

Department of Emergency Medicine

Calgary Zone

weekly email updates for ED Physicians

DEM News Subscriber,

Please note there is no newsletter for
December 31, 2024.

Operations

Notes from Catherine

Holidays!

Wishing you and your loved ones a joyful holiday season and a new year filled with health, happiness, and fulfillment. Thank you for continuing to show up (physically, mentally and emotionally) for our Department every shift!

AI scribes

As many of you may have noticed, approximately a dozen of our emergency physicians are currently participating in the Jenkins AI scribe trial, led by physicians from Red Deer and Edmonton. While access to the trial is currently limited, the trial leads have assured me that capacity for Calgary EM members will increase in the coming months as AHS implements the necessary server infrastructure to support this initiative.

To ensure all our members are informed about the policies and procedures surrounding AI scribes, I've put together a [brief document highlighting the key points](#). Additionally, there has been considerable excitement about another AI scribe product, Heidi Health. I have submitted a Privacy Impact Assessment (PIA) request to AHS to explore the possibility of making this tool available to our members and will keep you updated on the progress of that process. I would be happy to provide the PIA details (for either Jenkins or Heidi) to anyone who is interested, just send me an email.

Catherine

Notes from James

Happy Holidays and Thank you from the Leadership Team

We from the leadership team want to pass on our sincerest thanks to all of you for working so diligently to provide outstanding care to our patients despite the increasingly resource-constrained environment we face.

I truly believe that our department is the gold standard in providing high quality, compassionate, around the clock care to the people who need it most, and it is a real privilege to be part of this group.

That being said, I hope that each of you find some well-deserved time for yourselves and can relax and recharge with family and friends over the holidays.

Thank you for all that you do.

HPTP UPDATE

We recently had a meeting with Dr. Joanne Salmon (Medical Director of HPTP for the Calgary Zone), and have a couple of updates to share.

As of January 2025, we are requesting that all transfers from HPTP to the ED be done through RAAPID in order to ensure closed loop communication regarding the indication for referral and high-quality patient care. This recommendation is being communicated to our HPTP colleagues through the following [memo](#). Please be understanding if you receive a RAAPID call from HPTP.

Dr. Salmon also shared some HPTP referral recommendations for the ED (which I think the vast majority of us would agree with). Full document attached [here](#), but some key exclusions noted below:

When **NOT** to refer to HPTP:

- Pneumonia – any patient requiring IV antibiotics should be managed as inpatient
- Known or suspected airborne-transmissible disease (e.g., measles, varicella, disseminated zoster, tuberculosis) – can call ID on-call for management discussion
- Staphylococcus bacteremia
- Please call ID on-call for phone advice if any questions/uncertainty

Dr. Salmon also noted that it can be quite difficult to arrange transport to HPTP for LTC patients. While this is a rare occurrence, we suggest that any LTC patient that may require IV antibiotics either be consulted to the hospitalist (or if overnight and clinically appropriate) could be held in the ED awaiting an early morning HPTP appointment.

Finally, please note that HPTP will be closed at the following sites/times during the holidays so you will need to make other arrangements for your patients during these times (either admit to hospital or return to ED for IV antibiotics):

- **FMC HPTP** - Closed Dec 25, 26 and Jan 1 (Not usually closed Stat holidays)
- **PLC HPTP** - Closed regular weekends (Dec 21-22, 28-29), but also Dec 25, 26 and Jan 1 (usually closed Stat holidays)
- **RGH HPTP** - Closed Dec 25, 26 and Jan 1 (Not usually closed Stat holidays)
- **SHC HPTP** - Closed regular weekends (Dec 21-22, 28-29), but also Dec 25, 26 and Jan 1 (usually closed Stat holidays)

James

Grand Rounds, Journal Club and Clinical Pearls

Grand Rounds will resume January 9, 2025

Runs on Thursdays (0900—1000) (1.0 Education Credits)

[To view archived grand rounds, please visit our website.](#)

Clinical Pharmacology and Toxicology Pearl of the Week

The topics for the pearls of the week are:

- ["Benzos, Benzos, Benzos"](#)
- [Gamma hydroxybutyrate \(GHB\)](#)

Mark Yarema

Department News

Kudos Patient Commendation

I want to express my gratitude for the excellent care my brother-in-law received from EMS and the FMC Emergency Department on November 17th. Despite the ongoing challenges in healthcare, the professionalism and focus on patients and their families shown by the **paramedics, Dr. Miles Hunter, his resident, and the nursing staff** were deeply appreciated—thank you for all that you do.

