and only swab in patients with high Modified Centor Criteria (3-5, see attachment for details). I suggest against swabbing in uncomplicated cases, given the little benefit of antibiotics and the large risk of side effects.
- **If you decided to treat a positive GAS pharyngitis swab with antibiotics, use the algorithm below. Note that amoxicillin dosing is ONCE daily, which is well supported in the literature over BID/ TID dosing.**

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## Connect Care Update

### 1) DISAPPEARING BILLING REPORTS

Many of you may have noticed that your preferred / customized billing reports apparently vanished from your personal list of reports recently. Have no fear, the reports are still available in the 'Library' section of the reports page; simply search for your report by name, or use the 'Reports I used recently' filter to find them more quickly.

### 2) CONSULT DELAYS AND EIP DESIGNATION

As more inpatient services begin to employ admission 'caps' to control the flow of patients to the ward, we can expect an upstream effect on how EMS crews are diverted by the IOC / REPAC to our various EDs based on EIP census numbers. In the Edmonton Zone specifically, some of their EDs have noticed this as an emerging problem and they have therefore put together a workflow within Connect Care that can allow patients to be designated as EIPs while still awaiting formal admission. (NOTE: These are patients who the consultant agrees need to be admitted, but who cannot be moved to the ward due to capacity constraints; the workflow does not apply to patients who have not been accepted for admission). This workflow allows for an accurate reflection of EIP counts, while maintaining the EDMD as the MRP, thus allowing a more appropriate distribution of EMS crews to all zone EDs. See attached tipsheet for details.

[https://secure.campaigner.com/media/77/776142/Emergency\\_Medicine/November\\_2023/AdmissionofConsultedPatientsCapacityIssue.pdf?id=j0ol25l?f\\_type=file&f\\_name=AdmissionofConsultedPatientsCapacityIssue.pdf](https://secure.campaigner.com/media/77/776142/Emergency_Medicine/November_2023/AdmissionofConsultedPatientsCapacityIssue.pdf?id=j0ol25l?f_type=file&f_name=AdmissionofConsultedPatientsCapacityIssue.pdf)

### 3) POWERMIC MOBILE CONNECTIVITY ISSUES

Many of you have been sharing your difficulties with poor connectivity between desktop computers and Powermic Mobile (for Dragon dictation). The ACMIO's office is aware of the problem and has put together a couple of suggestions for how to tackle this problem. The first option is to disable Bluetooth on your phone while dictating; if this does not solve the problem, then you can attempt deleting PMM and re-installing it directly from the App Store (ie - OUTSIDE of the AHS tunnel / Workspace One) - blog posts on how to do this are available here: (Android) <https://support.connect-care.ca/2023/11/07a.html?m=1> and (Apple) <https://support.connect-care.ca/2023/11/09b.html?m=1> If this still does not work, please reach out to me so we can collect people's experiences and feed this back to the ACMIO while they continue to work on a permanent solution.

### 4) WHAT'S NEW IN CONNECT CARE

If you're interested in keeping abreast of recent changes / developments in Connect Care, you can access the 'What's New' blog here: <https://manual.connect-care.ca/home/whats-new> and if you want to subscribe to the general Connect Care blog, you can do so here: <http://www.bytesblog.ca/>

As always, if you have any questions or concerns, please email Chris Hall.

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## Emergency Medicine FRCP Program Director

After five years of serving as the Emergency Medicine FRCP Program Director, Dr. Catherine Patocka has decided to step down and pursue other interests, effective **March 31, 2024**. We would like to thank Catherine for serving with excellence in this role, and we'd like to acknowledge the many significant contributions she has made.

The Department of Emergency Medicine invites applications for the position of Emergency Medicine FRCP Program Director. Further details can be reviewed on the attached PDF:

[https://secure.campaigner.com/media/77/776142/Emergency Medicine/November 2023/EmergencyMedicineFRCPProgramDirector.pdf?id=ccl0fq?f\\_type=file&f\\_name=EmergencyMedicineFRCPProgramDirector.pdf](https://secure.campaigner.com/media/77/776142/Emergency%20Medicine/November%2023/EmergencyMedicineFRCPProgramDirector.pdf?id=ccl0fq?f_type=file&f_name=EmergencyMedicineFRCPProgramDirector.pdf)

To apply for this opportunity, please email me a cover letter highlighting your interest and skillset for this position, along with an updated CV. Cover letters and CVs should be emailed to:

[ScottH.Banks@albertahealthservices.ca](mailto:ScottH.Banks@albertahealthservices.ca) and should be received no later than **December 4, 2023**.

