



KGH Wellness Committee Wellness Strategy

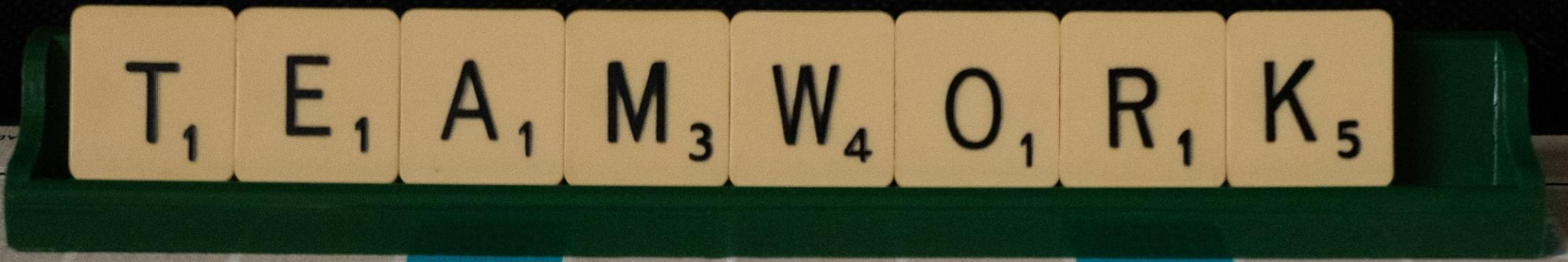
Jan 17 2025

Dr. Helen Bibby, Dr. Deema Jassi



Our Wellness Partners

PHYSICIAN HEALTH PROGRAM	DOCTORS OF BC
Tom Rapanakis, Vice President and Executive Director Navjot Gill, Physician Health Outreach	Patti King – Engagement manager of the interior Brent Weiss – Regional Advocate Atsuko Tanahara – SSC/Shared Care SWELL PHP
INTERIOR HEALTH	CWIM
Dr. Devin Harris, Executive Medical Directors Dr. Andrew Sellars, Medical Director Engagement Dr. Cara Wall, Chief of Staff, RMAC Chair Dr. Mark Masterson, Clinical Operations IHA South Dr. Launny Lowden, Medical Director of Patient Safety Rob Mitchell, Medical Staff Safety and Wellness Lindsay Taberner, KGH Executive Director Clinical Operations Jaymi Chernoff, Executive Director Quality and Patient Safety Health Authority Medical Advisory Committee	KGH PHYSICIAN SOCIETY KELOWNA MEDICAL SOCIETY KGH FOUNDATION Melina Moran, Director of Strategic Planning



Our Wellness Members

- Dr. Deema Jassi
- Dr. Neil Long
- Dr. Helen Bibby
- Dr. Stephan Mostowy
- Dr. Marci Smit
- Dr. Ewelina Zaremba
- Dr. Ben Wierstra
- Dr. Ainsley McCaskill
- Jen Bishop, NP
- Liechen Naude

Our Website: www.medicalstaffmatter.ca



Medical Staff Matter

[Home](#) [Peer Support](#) [Wellness](#) [Events](#) [Kudos](#) [Have Your Say](#)

KGH MSA is Creating Positive Change

Acknowledging the distinctive obstacles that healthcare workers confront, a group of physicians took action by establishing an advocacy program at Kelowna General Hospital to provide support to medical professionals.