Kudos Patient Commendation

One of our patients expressed heartfelt gratitude for the exceptional care he received at South Calgary Health Centre (SCHC), **Urgent Care, commending the Triage Nurse, admitting staff, and Dr. Rory Killam** for their professionalism, compassion, and attentiveness. He particularly highlighted Dr. Killam's considerate approach, genuine concern, and the thoughtful care plan provided.

Staff SIM Sign Up Reminder

Jan – June 2025 Sign Up

[EM Physician Participants: 2025 ED Staff Simulation \(Jan-June\)](#)

Please click the link above to sign up. For changes, please email Monica at Wonjun.Lee@ahs.ca.

Meaghan Mackenzie

CCFP-EM CaRMS Update

Hello EM community:

I am pleased to announce our CCFP-EM match results. We have secured four highly competitive applicants, all of whom have a strong connection to Calgary or Western-Canada, and who will be stellar additions to our community. I am also happy to welcome back Drs Alysha Rasool and Tristan Holotnak who matched to our program last year, but who deferred their start to July 2025 for practical reasons. Lastly, we will be starting the much anticipated Lethbridge-EM program next year with the intrepid pioneer resident Dr Scott Zablotny (current Calgary FM resident). Under the leadership of Dr Stephanie Brass (Lethbridge EM-PD), our program will be supporting the growth and sustainability of regional EM in southern AB.

Dr Taranveer Toor (University of Saskatchewan)

Dr Sarah Walton (University of Alberta)

Dr Celine Edwards (University of British Columbia)

Dr Andrew Schmaus (University of British Columbia)

Of note: our EM program had a >30% drop in overall applicants this year (going along with an overall >15% drop nationally). Over 20 EM positions went unfilled across Canada this year. It would appear that the glint of the original "ER" series has now worn off after than 15 years. In my letter to Mr Clooney, I've suggested the 2026 revival star Timonthee Chamalet and Zendaya.

Charles

Teaching Opportunity

CCFP-EM Program Written Exam Sessions

Needed staff proctors for EM exams for the second half of the year. These usually take place between **1030-1200 PM**.

- Block 8 - Neuro / HEENT (Feb 6th)
- Block 10 - Heme / Endo / Onc (April 24th)
- Block 11 - Obs / ID (May 15th)

Please let Robin xingyu.liu1@gmail.com or Tris TriSurendra.Malasani@albertahealthservices.ca know if you are able to help out.

Thanks,
Tris

Job Postings

South Health Campus Site Chief

ED Physicians:

After serving very successfully for several years as the SHC Site Chief, Dr. Daniel Joo has decided to step down and pursue other interests. Dan has done a great job implementing change at the SHC and dealing with challenges along the way. He has been a highly valued member of our leadership team and will be missed!

The SHC Site Chief position is an AHS funded 0.3 FTE position that pays \$81,450 annually. The start date for the new SHC Site Chief will be determined through mutual agreement between the department and the selected candidate.

To apply, please email a letter of interest describing your interest in the role and detail how your experience aligns with its responsibilities, along with your CV, to scotth.banks@albertahealthservices.ca by **January 7, 2025**. Or if you prefer, you can apply online at

<http://yyzc1a.rfer.us/ALBHEALTHbl7se>

ACCOUNTABILITIES:

In a competent and professional manner, the Contractor will:

1. Have high visibility and availability on the site and be a strong advocate for the members of the Department at that site.
2. Encourage clinical and professional development of site members; promote excellence in patient care delivery; ensure adequate site-specific orientation for new emergency MD staff.
3. Coordinate clinical care for the Emergency Department at their designated acute care site; report directly to the Deputy Department Head on all operational matters.
4. In collaboration with the Deputy Department Head and/or Department Head, establish and periodically update any policies and procedures relating to the operation of the Emergency Department consistent with the AHS and University of Calgary mission, roles and goals.
5. Participate in the strategic and operational planning of emergency care in the Calgary Zone; attends all monthly zone department meetings relating to clinical operations.
6. Be an active member of the department's Physician Resources Committee and provide input on physician performance including but not limited to clinical competence and professionalism. The site chief will aid in compiling feedback in relation to new physician hires during their locum and probationary periods and when available, will be a participant in the interviewing process of potential physician hires.
7. Coordinate and oversee the reviews/complaints of all patients, physician, consultant, and resident training at your designated site as it pertains to emergency care, in a prompt manner and in accordance with the zone medical bylaws; communicates and collaborates with the Deputy Department Head on all escalating reviews or when deemed necessary.
8. Collaborate and participate in emergency medicine Safety & Quality Improvement monthly meetings and activities.
9. As a Site Chief in emergency medicine, will be responsible for the day-to-day administrative duties in the Emergency Department at the designated site by monitoring benchmarks and measurement mechanisms in accordance with the departmental quality assurance framework.
10. Attend and participate in site specific Emergency Medicine and other interdepartmental meetings relating to clinical operations i.e. site flow committees, site specific disaster committees; site QAC, site leadership.
11. In collaboration with the Deputy Department Head, monitor patient volumes as they relate to wait times and physician manpower including but not limited to, the implementation of strategic physician shifting, shift additions and removals, and shift start times and durations.
12. Collaborate and communicate with assistant site chiefs to designate site specific tasks and divide site chief workload as appropriate; assistant site chiefs will report directly to the site chief and Operational Lead as appropriate.
13. In collaboration with the Zone Department of Emergency Medicine research section, support approved research activities of all disciplines within the designated Emergency Department.
14. Represent Emergency Medicine in dealing with site specific management issues in a timely manner, assist in the Site-Specific strategic planning and provide Site specific leadership on issues relevant to the Emergency Department as needed; attend at site leadership meetings when appropriate.
15. Participate in site specific Emergency Department and hospital redesign/rebuild planning meetings when appropriate; provide updates of departmental construction or rezoning to the

physician executive and physician large group as necessary.

16. Facilitate open and effective communication between the site and the Zone Department of Emergency Medicine as well as with other disciplines and departments.

17. In collaboration with department leadership, develop, review, revise and implement AHS policies, procedures and guidelines relating to patient care in a timely fashion.

18. Provide input for an Annual Report or any other material relevant to the site as requested by the Deputy Department Head and/or Department Head; attend and deliver site report at annual Emergency Department Retreat.

Thanks, if you have any questions on this position, please contact Catherine at catherine.patocka@albertahealthservices.ca, me at scotth.banks@albertahealthservices.ca or Dan at daniel.joo@albertahealthservices.ca

.2FTE Deputy Head - Strategy & Engagement - Dept of Emergency Medicine

Calgary Zone Emergency Medicine Physicians

A new opportunity is now available for a 0.2 FTE Emergency Department Deputy Head of Strategy & Engagement. This position will support the Calgary Zone Emergency Department in enhancing operational resilience and preparing for future challenges and opportunities.

The Deputy Head of Strategy & Engagement will lead the development and implementation of strategic initiatives aimed at promoting peer support, mentorship, leadership development, and wellness, ensuring the department's long-term sustainability and success.

This role is ideal for a dynamic leader who values organizational health and is committed to fostering an inclusive, supportive, and high-performing work environment. The Deputy Head will work collaboratively across the department to ensure team members feel engaged, supported, and empowered in their professional growth.

This Alberta Health Services-funded 0.2 FTE position offers annual remuneration of \$54,300 and is available as early as February 2025, or on a mutually agreed start date with the successful candidate.

To apply, please email a letter of interest describing your motivation for the role and how your experience aligns with its responsibilities, along with your CV, to scotth.banks@albertahealthservices.ca by January 7, 2025. Or if you prefer, you can apply online at

<http://yyzc1a.rfer.us/ALBHEALTHRdrsc>

Key Responsibilities of Deputy Head – Strategy & Engagement:

Strategic Leadership

Develop and implement department-wide strategies to enhance operational resilience and engagement, in alignment with departmental and institutional goals. Identify areas of operational weakness and propose solutions to build long-term resilience through improved systems, processes, and leadership.

Lead efforts in organizational change management, ensuring alignment with the department's evolving needs and culture. In particular, revise and evolve the current AHS periodic review process.

Peer Support and Mentorship

Maintain and oversee the departments peer support network, fostering a culture of collegiality and shared responsibility.

Develop and manage mentorship programs that enhance career development, foster professional growth, and improve retention.

Leadership Development

Design and execute leadership development programs aimed at cultivating emerging leaders within the department.

Provide coaching, training, and resources for both current and aspiring leaders, focusing on skills such as communication, conflict resolution, and decision-making.

Wellness and Well-being

Establish and manage initiatives that prioritize the mental, emotional, and physical wellness of department members.

Collaborate with wellness officers to ensure alignment of departmental wellness efforts with broader institutional programs.

Conducting wellness assessments.