If you have any questions about this role, please feel free to call or email me, or speak directly to Catherine at [catherine.patocka@gmail.com](mailto:catherine.patocka@gmail.com) or by phone 403-919-6973 about the role.

Scott

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## Grand Rounds and Journal Club

Grand Rounds Thursday, November 16, 2023 0900 — 1000

**Room:** Clara Christie Theatre - HSC

**Speaker:** Dr. Denise Watt

**Title:** Virtual Physician Triage: A deep dive into Alberta's Virtual MD program

**Short Bio:** Dr. Denise Watt is originally from Toronto, trained in Halifax and Calgary. She has been an emergency physician in Calgary for 22 years at the Foothills and Rockyview. She is the Medical Director of Health Link, serving in that role for the past nine years.

**Zoom Link:** [https://albertahealthservices.zoom.us/j/68891970879?](https://albertahealthservices.zoom.us/j/68891970879?pwd=dHB5YjNWaE9XUkNrYU9rbFIXbmpWdz09)

[pwd=dHB5YjNWaE9XUkNrYU9rbFIXbmpWdz09](https://albertahealthservices.zoom.us/j/68891970879?pwd=dHB5YjNWaE9XUkNrYU9rbFIXbmpWdz09)

**Evaluation Link:**

[https://docs.google.com/forms/d/e/1FAIpQLScfE89aef\\_BC5V\\_zgP6JjXVrkJ3GP0fcyMezgAXKCKvwrQRog/viewform](https://docs.google.com/forms/d/e/1FAIpQLScfE89aef_BC5V_zgP6JjXVrkJ3GP0fcyMezgAXKCKvwrQRog/viewform)

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## Departmental News

### Wellness – Peer Support

The practice of medicine is rewarding but may be challenging. The University of Calgary Department of Emergency Medicine has a formal Peer Support Team. We encourage you to reach out to our trained peer supporters when dealing with personal or professional challenges such as relationship issues, poor patient outcomes, career-track indecision, occupational distress or mental health concerns.

Here is the list of formally trained Peer Supporters.

[https://secure.campaigner.com/media/77/776142/Emergency Medicine/September 2023/Sept 2023 Peer Support.pdf?id=amj275v?f\\_type=file&f\\_name=Sept 2023 Peer Support.pdf](https://secure.campaigner.com/media/77/776142/Emergency%20Medicine/September%202023/Sept%202023%20Peer%20Support.pdf?id=amj275v?f_type=file&f_name=Sept%202023%20Peer%20Support.pdf)

You can call the Physician and Family Support Program (PFSP) 24/7 at 1877SOS4MDS for help. You are entitled to free counselling for yourself and for your family members.

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### Kudos Corner

Congratulations to Dr. Andrew McRae for being a recipient of the **2023 O'Brien Institute Research Excellence Award**.

Congratulations to Dr. Kathryn Crowder on her latest publication: **Alternatives to the transfer of long-term care patients to emergency departments: a new kind of house call?** Link for publication:

<https://pubmed.ncbi.nlm.nih.gov/37938516/>

**A big thank you** to Dr. Salima Alladina for running the suturing station during the RGH site's Take Your Kids to Work Day. One of the students was overheard saying "so cool that a doc would teach us". The suturing station is always popular! Thank you for taking the time to support almost 50 students as they explored various healthcare careers. – Jennifer Smith RN

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## Teaching Opportunities

### Staff Examiners For CCFP-EM Oral Exams : 2023 Thursday December 7th, 2023 **In Person**

The CCFP-EM Residency Program is in need of two more staff examiners for the oral exams for the date below:

**Thursday December 7th, 2023 from 1030 – 1300.**

**These exams are In-Person sessions. Lunch will be provided as well.**

Please check your availability and let Tris know If you are able to help on any of these. Send responses to [TriSurendra.Malasani@albertahealthservices.ca](mailto:TriSurendra.Malasani@albertahealthservices.ca)

Your help and assistance is appreciated. Once confirmed calendar invites will be sent out.

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### Staff Examiners for FR Residency Program

The FR Residency Program is in need of staff examiners for virtual FR oral exams for the following dates.

- December 7th from 1300 – 1630
- March 7th from 1300 – 1630
- May 16th from 1300 - 1630

The practice oral exams will be **virtual**.

Please check your availability and let me know [Madhavi.talasila@ahs.ca](mailto:Madhavi.talasila@ahs.ca) If you're able to help any of these dates.

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## Job Postings

### EM Health Services Researcher - Associate Professor Level

The Department of Emergency Medicine is recruiting an emergency medicine clinician-scientist to lead a research program in health services research.