Programs and Resources at Kelowna General Hospital

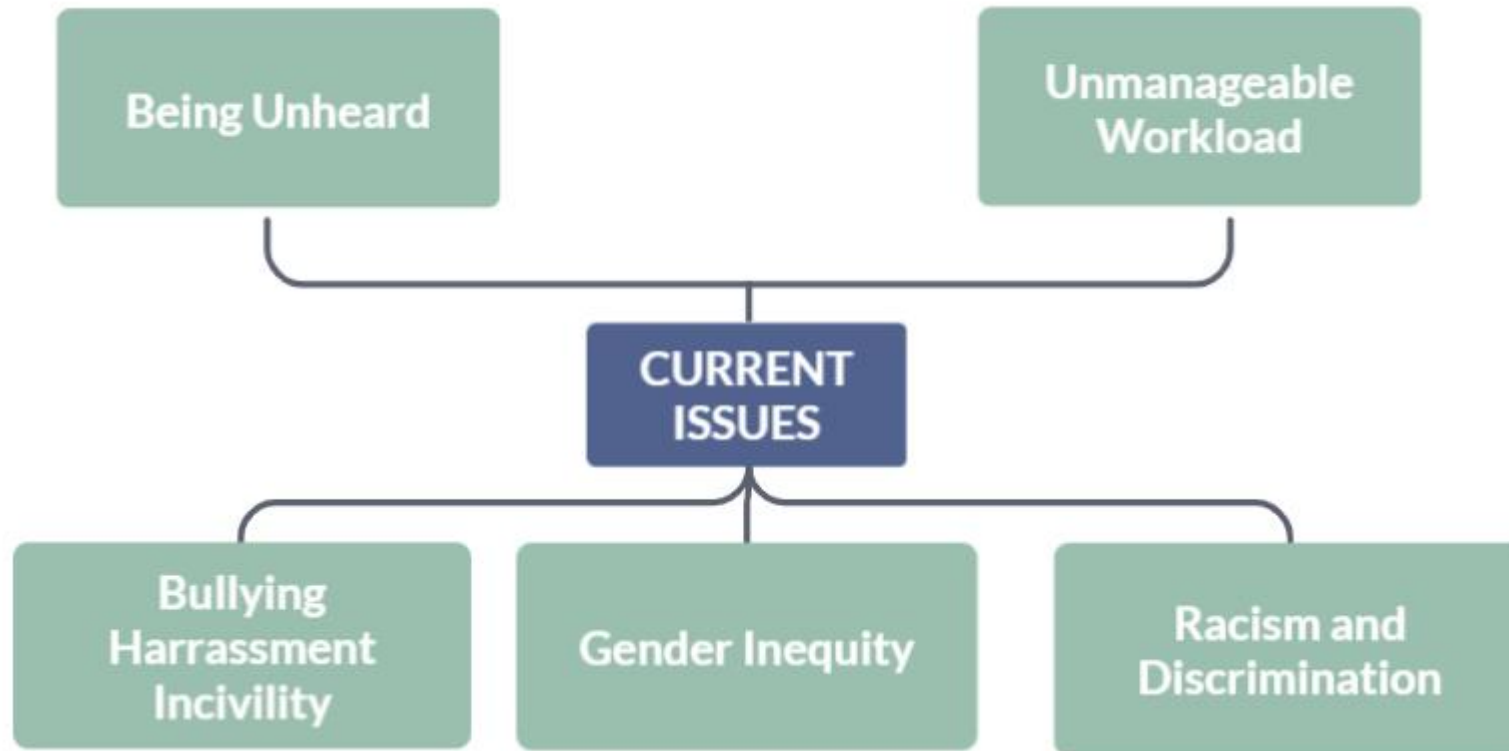
Summary of Our Sources

- Department Meetings
 - Looking to meet with all departments!
- Survey Results (including over 80 detailed comments)
- Discussions with Colleagues
 - In person, text, hallways, email, feedback box (physician lounge) & website
- LMAC meeting
- Our Survey



- 
1. Medicine
 2. Surgery
 3. Hospitalists
 4. Laboratory medicine
 5. Radiology
 6. Cardiology
 7. Gastroenterology
 8. Pediatrics
 9. Emergency Medicine
 10. Radiation Oncology
 11. Obs/Gyne
 12. Anesthesiology
 13. Neurology

Current Issues Affecting KGH Medical Staff Moral Injury and Wellness





Current Issues Affecting KGH

1. Bullying, Harassment and Incivility

- Population split between individuals who experience disruptive behaviour & those unaware
- Placing consultations
 - Incivility, differing opinions and practices around etiquette, perceived personal attacks
- Peer interactions with micro-aggressions
- Power struggles within departments



Current Issues Affecting KGH

2. Gender Inequity

- Female consultants being treated differently
 - Misidentified as nursing staff
 - Advocacy around this topic is dismissed as "aggressive feminism"
- Lack of perception
- Imposter syndrome
- Fee disparity
 - Referral bias
 - Additional patient requests



Current Issues Affecting KGH

3. Racism and Discrimination

- Concerns for racism based on interactions based on
 - Country of origin
 - Occupation including associate physicians
- Test cancellation based on foreign medical graduate distrust



Current Issues Affecting KGH

4. Being unheard

- Not feeling welcomed to approach department heads, senior and executive leadership
- Disruptive physician labelling preventing further discussions
- Lack of support and training regarding communication style
- Lack of involvement in decision making processes
- Not speaking out based on fear and futility