Professional Development

Work collaboratively with the Deputy education to develop initiatives to promote the ongoing professional development of department members, ensuring that all team members have access to resources for career growth.

Engagement and Culture

Promote an inclusive and positive work environment by leading efforts to engage staff and faculty in dialogue, feedback, and continuous improvement.

Drive initiatives that reinforce a culture of collaboration, transparency, and trust.

Specific tasks: Revising and reinvigorating the periodic review process, engaging in the hiring process, overseeing the annual DEM leader retreat, overseeing the annual retreat for greater DEM, collaborating with the Department Head and Deputy Department Head to outline annual strategic vision and plan.

Rockyview General Hospital Site Chief

ED Physicians:

After serving very successfully for 10 plus years as the RGH Site Chief, Dr. Nancy Zuzic has decided to step down effective March 31, 2025. Nancy has been a highly valued, continuous driving force on the leadership team, and she has made many significant and meaningful contributions to the Calgary Zone Emergency Department over several years. Her commitment and dedication to leadership within our department has helped the RGH ED to be a leader in finding new and innovative ways to improve flow and patient care. Nancy will be dearly missed in this role!

The RGH Site Chief position is an AHS funded 0.3 FTE position that pays \$ 81,450 annually. The projected start date for the new RGH Site Chief will be April 1, 2025.

To apply, please email a letter of interest describing your interest in the role the role and detail how your experience aligns with its responsibilities, along with your CV, to scotth.banks@albertahealthservices.ca by **January 7, 2025**. Or if you prefer, you can apply online at <http://yyzc1a.rfer.us/ALBHEALTHnBEsb>

Accountabilities:

In a competent and professional manner, the Contractor will:

1. Report to and be accountable to the Emergency Department Zone Clinical Department Head and Deputy Department Head.
2. Be responsible for medical aspects of patient care at Rockyview General Hospital Site.
3. In conjunction with the Zone Clinical Department Head and Deputy Department Head, develops and implements site specific staffing and scheduling plans, including surge contingencies that will reduce wait times (to physician assessment) for patients with emergent and urgent problems.
4. Liaise with physician representatives from other Departments on any issue relating to the quality of medical care in the Emergency Department at the Rockyview General Hospital.
5. Be responsible for RGH Site budgetary planning, in collaboration with the Patient Care Manager.
6. Works with Patient Care Manager to coordinate efficient bed and resource utilization initiatives.
7. Be responsible for ensuring physician involvement in, and promotion of, quality assurance, research, and education initiatives, both site specific and department wide.
8. Is responsible for initial investigation of patient complaints originating on site which concern physician behavior or physician practice.
9. Be responsible with the Zone Clinical Department Head and Deputy Department Head for physician peer review and performance appraisal.
10. Is responsible for chairing monthly Site Operations Committee, providing site representation at Emergency Medicine Operations Committee, Physician Executive

Committee, Physician Resources Committee, and acting as the Emergency Medicine liaison on other site-specific medical committees.

11. Will work the majority of clinical time at Rockyview General Hospital Emergency Department. * All Emergency Department Site Chiefs are responsible for providing regular verbal updates at PEC meetings.

Thanks, if you have any questions on this position, please contact Catherine, me at scotth.banks@albertahealthservices.ca or Nancy at nancy.zuzic@albertahealthservices.ca

Conferences, Workshops and Courses

Planning Ahead for a Successful Retirement

This workshop will be open to all faculty and their partners/spouses at no cost.

Registration for this engaging 2-day workshop is sure to fill quickly, so please return attached [registration form](#) to Heather as soon as you can.

The workshop will be via zoom over two dates:

- Friday, February 28, 2025, from 8 am - 12 Noon
- Friday, March 7, 2025, from 9 am - 12 Noon

It is never too early to start your financial planning for retirement!

If you have any questions, please contact Heather Marques at heather.marques@ucalgary.ca.

Further information on these conferences and courses can be found on the web pages below.

Courses: <https://cumming.ucalgary.ca/departments/emergency-medicine/faculty-staff/professional-development/workshop-and-courses>

Updated Newsletter Process

Submissions can be sent to: natalie.sun@ahs.ca and CC Jordan-Rose.Detillieux@ahs.ca.

- Submissions will run for a period of one week
- Body copy will be edited at the discretion of the editor to optimize communication
- The deadline is **Tuesday at noon**

For recurring submissions, **there is a max two week run and this must be requested**. If you would like to re-run your submission after two weeks, please submit with updates.
