

Department of Emergency Medicine

Calgary Zone

weekly email updates for ED Physicians

Natalie

Operations

Notes from Catherine

Reminder to **RSVP for the NOVEMBER 7 event acknowledging Eddy Lang's tenure as Department Head** – this event is now sponsored by the PSF (Department of EM physicians DEM who are not PSF members will be asked to contribute a 10\$ fee to attend). ALL administrative staff, residents, physicians, and ZDEM members are invited. Please email your RSVP's to Jordan at Jordan-Rose.Detillieux@ahs.ca.

Surgical Diversions

This remains a significant problem in the zone, one that is requiring continued vigilance and advocacy. The diversion policy clearly states that there **should not be 2-site diversion** in the absence of Zone Medical Director approval. Many will have noted a few recent 2-site diversions. I will now be sending Dr Anselmo an email every time there is a 2-site diversion to ask what the exceptional circumstances were that have led to this. We have also heard of situations where individual surgical care providers are calling the ED asking to go on diversion. Please let me know when this happens (and of course tell the providers that they should contact their own Department)

Kudos x2

Kudos x2 for Dr. Huma Ali who just received an **award for speaking to the Canadian association of thoracic surgeons**. She spoke in Winnipeg September 27th, on behalf of well doc Canada about physician-to-physician peer support. Also, a patient expressed deep gratitude to **Dr. Huma Ali** (ER - South Campus) for her exceptional care and professionalism in managing her infected surgical incision on July 25-26, 2024, including coordinating with her surgeon and ensuring she received further treatment at FMC, which led to her readmission and recovery

Commendation for Dr Kendra Young

From the moment I arrived at the Emergency Department on Friday, August 16, 2024, until I left, the care I received from the staff, especially Dr. Young and triage nurse Taylr, was exceptional, making it the most positive hospital experience I've ever had, with everyone being kind, professional, and attentive to my needs.

Catherine

Notes from James

CZDEM Standardized Consultation and Transport Process via RAAPID

With the recent implementation of the RAAPID Service Request Order in ConnectCare, there has been some confusion about the optimal workflows for both stable and unstable/high acuity patients. Consequently, after consultation with our physician and nursing leadership team and RAAPID, the Calgary Zone Department of Emergency Medicine (CZDEM) recommends the process outlined below.

Stable Patients

While the RAAPID service request order in ConnectCare offers an additional level of convenience for ED physicians, the flow of that information might not be acutely visible at RAAPID. Consequently, **the RAAPID service request order in ConnectCare should only be used for stable patients/non-urgent transfers**. Please note: RAAPID is able to book transport for most (but not all) stable patients, so please confirm with the RAAPID nurse before you end the call whether or not they will be booking transport.

Unstable Patients

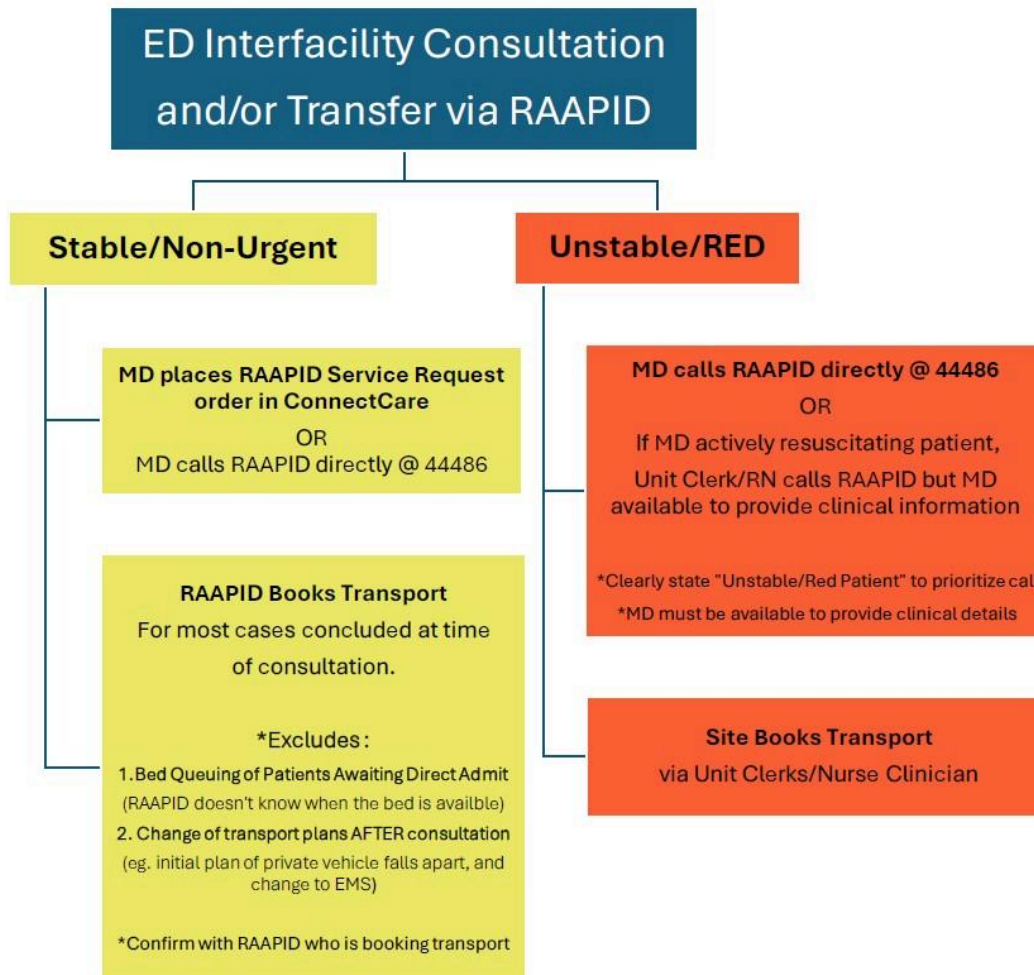
If you have an unstable/critically ill patient, call RAAPID directly at 44486 and clearly state that your patient is “unstable” or a “red transfer.” If you cannot make the call yourself because you are actively resuscitating the patient, you can have the Unit Clerk/Nurse Clinician call RAAPID on your behalf – but a physician will need to provide the clinical picture prior to a consult being paged out; the unit clerk cannot perform that role alone. If the MD cannot be directly on the phone, then ensure the Nurse Clinician or unit clerk is at bedside with a phone so you can clearly convey relevant clinical information directly to them. This will allow the case to be processed as quickly as possible to avoid any delays in care.