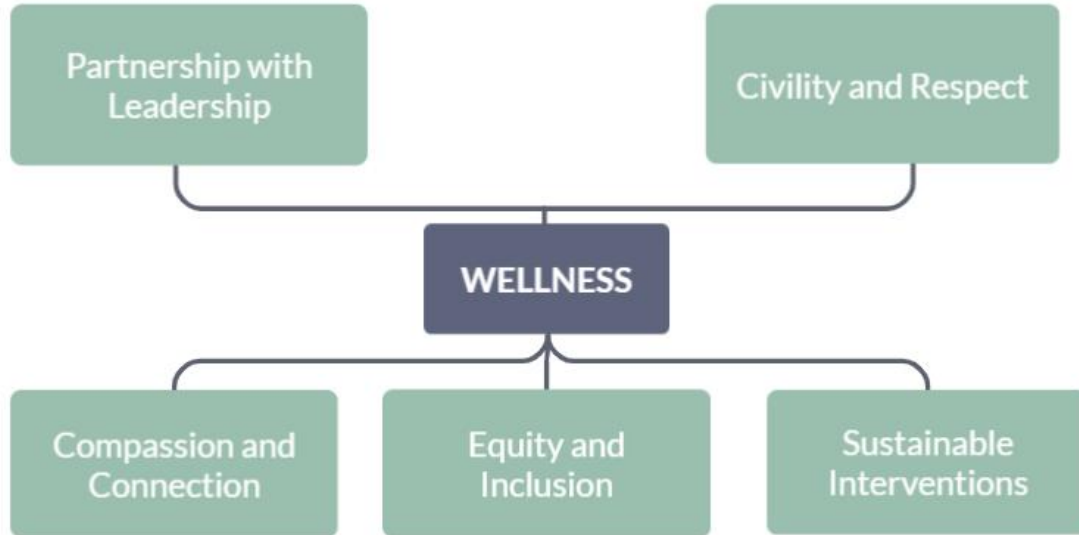


Current Issues Affecting KGH

5. Burn out and Unmanageable Workload

- Unmanageable patient load, call schedules, increased complex and challenging patient leading to burnout
- Consultants and specialists feeling "dumped" with excess consults
- Time constraints limit ability to appropriately work-up patients
- Feelings of being "under-appreciated" by IHA

Our Wellness Strategy



Kelowna General Hospital Medical Staff Wellness Strategy

Acknowledgement

We thank all KGH medical staff for sharing their experiences and contributing to this report. Thank you to our partners - your collaboration is fundamental to our success. A special thanks to the Richmond Hospital Medical Staff for sharing their Wellness Strategy.

"We have more possibilities available in each moment than we realize."
— Thich Nhat Hanh

The Issue

Bullying, Harassment & Incivility



Solutions

Civility and Respect

The Issue

Bullying, Harassment & Incivility



Solutions

- **Antibullying & Harassment Policy**
 - Released Spring 2024

Civility and Respect

KGH MEDICAL STAFF WELLNESS COMMITTEE



POLICY ON BULLYING AND HARASSMENT

1.0 PURPOSE

The purpose of this Policy is to:

- Acknowledge that bullying in the workplace and healthcare exists amongst medical staff.
- Recognize that bullying negatively impacts the psychological health and wellbeing of staff, patient care and safety and workplace culture.
- Apply and comply with Interior Health policies and procedures on bullying and harassment.
- Declare a clear commitment to eliminate bullying.
- Support and promote safe workplace environments.

2.0 DEFINITIONS

Bullying	Bullying is usually seen as acts or verbal comments that could psychologically or 'mentally' hurt or isolate a person in the workplace. Sometimes, bullying can involve negative physical contact as well. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression. ¹
Discrimination	Adverse differential treatment of an individual or group, whether intended or not, on the basis of Indigenous identity, race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, age or unrelated criminal conviction. Discrimination of this nature imposes burdens or obligations on an individual or group that serves no work-related function. It is important to note that such conduct is not only a breach of this Policy, it may also be a breach of the British Columbia Human Rights Code. ²
Disruptive behavior	An enduring pattern of conduct that disturbs the work environment. Disruptive behaviour includes objectionable language, uncontrolled anger and verbal and physical threats that cause a negative impact on colleagues, co-workers and patients, and potentially on the delivery of safe care. Disruptive behavior can also be passive in its approach and more difficult to identify. This might include repeated refusals to comply with known and accepted practice standards; chronic refusal to work collaboratively with colleagues, staff and patients; failure to respond to calls for assistance (when on-call or expected to be available); and persistent lateness. ³
Harassment	Improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the Canadian Human Rights Act (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction). ⁴

The Issue

Bullying, Harassment & Incivility



Solutions

- **Antibullying & Harassment Policy**
 - Released Spring 2024
- **Civility Regional Tour**
 - Conjoint effort: IH, DoBC, MSAs: Kelowna, Kamloops, Vernon, Penticton
 - Raise awareness –the power of civility
 - Impact of incivility on teamwork & patient outcomes
 - Nov 14-19 –Civility Regional Tour
 - Impact report pending
 - [Highlights & Talks:](#)
 - [Civility Regional Tour – Medical Staff Matter](#)

Civility and Respect

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The Issue

Racism & Discrimination



Solutions

Equity and
Inclusion

The Issue

Racism & Discrimination



Equity and
Inclusion

Solutions

- **Increase awareness & establish open dialogue**
 - Peer support, survey, confidential reporting

