

Department of Emergency Medicine

Weekly **email**

Updates for ED Physicians

January 23, 2024 Edition

Natalie

Operations

Admin Team Updates

Hi Folks,

We hope you're all doing well and are enjoying a break from the deep freeze.

Just wanted to start with our sincere thanks to all of you that managed to "adapt and overcome" during the PLC PRU shutdown last week, including seeing patients in the dialysis unit, Unit 34 and experimenting with physician podding. Our deepest thanks to the PLC ED Leadership, including our physician leads Meira and Haley and nursing leads Suzanne Wickware, Terri Roth and Maria Vera who put in a heroic effort behind the scenes to pull off not one, but three moves and rebuilds of our entire intake area in a one-week period. Thank you for turning what could have been a mortal injury into a minor flesh wound. Long live the PRU, now reincarnated as the Surge Response Unit (SRU).

Unfortunately, we are facing a very challenging couple of months from a staffing perspective. Owing to a number of parental and unexpected medical leaves, we have a large number of uncovered shifts across the zone, with a total of 18 and 22 open shifts in February and March, respectively (see screenshots below). While these could have been managed relatively seamlessly with BackupMD coverage, as we no longer have this role available to our department, we are asking for your help and understanding in covering the most critical of these open shifts.

As an admin team, we are taking the following actions to mitigate the situation:

- Encouraging our available new hires to start early and pick up some of the open shifts
- Asking people to shift their schedules to cover the most critical open shifts (especially early mornings 0500/0600/0700 and 2200/2300/2400) while potentially leaving less important shifts uncovered if necessary
- Asking people who work at multiple sites to potentially switch sites so that we don't leave multiple shifts simultaneously uncovered at a single site.
- Putting out a list of open shifts so that people can look at their schedules early and pick up a shift or two that might fit with their schedules

We recognize that these are tough asks, and that many of you are burned out and not looking for more work. However, we see this as supporting our colleagues who would otherwise be stuck managing an already overcrowded and now understaffed ED, as none of us like being put in that situation. Many of us on the admin team have already switched shifts and sites to help where we are able.

Please consider picking up a shift if you are able and being understanding if one of the site leads asks you to switch shifts or sites to help out. Ultimately, we are all just trying to help each other.

Going forward we hope to minimize these issues though the following ways:

- being fully hired (with 22-new associate and locum hires coming online in July) to ensure people don't feel overworked and have the time/energy to pick up open shifts
- optimizing our scheduling and preferences to fully grant parental leaves while minimizing the number of open shifts
- encouraging all of those in our group starting families and possibly needing parental leaves to let your scheduler know as soon as possible (definitely by 12-weeks gestational age, and ideally much sooner so that accommodations can be made). We understand the uncertainties of early gestation – this can be an email only to your scheduler(s) – and full confidentiality will be maintained.

Thank you all again for your understanding, ongoing hard work and dedication.

As always, please let us know if you have any suggestions or feedback.

James and the Admin Team

< **February, 2024** > Today Refresh Show Trade Marketplace Sync Download Ratings Icon Legend Month Filter

Mon, Jan 29	Tue, Jan 30	Wed, Jan 31	Thu, Feb 1	Fri, Feb 2 06:00 - 12:00 Open	Sat, Feb 3 MT 11:00 - 18:00 Open mat = All	Sun, Feb 4
Mon, Feb 5	Tue, Feb 6	Wed, Feb 7 06:00 - 13:00 Open	Thu, Feb 8 MT 11:00 - 18:00 Open	Fri, Feb 9 17:00 - 24:00 Open	Sat, Feb 10	Sun, Feb 11
Mon, Feb 12 11:00 - 17:00 Open	Tue, Feb 13 23:55 - 07:00 Open	Wed, Feb 14 14:00 - 21:00 Open 23:00 - 06:00 Open	Thu, Feb 15 14:00 - 20:00 Open 23:00 - 06:00 Open	Fri, Feb 16 MT 11:00 - 18:00 Open	Sat, Feb 17	Sun, Feb 18 16:00 - 17:00 Open
Mon, Feb 19 23:00 - 06:00 Open	Tue, Feb 20	Wed, Feb 21	Thu, Feb 22	Fri, Feb 23 20:00 - 03:00 Open	Sat, Feb 24 20:00 - 03:00 Open	Sun, Feb 25
Mon, Feb 26	Tue, Feb 27 11:00 - 17:00 Open MT 17:01 - 23:59 Open	Wed, Feb 28	Thu, Feb 29	Fri, Mar 1 20:00 - 03:00 Open	Sat, Mar 2 11:00 - 18:00 Open 20:00 - 03:00 Open Fri = Double	Sun, Mar 3 13:00 - 20:00 Open