Sending sites should directly book transport for all unstable or critically patients to avoid delays – but please ensure that both your Nurse Clinicians and Unit Clerks are aware.

Having the sending site book red transfers allows for a parallel process to ensure the quickest EMS response/interfacility transport times, while the clinical consultation between MDs occurs through RAAPID.

*Please note that the CZDEM recommends that all interfacility consultations occur through RAAPID regardless of acuity, in order to ensure a consistent workflow, that the correct consultant is being paged, and to assist with any potential quality review or professionalism concerns in the future. Closed loop communication with all parties is key to ensure this process works smoothly (including RAAPID, consultants, unit clerks and nurse clinician).

For a workflow summary, please see the flow diagram below:



Please reach out to me directly if you have any questions or concerns.

James

Connect Care Update

Hi Everyone

Here is the Connect Care update for this week:

1) EDCOURSE Notes

Quick reminder that we are still encouraging everyone to include the EDCOURSE smartphrase in your primary provider notes, especially when the patient is being handed over. This allows downstream ED physicians to add to the primary provider note by using the ED Course box in the Workup tab, thus keeping all relevant clinical documentation easily accessible in one place in the chart. **Please note that you must sign your primary provider note** for subsequent ED physicians' ED course notes to automatically populate the smartphrase. If you fail to sign your note, then downstream ED physicians will only be able to see the ED Course notes by scrolling through the text box in the Workup tab (which is fairly inconvenient) and our consultant colleagues will generally not be able to see these notes at all, since they will not appear in the primary note until you have signed. This could certainly result in impaired communication from one physician to the next and thus the preferred workflow is to make sure all your notes are signed before you leave for the day. If you are delaying signing the primary provider note for fear of burdening the patient's family physician with multiple copies of the note (which was a problem with earlier versions of Connect Care) please be aware that this problem has largely been addressed and the GP will only be sent a copy of the the primary note once it has been signed and a disposition has been assigned.

2) Assigning Dispositions

On a related note, please be reminded that we should generally refrain from assigning a disposition of 'Admit' to our patients in the dispo tab. Prematurely doing so can cause a copy of the primary provider note to be sent to the GP prior to all relevant ED course updates being included in the primary note while charting is occurring on patients who are awaiting an admission order from the consultant. The Admit disposition should automatically be assigned when the admission order is written, so we should not have to worry about assigning it ourselves.

3) Alberta Referral Directory Upgrades

The ARD has been undergoing some exciting upgrades lately, with a view to improving its functionality for ED physicians across the province (and especially in the Calgary Zone). Many clinics' information pages have been updated to include important information including indications for admission and referral workflows relevant to Connect Care users. There are also plans to add a special section with referral information specific to ED physicians, that should hopefully be rolling out on our most-frequently used clinics before the end of the year. If you have never used the ARD before, I would encourage you to take a look at www.albertareferraldirectory.ca. **There is also a hyperlink to the ARD at the top of every Ambulatory Referral order window**, which gives direct access from within Connect Care.

4) Downtime Blues: NEXT DOWNTIME IS 00:30 OCTOBER 10!