The Issue

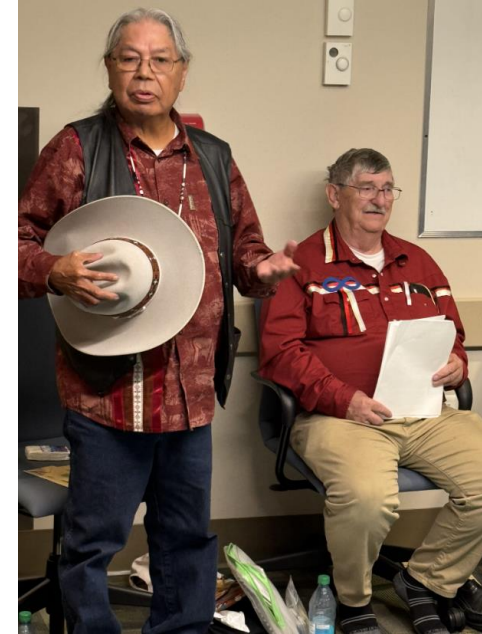
Racism & Discrimination



Equity and
Inclusion

Solutions

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 - Peer support, survey, confidential reporting
- **Kairos – First Nations Antiracism Blanket Exercise**
 - Held Aug 2024
 - Plans for future events

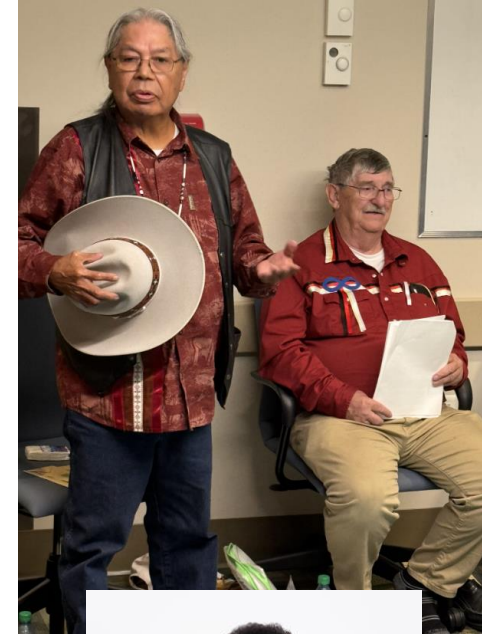


Racism & Discrimination



Solutions

- **Increase awareness & establish open dialogue**
 - Peer support, survey, confidential reporting
- **Kairos – First Nations Antiracism Blanket Exercise**
 - Held Aug 2024
 - Plans for future events
- **Racism in Medicine, Finding your Voice**
 - Nov 14th – head coach Cheryl Jean-Paul, organized by IH Medical Staff Safety & Wellness
- **Trying to make Language line more accessible**



The Issue

Gender Inequity



Solutions

Equity and
Inclusion

The Issue

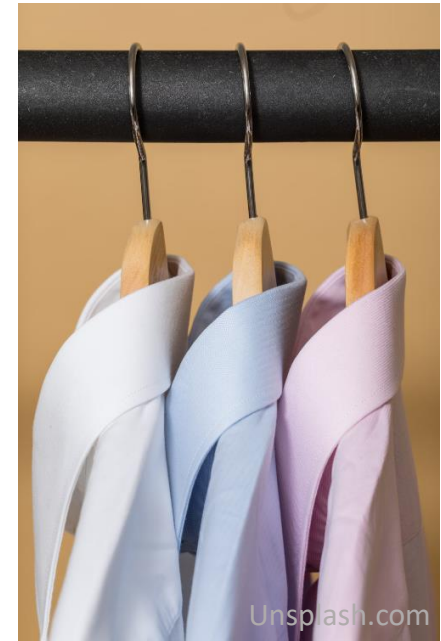
Gender Inequity



Solutions

- **Raise Awareness**, address disparity in self confidence & imposter syndrome
 - Nov 1- Beyond the White Coat
 - Personal stylist
 - Review imposter syndrome

Equity and Inclusion

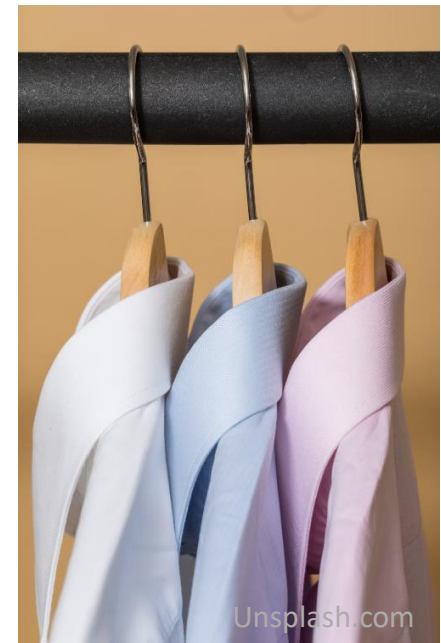


Gender Inequity



Solutions

- **Raise Awareness**, address disparity in self confidence & imposter syndrome
 - Nov 1- Beyond the White Coat
 - Personal stylist
 - “Stop Telling Women they Have Imposter Syndrome”
 - Clothing donations for “dress for success”
- **Encourage support** camaraderie and sense of community
 - Jan 24 –Wellness Matters
 - Guest speakers: Dr Jane Lea, Dr. Bourque
 - Ester Pike, occupational therapist
 - Fitness instructor & yoga
 - Local designers, personal stylist
 - 2 hour sessional offered