The position will have 60% protected time for research, the remainder will include clinical service (35%), and teaching (5%). Research priority areas for the successful candidate would include the evaluation of important Emergency Department quality improvement initiatives such as staffing to demand, redeploying nursing staff, enhanced Emergency Department flow initiatives, triage and resource utilization, as well as evaluating interventions to improve equitable care and access for vulnerable populations.

The Health Services Researcher will leverage comprehensive administrative and clinical data from our EPIC-based Connect Care Electronic Medical Record, and work with the IOC to develop optimized models of care delivery in the Calgary Zone Emergency Departments.

Full details can be found at: <https://medicine.careers.ucalgary.ca/jobs/13480926-emergency-medicine-health-services-researcher-department-of-emergency-medicine-cumming-school-of-medicine>

For more information please contact: Dr. Eddy Lang [eddy.lang@ahs.ca](mailto:eddy.lang@ahs.ca)

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## Research

### GIRR Awards

**Attention all EM residents:**

Applications for the Grant Innes Resident Research (GIRR) Award are now open!  
With up to \$3000 in funding to support your research.

**Application Deadline: Thursday January 4, 2024.**

Application and details are attached to this email and will be circulated in the EM newsletter until end of December 2023.

[https://secure.campaigner.com/media/77/776142/Emergency Medicine/October 2023/GIResidentResearcAward.pdf?id=au3111r?f\\_type=file&f\\_name=GIResidentResearcAward.pdf](https://secure.campaigner.com/media/77/776142/Emergency%20Medicine/October%2023/GIResidentResearcAward.pdf?id=au3111r?f_type=file&f_name=GIResidentResearcAward.pdf)

For completed applications or questions please contact: [jillian.vandenbrand@albertahealthservices.ca](mailto:jillian.vandenbrand@albertahealthservices.ca)

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### Hodsman Planning Committee

The Hodsman Planning Committee is looking for 1-2 EM and FR residents interested in working on the committee for yearly planning activities. Get your feet wet and learn how large department lectures are managed!

Participation requirements are minimal and lets you get input on the Hodsman lecture content and execution!

If interested, please reach out to [jillian.vandenbrand@albertahealthservices.ca](mailto:jillian.vandenbrand@albertahealthservices.ca)

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## CME Learning

### Emergency Department Administration Conference - EDAC

**Nov 21, 2023 - Toronto Ontario**

This year's session will cover three broad topics:

- Leadership, System Thinking, and Alignment
- The Psychology of Persuasion and Influence
- Leading Change

Learn more about the EDAC conference: [https://secure.campaigner.com/media/77/776142/Emergency Medicine/August 2023/EDAC23\\_RegistrationBrochure.pdf?id=m81hbe5?f\\_type=file&f\\_name=EDAC23\\_RegistrationBrochure.pdf](https://secure.campaigner.com/media/77/776142/Emergency%20Medicine/August%2023/EDAC23_RegistrationBrochure.pdf?id=m81hbe5?f_type=file&f_name=EDAC23_RegistrationBrochure.pdf)

[https://contact2.mshri.on.ca/EDAC/REGISTRATION/?action=\\_r](https://contact2.mshri.on.ca/EDAC/REGISTRATION/?action=_r)

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### OFDP Program Highlights

We are always looking for new participants at our workshops. If you've never attended an OFDP session, we still have space available in our upcoming workshops and would love to have you join us! Take a look at our offerings: [https://go.ucalgary.ca/index.php/email/emailWebview?email=MTYxLU9MTi05OTAAAAGPcu2HiJgdoB7AFHQ6gd7INxKJaQ2w4Zab12ZpZVJW\\_v3sloqBZ-FRBiEsSBHmsAjlKTc0f408kXIAWJI0Dp6q44X8\\_bFZgHyoCr8](https://go.ucalgary.ca/index.php/email/emailWebview?email=MTYxLU9MTi05OTAAAAGPcu2HiJgdoB7AFHQ6gd7INxKJaQ2w4Zab12ZpZVJW_v3sloqBZ-FRBiEsSBHmsAjlKTc0f408kXIAWJI0Dp6q44X8_bFZgHyoCr8)

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## Newsletter Process

Submissions can be sent to: [natalie.sun@albertahealthservices.ca](mailto:natalie.sun@albertahealthservices.ca)

For reoccurring submissions, there is a **maximum three week run**. If you would like to re-run your submission, please resubmit with updates.

- Submissions will run for a period of one week unless specified.
  - Body copy will be edited at the discretion of the editor to optimize communication.
  - Deadline is Tuesday at noon.
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