< **March, 2024** > Today Refresh Show Trade Marketplace Sync Download Ratings Icon Legend Month Filter

Mon, Feb 26	Tue, Feb 27 MT 17:01 - 23:59 Open	Wed, Feb 28	Thu, Feb 29	Fri, Mar 1 20:00 - 03:00 Open	Sat, Mar 2 11:00 - 18:00 Open 20:00 - 03:00 Open Fri = Double	Sun, Mar 3 13:00 - 20:00 Open
Mon, Mar 4	Tue, Mar 5	Wed, Mar 6	Thu, Mar 7 MT 11:00 - 18:00 Open	Fri, Mar 8	Sat, Mar 9	Sun, Mar 10 MT 11:00 - 18:00 Open
Mon, Mar 11 MT 10:00 - 17:00 Open	Tue, Mar 12 18:00 - 01:00 Open	Wed, Mar 13	Thu, Mar 14	Fri, Mar 15 13:00 - 20:00 Open	Sat, Mar 16 07:00 - 14:00 Open	Sun, Mar 17
Mon, Mar 18	Tue, Mar 19 11:00 - 17:00 Open	Wed, Mar 20	Thu, Mar 21	Fri, Mar 22	Sat, Mar 23 MT 17:00 - 24:00 Open MT 10:00 - 17:00 Open	Sun, Mar 24 MT 11:00 - 18:00 Open 16:00 - 23:00 Open
Mon, Mar 25 11:00 - 17:00 Open 19:00 - 02:00 Open	Tue, Mar 26	Wed, Mar 27 16:00 - 23:00 Open	Thu, Mar 28 18:00 - 01:00 Open 24:00 - 07:00 Open 13:00 - 20:00 Open 17:00 - 23:59 Open	Fri, Mar 29	Sat, Mar 30	Sun, Mar 31

Kudos Corner

Announcement: Dr. Shawn Dowling is the new Senior Medical Director for the Emergency Strategic Clinical Network. Please extend a congratulations next time you see Dr. Dowling.

Wellness Week Jan 22—26, 2024

This week is the annual Emergency Medicine Wellness week (Jan 22—26, 2024 <https://caep.ca/caep-emergency-medicine-wellness/wellness-committee/wellness-week-2024/#1674594477599-60e95fe0-ac50>) and it is a chance for us to reflect on the impact on our ED patients and the challenges of the work we do. It is hard to argue that there hasn't been a number of challenges in healthcare in recent years. Emergency department providers (physicians, nurses, paramedics, allied health providers, support staff, etc) and patients have felt the direct impact of increasing wait times, administrative burdens, staffing issues, resource constraints, COVID and increasing gaps in the healthcare system.

Emergency Medicine Wellness Resources:

- What you do matters (ACEP keynote address 2018): <https://www.youtube.com/watch?v=ERuLkJUnuoY> some explicit language – careful if there are young kids around :)
- CAEP wellness resources: <https://caep.ca/caep-emergency-medicine-wellness/>
- ACEP Being well in Emergency Medicine guide: https://www.acep.org/siteassets/sites/acep/blocks/section-blocks/rural/ww_bwem_wellnessguide_0384_1116-.pdf
- 30 minutes? That's enough to stay well. <https://canadiem.org/30-minutes-emergency-medicine-wellness-week/>
- Welldoc Alberta: <https://www.welldocalberta.org/>
- Physician and Family Support Program (Alberta) <https://www.albertadoctors.org/services/pfsp>

Nursing and allied Health Provider Resources:

- AHS resources - <https://insite.albertahealthservices.ca/Main/assets/hr/tms-hr-whs-wellness-wcn-theme-stress.pdf>
- Emergency Nurse Association (ENA) - <https://www.ena.org/quality-and-safety/healthy-work-environment>

Read Dr. Shawn Dowling's full message here: https://secure.campaigner.com/media/77/776142/EmergencyMedicine/January2024/EM_WellnessWeek_2.pdf?id=kly25fb?f_type=file&f_name=EM_WellnessWeek_2.pdf

Connect Care

Hi Everyone

Here is the Connect Care update for this week - please pay particular attention to item number 1!