The Issue

Being unheard
Unmanageable
workload



Solutions

Sustainable
Interventions

Partnership with
Leadership

The Issue

Being unheard
Unmanageable
workload



Sustainable
Interventions

Partnership with
Leadership

Solutions

- **Improve communication channels**
 - Encourage regional alliance of MSAs
 - Addressing routes of reporting disruptive behaviours



The Issue

Being unheard
Unmanageable
workload



Sustainable
Interventions

Partnership with
Leadership

Solutions

- **Improve communication channels**
 - Encourage regional alliance of MSAs
 - Addressing routes of reporting disruptive behaviours
- **Increase discussions with senior leadership**
 - Presence at LMAC, HAMAC
 - E.g., Civility Tour
 - discussion senior executive medical directors, department heads, DOBC, & Foundation



The Issue

Being unheard



Solutions

- **Psychological Safety Toolkit**
 - Address gaps in events of codes/never events/research/trials

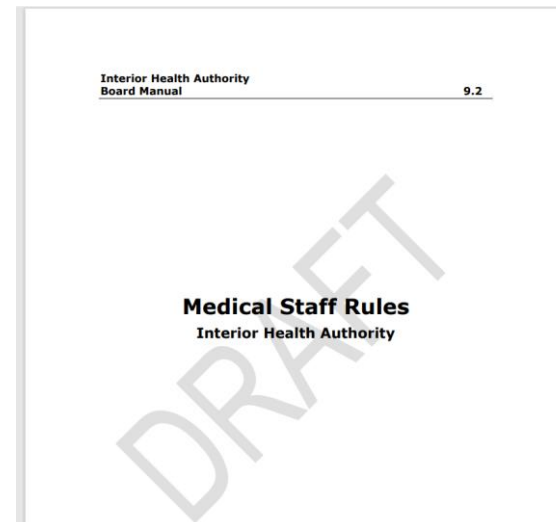
Partnership with
Leadership





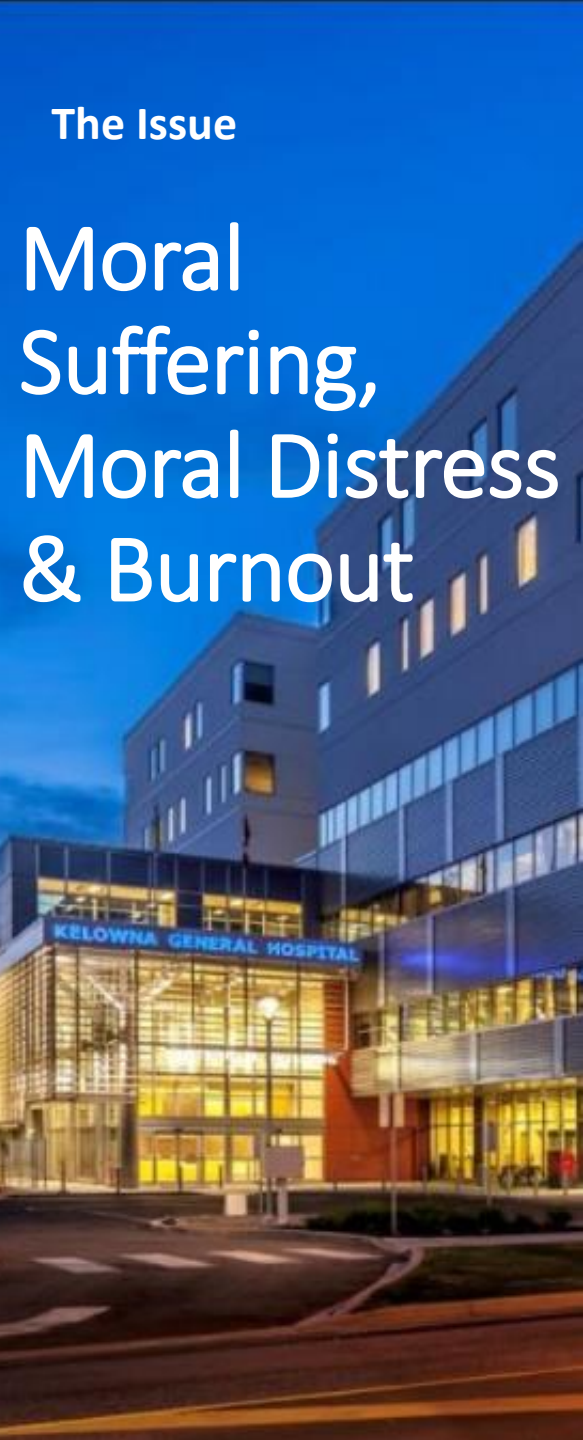
Solutions

- **Psychological Safety Toolkit**
 - Address gaps in events of codes/never events/research/trials
- **Comprehensive Review of Draft Medical Staff Rules completed**
 - Working with DOBC
 - Reviewed at LMAC
 - Feedback sent to HAMAC
 - Townhall scheduled Jan 20th



