

# Department of Emergency Medicine

## Calgary Zone

weekly email updates for ED Physicians

Natalie

## Operations

### Clinical Operations – Notes from James

#### Trauma Diversion Debrief

At June 20 at 17:06, we received a memo from the Department of Surgery announcing “reduced capacity” for the Trauma service, stating the following:

*“The trauma surgery service has no resident, fellow, or extender support from June 20 17:00 to June 21 08:00. As such, the trauma service is **available only for level one trauma**.*

*The trauma service will **not** accept*

- 1. RAAPID calls,*
- 2. Non-level 1 cases from Foothills Medical Centre*
- 3. Non-level 1 transfers within the city from other hospitals (which is usually done by RAAPID now).*

*For non-Level 1 polytraumas, the Emergency Department will decide which is the most appropriate and implicated service.”*

I immediately engaged the Department of Surgery DH, FMC ED and Trauma Leads and Facility Medical Director stating that it is unacceptable for a critical single site service such as Trauma to go on diversion with no access to patient transfers or telephone advice, and this represented a major patient safety risk.

Unfortunately, because the memo was sent out 6-minutes after the “reduced capacity” began, giving our teams no time to contingency plan, IOC and RAAPID acted on the memo as they had for prior General and Orthopedic Surgery reduced capacity situations, and diverted ALL trauma patients away from FMC (without the MD leadership being aware).

This resulted in 11 Trauma patients being diverted from FMC that night, including a clinical near miss of a pedestrian struck by a vehicle at 70kph with boggy forehead hematoma, LOC and GCS 14 being diverted to PLC. Despite being diagnosed with a skull fracture and subdural hematoma, she was expertly managed by the team at PLC, and thankfully did not require emergent neurosurgical intervention. However, if she had a time-dependent surgical lesion, her outcome could have been very different.

When I became aware that all trauma patients were being diverted away from FMC (as the FMC ED physician receiving the RAAPID transfer for the pedestrian struck), I immediately called IOC and FMC Admin on Call at 3AM to prevent any further diversions of all trauma patients away from FMC.

This dangerous situation and near miss were discussed eventually at the Zone Clinical Department Heads meeting yesterday. Apparently, the Trauma service coverage issue arose as a result of a licensing issue with one of their fellows preventing that person from working clinically and has led to a number of gaps in the schedule, but this was known well in advance, and could have been much better planned for.

At the close of the meeting, we emphasized to zone and department leaders that the following commitments must be made:

- All trauma patients must continue to come to FMC as per usual destination criteria regardless of reduced capacity for critical single site services (e.g., Trauma, Neurosurgery, Spine)
- We need uninterrupted access to advice for critical services such as Trauma and Neurosurgery via telephone/RAAPID 24-7
- Coverage of critical single-site services must be prioritized going forward (i.e., Trauma, Neurosurgery, Spine Surgery, Cardiac surgery)
- Department of Surgery must engage with affected parties (i.e., ZDEM, IOC, RAAPID) well in advance for all possible service reductions to provide advance warning and build contingency plans for critical services

Thankfully, we now have high-level zone interest in preventing this from happening again.

Please note that additional open Trauma shifts on June 22 and 23 were covered by staff surgeons, and an open Trauma shift the afternoon of June 25 was covered by pulling the resident off of FMC General Surgery ACCESS, unfortunately leaving that service uncovered June 25 1700-0700.

We have also engaged our ED Safety leads to review the circumstances, timing and consequences of the diversion and assist with additional recommendations moving forward.

Please note that we are doing all that we can to prevent similar situations from occurring again. However, if you encounter instances of patient safety events, near misses or unprofessionalism in the future as a result of service reductions, please both file an RLS and email me directly at [james.andruchow@ahs.ca](mailto:james.andruchow@ahs.ca).

### **Cart and Equipment Stocking:**

**Please note that our nursing QI leads have asked that we hold on the process of calling or secure messaging the unit clerks to have depleted or missing equipment restocked** until some additional logistical details have been worked out.

This does not change our commitment to implementing the new process within the next month. Also stay tuned for a site-specific equipment stocking survey.

Thanks again, and have a good week.

James

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## Connect Care Update

### 1) FAST Clinics and CERA / C-Endo are Paperless!

WE have been able to confirm that the FAST clinics (urology, vascular surgery, ortho/spine, general surgery) and the CERA / C-Endo clinic no longer require separate paper forms for referrals from the ED. The automatic referral letter that is generated by the external referral process in Connect Care has proven to be acceptable to them so all you have to do is fill in the pertinent clinical details in the Comments section of the ambulatory referral order. No more printing / sending paper forms! Yay! ([The CZ Referral Workflows Document](#) has been updated to reflect this)

### 2) CPSA Physician Practice Improvement Projects (PPIP) and Connect Care

As many of you know, the CPSA mandates that we all participate in 3 PPIP activities over a 5-year period. 'Connect Quality' is an initiative developed by the Chief Medical Information Office (CMIO) of AHS to provide the resources, training, reporting tools, and documentation required for you to meet the CPSA's PPIP requirements. Check out the following link to find more details about how you can use Connect Quality to achieve your PPIP goals: <https://manual.connect-care.ca/Training/connect-quality>

### 3) IT Bed IFT Workflow

Please keep sending your feedback about the IT Bed IFT workflow - the information we have received so far has been very helpful, but we are still hoping for more! Good, bad, or ugly please let me know about your experiences at [chris.hall@ahs.ca](mailto:chris.hall@ahs.ca)

As always, if you have any questions, please don't hesitate to ask.