NB: The next downtime is this week, just after midnight October 10. If you are scheduled to work, remember that there is a handy-dandy [Calgary Zone ED physician downtime survival guide](#). Also, if you are wondering when the next Connect Care downtime will be occurring in the future (not that anyone would want to avoid downtime, right?) please be advised that you can access the list of dates here: <https://insite.albertahealthservices.ca/cis/Page23865.aspx>

As always, if you have any questions or concerns, please don't hesitate to reach out

Chris

chris.hall@ahs.ca

Grand Rounds and Journal Club

Grand Rounds Thursday October 10, 2024 (0900—1015) (1.0 Education Credits)

Room: Theatre 4 – HSC

Zoom Link: <https://albertahealthservices.zoom.us/j/61834756597?pwd=Sk91ZmdXOGdRWmgxMUc0U3INMjR5Zz09>

Meeting ID: 618 3475 6597 **Passcode:** 407952

Moderator: Dr. Kathryn Crowder

Session #1 (0900-0945)

Speaker: Dr. Bhavini Gohel

Title: Low-carbon and resilient healthcare systems, AHS

Description: Climate changes impact on healthcare and how we move our healthcare system to more resilient and sustainable healthcare system.

Session #2 (0945-1015)

Speakers: Drs Jessica Moe (UBC) and Krishan Yadav (U Ottawa)

Research Updates: EMED and HIDOCC trials



Dr. Bhavini Gohel is a Clinical Associate professor at Cumming School of Medicine, University of Calgary. She is a Hospitalist Physician and the Section Chief for Medical Inpatients in the Calgary zone and has held numerous leadership positions within and outside Alberta Health Services, Canada. She leads the organization's Climate crisis Adaptation, resiliency, and sustainability work. Outside of Alberta Health Services, she has done work in the Global Health field, and is completing her Master's in Global Health Leadership at Said Business School, Oxford University, where she has won the director's award.

[Evaluation Form link here](#)

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

Oct 10, 2024 Department of Emergency Medicine Journal Club

You are invited to attend the **Department of Emergency Medicine Journal Club**

Emergency Medicine Journal Club

Date: October 10, 2024

Time: 18:00 to 21:00

Topic: Noninvasive Ventilation for Preoxygenation during Emergency Intubation.

Presenters: Drs. Kayla Baker, Dirk Chisholm and Kyle Exner

Preceptor: Dr. Colin Bell

Hosted by: Dr. Colin Bell

ARTICLE 1: [Noninvasive Ventilation for Preoxygenation during Emergency Intubation](#), NEJM June 2024, Gibbs et al.

Department News

Emergency Physician Spotlight

Today's spotlight features Dr. Hannah Park. You can read more about this amazing doctor below.



Hannah has been practicing emergency medicine since 2015 after completing the FRCP program at McMaster University. Prior to that, she completed her medical degree at the

University of Toronto. Calgary has always been home though, after immigrating from South Korea in Grade 8.

She enjoys her clinical work at the FMC and PLC emergency departments and being involved with CSART for the past year. Academically, she has been the junior ultrasound director for the residency program.

Hannah cannot believe it has almost been a decade of practicing in Calgary. It has been a wonderful experience being able to work with such a brilliant, kind and collegial team. Calgary EM has provided her with a diverse clinical and academic opportunities for a fulfilling career thus far.

At home, Hannah receives wonderful support from her husband, Will, their two kids, Peyton and Ethan and a pandemic dog, Daisy, who provide her with endless joy and entertainment. Finally, inspired by others in the department, she has added to her list of hobbies to include climbing, tennis and skiing.

Faculty Refresher Session on the Art of Debriefing

Last minute reminder that we are hosting a free faculty refresher session on the art of debriefing lead by Drs. James Huffman, Patty Lee-Nobbee and Tyson Savage. We welcome simulation facilitators and educators with diverse experiences. Join your colleagues in sharing expert tips and tricks on navigating common simulation educational challenges.

Date: October 11, 0900 – 1200

Location: O'Brien 1500

[Sign up with this link](#)

Thank you,

Patty

Teaching Opportunities

Staff Examiners Required FOR CCFP-EM ORAL EXAMS : 2024 Thursday November 28th, 2024 – In Person

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

- **November 28th, 2024 from 1030 – 1300**

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

Please check your availability and let me know if you can help on **November 28th, 2024**, please send the responses to TriSurendra.Malasanani@ahs.ca

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

Thanks,
Tris

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 reoccurring 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.

In Case You Missed Last Week

Teaching Opportunities

Attention all Staff: Royal College MedSIS 3C Launch October 2nd

Phase 1 of the MedSIS 3C implementation to replace ePortfolio for EPA completion for Royal College residents begins October 2nd. Preceptors will receive access to the system on October 2nd. Quick reference guides and training materials will be viewable online in the coming days here: <https://cumming.ucalgary.ca/pgme/medsis-information>

Please see the attached PowerPoint for further details but in sum:

1. If you provided your **UCalgary email** as your preference, you will receive one email to your UCalgary account with your log-in details on October 2nd.
2. If you provided your **AHS email** as your preference, you will receive 2 emails to your AHS email on October 2nd:
 - The first email will be from Microsoft requesting whether or not you will allow access to MedSIS3C. **You must click “accept”**
 - The second email will come from MedSIS 3C and will include your log in details

You will still be able to access ePortfolio through mainport.royalcollege.ca/cbd until December. Contact Anjali or Kelsey (anjali.pandya@gmail.com or Kelsey.ragan@ucalgary.ca) for any questions or concerns.

Anjali