The Issue

Moral Suffering, Moral Distress & Burnout



Solutions

Civility and Respect

Compassion and
Connection

The Issue

Moral Suffering, Moral Distress & Burnout



Civility and Respect

Compassion and Connection

Solutions

Department specific interventions:

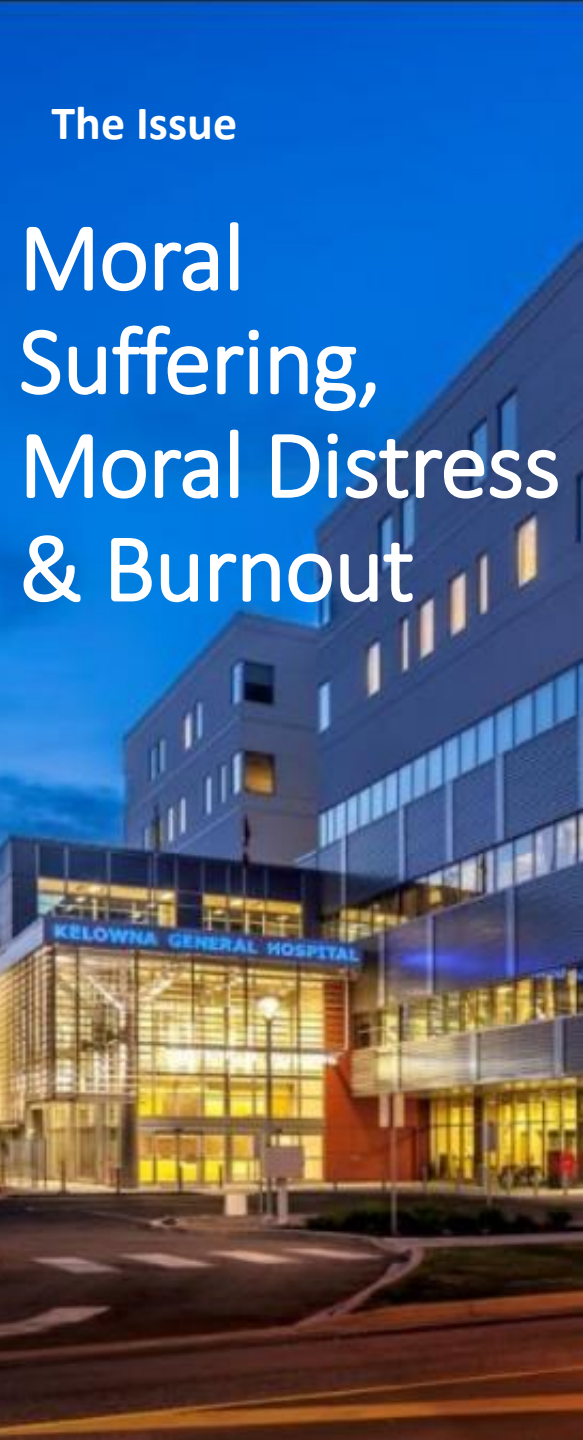
- **Well Doc Canada**
 - External consultants for physician wellness
 - Alberta based group providing department review, needs assessment, data & support for sustainable interventions
 - KGH = first site outside of Alberta
 - Pilot started Nov 2024
 - Department of Surgery
 - Department of Pediatrics 89% engagement!
 - In partnership with PHP