1) PROVLAB TESTING

As mentioned in previous newsletters, any test that is processed by the provincial laboratory (ProvLab) will NOT route to the shared lab pool used by each ED. Several viral studies, as well as some STI testing, are processed by ProvLab, and follow up on these may be time-sensitive. In the default state, the only person who receives these results is the ordering provider (ie - YOU). One workaround that has been discovered is that these tests can be copied (CC'd) to the shared lab pool, and thus be entered into the usual 'ab-lab' pathway. The workflow for doing so is found here, under ORDERS - ROUTING PROVLAB TESTS TO THE ED POOL

https://docs.google.com/document/d/11wPjhRV0wlj_1jzAU9k35BFth2sq03lp/edit?usp=sharing&oid=108419507683669552471&rtpof=true&sd=true

PLEASE NOTE that the onus is on the ordering provider to 'CC' the test at the time of ordering it, and if you do not these results will still route only to your inbasket. (NB - if you are ever uncertain about whether a test is processed by ProvLab, at the top of every order window there is an 'APL Guide to Lab Services' hyperlink to the APL site which includes information on where the test is processed)

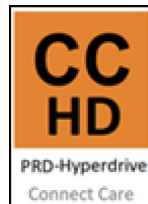
2) NETCARE WOES

As you have all certainly noticed, the last Netcare update unfortunately resulted in a less efficient opening of the browser in a separate window from Connect Care, rather than opening into an integrated tab of the chart. This significantly hampers our ability to switch back and forth between the Netcare window and the Connect Care chart while writing notes. This change in workflow was initiated from the Netcare side, in part due to safety concerns they had about accessing incorrect patient information. The ACMIO's office is well aware of this issue, and has lobbied to persuade Netcare to address this problem on our behalf, but sadly these efforts have not met with any success. Unfortunately this means that there is no near-term solution to this issue on the horizon, in spite of the significant impact these changes have had on our clinical workflows. There is some hope that with future Connect Care upgrades the safety concerns could be

addressed in alternative ways and the integrated Netcare window functionality might be restored, but this solution is not imminent. We will continue advocating that this issue be addressed and will keep you apprised of any positive developments.

3) HYPERDRIVE COMMETH

In the coming weeks, Connect Care will be switching to the Hyperdrive platform (currently it runs on the Hyperspace platform). The new platform promises faster processing speeds, more efficient clinical workflows, and will allow some systemic enhancement work that isn't possible on the current platform. Most of us will likely not notice the change all that much; the upgrade is somewhat akin to buying a new iPhone - better performance, but a very similar user interface. The Hyperdrive rollout will be phased with PLC launching first on February 21, and the remainder of our CZ sites launching on February 28. Starting on February 13, you will all notice a new (orange) PRD desktop icon which will link to the Hyperdrive platform (see below).



Unless your site has launched Hyperdrive you should continue to use the old (red) PRD icon. Once all sites are launched, the desktop will be edited to include only one PRD icon. Fortunately this inconvenience should only last 2 weeks.

As always, if you have any questions or concerns, please don't hesitate to let me know.

Chris

Facilitated Access to Specialized Treatment (FAST)

Facilitated Access to Specialized Treatment (FAST) is being launched for surgical specialties. Starting Feb. 26, general surgery will be expanding to FAST in North, Central, Calgary and South Zones; Edmonton Zone FAST already has general surgery on-board.

We would like to send the attached memos and the patient unattached letter to your emergency and urgent care departments to explain how to make a referral to FAST via Connect Care. As FAST is not on Connect Care (as agreed upon by executive leadership), we want to ensure your providers know the process and have the tools to support them when making a referral to FAST.

If you have any questions/comments, please email inquiries to jennifer.colp@ahs.ca prior to Thursday, January 26, 2024.

Memo: https://secure.campaigner.com/media/77/776142/Emergency_Medicine/January_2024/ASIFASTMemoJan2024.pdf?id=w5rbv6q?f_type=file&f_name=ASIFASTMemoJan2024.pdf

Patient Letter: https://secure.campaigner.com/media/77/776142/Emergency_Medicine/January_2024/ASIFASTPatientletterJan2024.pdf?id=jn4ga78?f_type=file&f_name=ASIFASTPatientletterJan2024.pdf

Grand Rounds and Journal Club

Pediatric Trauma Rounds Thursday January 25, 2024 (0800—0900)

Session One: 0800-0900

Presenter: Dr. Simon Parson

Title: Frostbite

Zoom Link:

<https://albertahealthservices.zoom.us/j/63148596038?pwd=MXZtNFNGMlJzdXZlMzNCYlplU05SZz09>

Meeting ID: 631 4859 6038 **Passcode:** 524082

Post Meeting Survey: https://survey.ucalgary.ca/jfe/form/SV_3qo4DL7lBzT5c22

There will be coffee and muffins supplied by 3M. Please note that this meeting will be hybrid: both on Zoom and in conference 4 at ACH.