Chris Hall

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## Grand Rounds and Journal Club

Grand Rounds Thursday June 27, 2024  
(0800 — 0900) AHC Pediatric Trauma Rounds

**Speaker:** Dr. Ibrahim Alhabli

**Title:** Pediatric Craniocervical Junction Injuries

**Inquiries:** Sherry MacGillivray 403.955.7872

**Hybrid Meeting**

**Conference Room 3 at ACH** (presenting in person)

**Zoom Link:**

<https://albertahealthservices.zoom.us/j/68621262859?pwd=YU55eXltZ2gxTnFwN2RmbjRpNHJ6Zz09>

**Meeting ID:** 686 2126 2859 **Passcode:** 699149

This event is an accredited group learning activity as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada.

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

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## Department News

### Staff and Resident Mountain Bike Evening

Join us this coming Wednesday evening for another Staff & Resident mountain bike evening at Bragg Creek!

**When:** Wednesday June 26th at 18:00

**Where:** Meet at Bragg Creek Trailhead  
<https://maps.app.goo.gl/KpXwug46wgrYtMhZ6>

**What:** Plan for a ~1 hour ride, and depending on final numbers we can break into different groups (easy, medium, hard). Biking will be followed by celebratory beverages after!

Hope to see you then!

Cara, Andrew, Jenny

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### Meet the New Residents 2024 -2025

A warm welcome to our new residents! Read the bios and view the photos of the new residents for 2024-2025.

[Emergency Composite 2024-2025 Poster](#)

[Bios of R1's](#)

[Bios of CCPF-EM Residents](#)

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## Job Postings

### Healthlink Medical Director

The Medical Director, Health Link is a key leadership position that oversees approximately 90 physicians who are part of the Health Link Virtual MD program. The Health Link program annual call volume is over 1.3 million/year.

The Medical Director, Health Link shall be proactive in the strategic development of projects and services, in partnership with the Health Link operational leadership team, to maximize the benefit of Health Link 811 to the province as a whole.

If you are interested in applying, please click on the link below. **Deadline is July 15, 2024.**

<https://doctorjobsalberta.albertahealthservices.ca/jobs/medical-director-health-link-3810?et=2MtDIgW5>

If you have any questions, please forward to:

Dr. Jonathan Choy, Senior Medical Director, Virtual Care, Access and Navigation

[Jonathan.Choy@ahs.ca](mailto:Jonathan.Choy@ahs.ca)

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## CME Learning and Conferences

### 2025 Canadian Paediatric Emergency Medicine Review Course

**SAVE THE DATE!!! January 30th-Feb1st, 2025**

- Banff, Alberta
- Virtual option available
- SKI & CME in Banff

Review of Core Topics in Paediatric Emergency Medicine. Interactive Case-Based Presentations. Group rates available

More information coming soon so stay tuned.

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## Headversity

Since 2023, the Cumming School of Medicine (CSM) has partnered with the mental health support app headversity. The app offers tools and practices to build healthy habits in mental fitness.

The CSM's Office of People, Culture and Health Promotion would like to learn more about how faculty, students and staff use the headversity mental health app. Never used the app or have feedback? [Feedback link](#)

**Sign up for headversity SOLO is free of charge.**

**Download the app today**

Step 1: Search headversity in the App Store/Google Play

Step 2: Download and sign up with your ucalgary email and unique invite code

**Students:** CSMSTU

**Faculty and Staff:** CSSTAF

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## Other Opportunities



Join the Cumming School of Medicine as we kick off our 2024 United Way campaign! Come enjoy a lunch fundraiser with live entertainment from the Calgary Fiddlers Association.

**Date:** Tuesday, July 9, 2024

**Time:** 11:30 a.m. to 1:00 p.m.

**Location:** Health Research Innovation Centre (HRIC) atrium, Foothills campus

**Donation:** \$10 BBQ Lunch (includes choice of beef or veggie burger + chips + pop)

Proceeds to United Way of Calgary and Area.

Registration not required by appreciated for food orders: [Register here](#)

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## Updated Newsletter Process

Submissions can be sent to: [natalie.sun@ahs.ca](mailto:natalie.sun@ahs.ca) and [CC Jordan-Rose.Detillieux@ahs.ca](mailto: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 **Tuesdays at noon**

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

## In Case You Missed Last Week

Department News

### Important Information Regarding MedSIS 3C

The University of Calgary CSM PGME will be transitioning to a new platform for completion of EPAs for all RCPSC trainees and eventually for all evaluations for all PGME trainees. This platform is called MedSIS and will first replace ePortfolio, and

later One45 for PGME trainees. In order to access it, you will need your UCalgary SSO credentials. Please review the following document for more information, and on how to confirm your UCalgary account information: LGI Education (MedSIS 3C)

For questions, please contact Anj at [anjali.pandya@gmail.com](mailto:anjali.pandya@gmail.com) or [aupandya@ucalgary.ca](mailto:aupandya@ucalgary.ca)

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## Life Saving Care in the ED When Patients Present with Self-Harm

In collaboration with Psychiatry and Emergency Medicine, this Practice Note has been developed for practitioners regarding the provision of emergency life-saving treatment to patients in ED settings who have self-harmed and the patient is refusing treatment. Clear communication between Protective Services and the treatment team is important in maintaining patient safety.

[Full information can be found in this pdf link.](#)

Feel free to reach out to me if you have any concerns or any case in which there is difficulty with our Allied Health Team in providing care.

Thank you, [ayesha.khory@ahs.ca](mailto:ayesha.khory@ahs.ca)

(Emergency Physician Mental Health Liaison)

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