Well Doc Canada

Shaping the future of physician wellness, together

The Issue

Moral Suffering, Moral Distress & Burnout

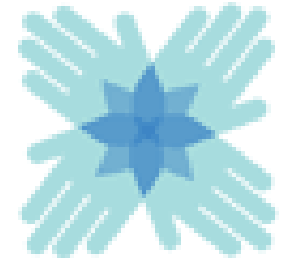


Civility and Respect

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Solutions

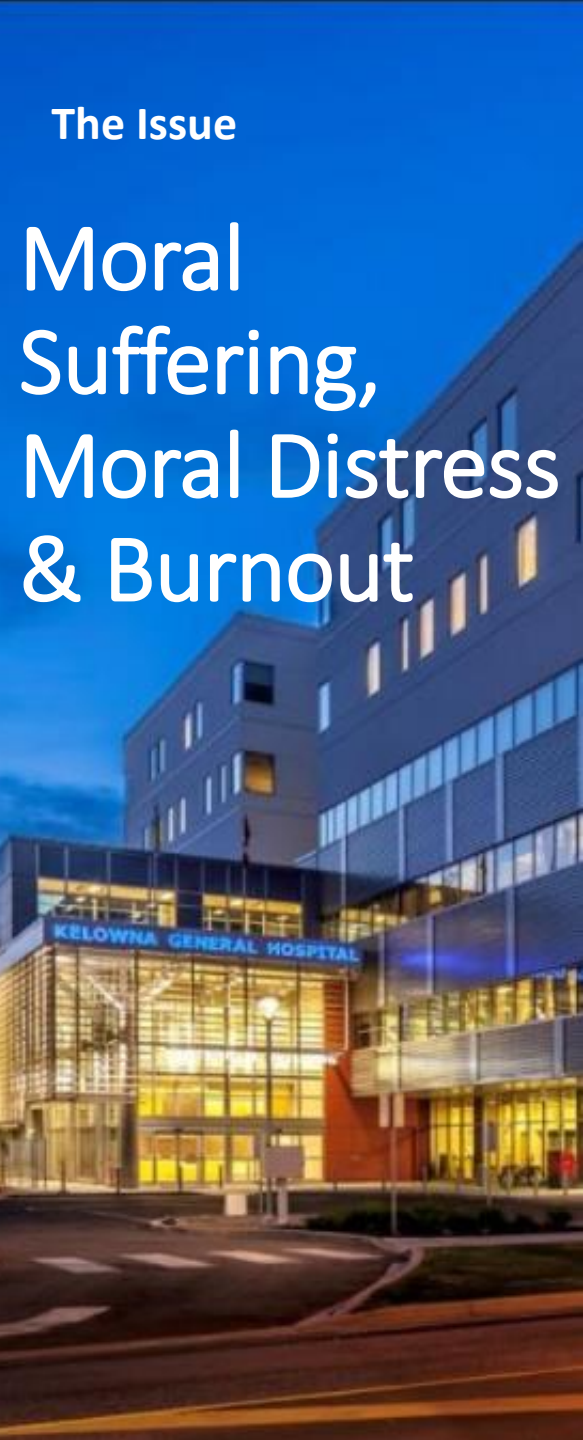
- **Establish Schwartz Rounds**
 - Routine debrief following difficult events
 - Provision of support & compassion for physicians with moral suffering & distress
- **Brewing Compassion**
 - In conjunction with KGH Foundation
- **Community circle**
 - Jan 17- pediatric disparity in service affecting multiple departments



the schwartz center
FOR COMPASSIONATE HEALTHCARE

The Issue

Moral Suffering, Moral Distress & Burnout



Solutions

- **Expansion of the Peer support program**
 - Currently 5; all wellness committee members to be trained
 - Confidential colleague support
 - In partnership with PHP
 - Access through our website

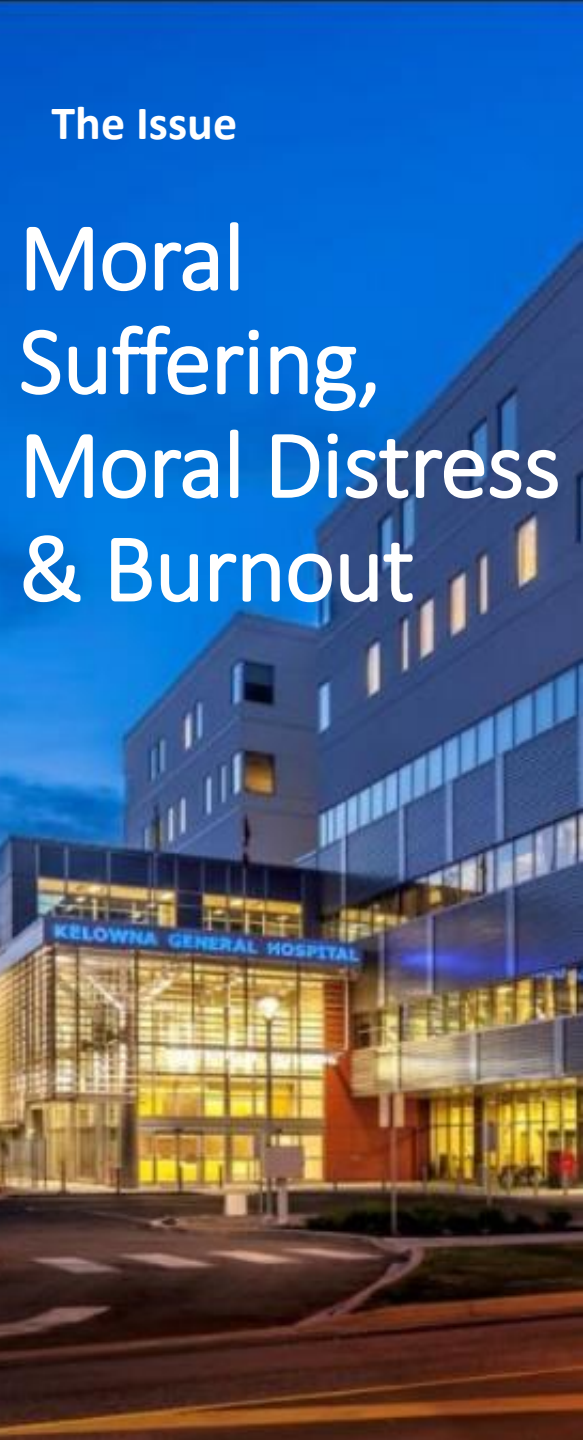
Compassion and
Connection

Peer Support for You



The Issue

Moral Suffering, Moral Distress & Burnout



Solutions

- **Expansion of the Peer support program**
 - Currently 5; all wellness committee members to be trained
 - Confidential colleague support
 - In partnership with PHP
 - Access through our website
- **Share Resources for external support**
 - PHP, counsellor, spiritual care practitioner, psychotherapy, IH Health and Wellness