PEM City Wide Rounds Thursday January 25, 2024 (0900—1000)

Session Two: 0900-1000

Presenter: Dr. Kate Maki

Title: Disaster Preparedness: A Review of the ACH ED Code Orange Plan

Zoom Meeting: [https://ucalgary.zoom.us/j/98771528027?](https://ucalgary.zoom.us/j/98771528027?pwd=WkNQbmE5NGw0ZnZVSTIDR2taaHNOZz09)

[pwd=WkNQbmE5NGw0ZnZVSTIDR2taaHNOZz09](https://ucalgary.zoom.us/j/98771528027?pwd=WkNQbmE5NGw0ZnZVSTIDR2taaHNOZz09)

Meeting ID: 987 7152 8027 **Passcode:** 293344

Link to Feedback Survey: https://survey.ucalgary.ca/jfe/form/SV_cumuToOlbu9DpNI

By zoom only, no in-person.

Departmental News

Kudos Corner

The Department and residency education team is THRILLED to announce **Dr. Anjali Pandya** has accepted the role of FRCPC Program Director. Anjali is a graduate of the Calgary FRCPC program and currently works at the FMC and PLC sites. She has successfully served in the role of Assistant Program Director for the FRCPC program since 2020 spearheading many initiatives including simulation for assessment, holistic resident selection practices, and a renewed focus on peer-to-peer learning. She holds a Diploma in Global Health Policy through the London School of Hygiene and Tropical Medicine and is a graduate of the Cumming School of Medicine Teaching Excellence Program. Anjali has won numerous awards for both her clinical and educational excellence, notably she has won both "Rookie of the year" and "Clinical Excellence" awards at the Foothills Medical Centre. She is an approachable, well respected clinical colleague with a breadth of experience in resident education, mentorship, and global health activities. She has been an incredible contributor to residency education since becoming an attending staff member in the Calgary zone. Please join us in extending the warmest of welcomes to Anjali to this role!

Dr. Pandya will take over the role as of April 1, 2024. Please keep your eyes out for the job posting for a new Assistant Program Director!

2024 Annual Information Verification and Attestation (AIVA)

Your 2024 Annual Information Verification and Attestation (AIVA) for the AHS Medical Staff is now available for your review and completion. We expect the average Practitioner will need less than 5 minutes to complete.

The deadline to submit your AIVA is **February 17, 2024**.

Please follow this link https://albertahealthservices.service-now.com/esc?id=sc_cat_item&sys_id=6023587487c4f510ded5ca68cebb35d7 to access your AIVA on the AHS Service Hub. Log in using your **AHS username** and current password.

If you need to reset your AHS password, or are having difficulties accessing your AIVA, please contact AHS IT Support at 1-877-311-4300.

Please direct any other questions to AIVA@ahs.ca or contact Provincial Medical Affairs Shared Systems Support at 1-888-705-1581.

For additional information about completing your AIVA please review the FAQ document: <https://www.albertahealthservices.ca/assets/info/hp/phys/if-hp-phys-aiva-faq.pdf>

Thank you in advance for completing your AIVA.

Clinical/Adjunct Promotions and Awards Deadlines

The 2024 deadlines and application requirements for the Clinical/Adjunct promotion process can be found here on our website: <https://cumming.ucalgary.ca/departments/emergency-medicine/kudos/academic-appointment-promotions-emergency-medicine>

Important forms include:

- 2024 Promotions Process
- Education Contributions for the Purpose of Promotion

For questions, please contact Jordan-Rose Detillieux: Jordan-Rose.Detillieux@ahs.ca

In Search of Nanny

Hello everyone, We are looking for an excellent full time, live out nanny who drives for our two boys, ages 15 months and 4.5 years. We live in the SW (Strathcona). Flexible start date and competitive pay. If you know of anyone or have a great nanny that you won't be needing anymore, please reach out!

cleast@gmail.com 403-617-8006

Thanks! Christine East

Teaching Opportunities



2024 ED Staff Sim Sign Up

Please check your availability and sign up with the sign-up genius link below. Of note, we will be trialing having a couple sessions per year that are "PEDS only" sessions, led or co-led by one of our PEM physicians (they are marked on the Sign Up Genius). Participants always have the choice to find out what the cases are before the session, if they want to refresh their knowledge before participating in any SIM session.

Jan - June 2024 Sign Up:

<https://www.signupgenius.com/go/10C0844AAAD22A5F8C25-46179322-2024/32137917#/>

2024 ED Junior SIM Facilitators Needed for our EM Residents:

Jan-June 2024 Sign Up:

<https://www.signupgenius.com/go/5080D4CA5AC2EAAFF2-20232024#/>

STAFF EXAMINERS Required FOR CCFP-EM ORAL EXAMS : 2024

Thursday's March 14, 2024– In Person

The CCFP-EM Residency Program is in need of 4 staff examiners for the oral exams for the date below:

- **March 14th 2024 from 1030 – 1300**

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

Please check your availability and let me know if you are able to help on any of these dates and please send the responses to TriSurendra.Malasani@ahs.ca

Your help and assistance is very much appreciated!! Once confirmed I will send Calendar invites.