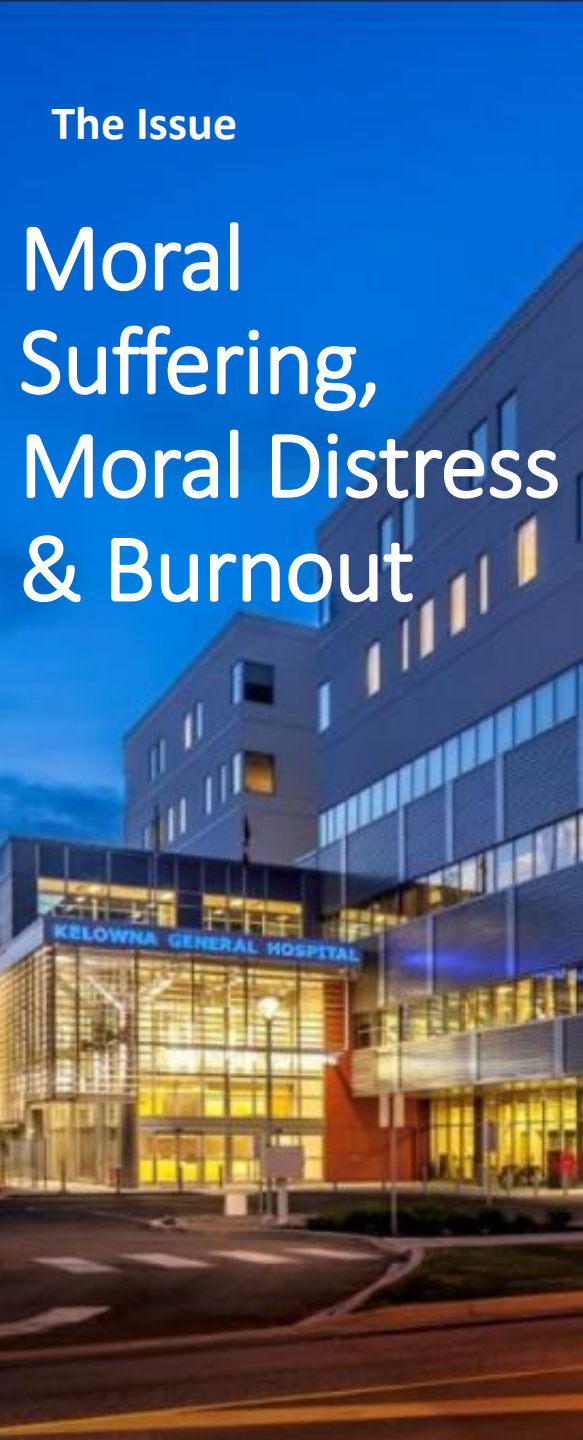
Compassion and
Connection

Peer Support for You



The Issue

Moral Suffering, Moral Distress & Burnout



Civility and Respect

Compassion and
Connection

Solutions

- **Kudo's**

- Recognizing the amazing work we do
- Nominate a colleague on our website, medical staff lounge



How can you help us create sustainable change?

- Wellness seat at LMAC
- Creation of **Department of Medical Staff Wellness**
 - Physician Wellness Officer for each department
- Secure annual funding
 - Currently funds via Facility Engagement, MSA dues, PHP
 - Application month to month, event to event
 - Difficult to create sustainable change
 - Goal: Base funding through HAMAC



Our Achievements this year!

- 1st Medical Staff Wellness Committee at KGH
- Only IH site with Peer support
- Development of Antibullying policy
- 1st Gender equity event
- 1st Well Doc outside of Alberta
- 1st Civility Tour
- Creation medicalstaff.ca
- Successful wellness event @ Myra Canon Adventure park
- Kudo program –only few in province
- Down the line – 1st Schwartz site in IH



Calendar of Events

- **Jan 13** – Welldoc Pediatric Post-measurement
- **Jan 17** – Community Circle
- **Jan 20** –HAMAC Townhall for Medical Staff Rules
- **Jan 24** –Wellness Matters RVSP to kghpsp@gmail.com
- **Feb 20** –Wellness Meeting
- **Feb 28** -Antibullying day & Wellness event – family friendly bowling + CME Medical Bingo

More to come!

Thankyou!
Questions?