Job Postings

FRCP Assistant Program Director, Department of Emergency Medicine

After several years of successfully serving as the Emergency Medicine FRCP Assistant Program Director, Dr. Anjali Pandya has accepted the FRCP Program Director role effective **April 1, 2024**. We would like to thank Anjali 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 is now inviting applications for the position of Emergency Medicine Assistant FRCP Program Director.

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 and should be received no later than **February 16, 2024**. Please feel free to contact Dr. Anjali Pandya (anjali.pandya@gmail.com) for further details about the role.

Full details are found on this link: https://secure.campaigner.com/media/77/776142/EmergencyMedicine/January2024/FRCPAssistantProgramDirector.pdf?id=j47dqpd?f_type=file&f_name=FRCPAssistantProgramDirector.pdf

Emergency Department Deputy Head - Education (Physician Development and Continuing Medical Education)

A rarely available opportunity has become available for the Emergency Department Deputy Head - Education role. To apply for this opportunity, please email Scott Banks a cover letter highlighting your interest and skillset for this position, along with an updated CV. Deadline January 31, 2024.

If you have any questions about this role, please feel free to call (403) 681-7309 or email Scott (ScottH.Banks@ahs.ca) or Fareen (fzaver@gmail.com)

Details about this position and others can be found on our job webpage below:
<https://cumming.ucalgary.ca/departments/emergency-medicine/job-opportunities>

Research

EDMD Periodic Review Working Group

The EDMD periodic review working group is looking for 2-3 non-leadership physician members from all career stages from either RGH/SHC/FMC/PLC. The committee will meet 3 times for 1hr over the next 2-3 months to help review and improve the new hire and periodic review process. We are hoping to identify ideal feedback that is most helpful for our physician staff to reflect and improve on their clinical practice along with standardizing these reviews across the zone.

If you are interested in joining the working group, please email jill.vandenbrand@ahs.ca

SAVE THE DATE

Emergency Medicine

**RESEARCH
DAY 2024**

*Keynote Speaker: Dr. Shelley McLeod PhD, MSc
Department of Family and Community Medicine – Clinical Epidemiology
& Biostatistics -Schwartz Reisman Emergency Medicine Institute,
Mount Sinai Hospital*

Don't miss it!

Thursday, May 2, 2024
08:00am to 12:30 pm

NOTE: Room HRIC atrium and theatre 4

CME Learning



The Canadian Association of Wilderness Medicine is now accepting applications for presenters and workshop facilitators for the 5th Annual CAWM Conference (CAWM2024). The conference will take place Nov 1-3, 2024 in Halifax Nova Scotia. Applications close March 1st. Check out <https://cawm.ca/cawm2024/> for more information and if you have any questions, reach out to Kendra Young at kyoung@cawm.ca or find her on shift!

Other Opportunities

Images in Emergency Medicine Competition - CJEM

We are excited to announce the "Images in Emergency Medicine Competition" that aims to promote equity, representation, and inclusivity in emergency medicine education. This competition provides an opportunity to showcase images that reflect the diversity of healthcare providers and patients in Canada.

The top submissions will be featured in a presentation at the CAEP24 conference in Saskatoon, and the winning submission will be featured as the cover image of an issue of CJEM (The Canadian Journal of Emergency Medicine).

We cordially invite you to participate in this competition by submitting your best images that highlight the diversity and representation in emergency medicine. Please review the detailed instructions at the link below to learn more about the submission process.

<https://caep.ca/em-community/get-involved/anti-racism-anti-colonialism-committee/imagecompetition/>

Are you a healthcare worker, allied health professional, or with protective services in the emergency department?

WE'RE RECRUITING



Your participation in an interview will help us to understand how to improve ED care experiences for patients living with dementia and their care providers



To participate, click below or scan the QR code



Healthcare provider experiences in caring for older adults living with dementia in the emergency department
This study has been approved by the University of Calgary Conjoint Health Research Ethics Board (REB23-0607)
Dr. Zahra Goodarzi

Participation Link: https://survey.ucalgary.ca/jfe/form/SV_3OTpTn2T4cOMi9M

Newsletter Process

Submissions can be sent to: natalie.sun@ahs.ca.

For reoccurring submissions, there is a **max 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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