

Medical Staff Update

This Issue: Critical Leadership Conversations Course; RLS Upgrade is Coming; Changes Coming to ServiceHub; Patient Access to Provider Names Resource; Wellness4MDs Program; Career Opportunities; Resources and Supports for Physicians; News from the AHS Update and more.

AHS recognizes that our work takes place on historical and contemporary Indigenous lands, including the territories of Treaty 6, Treaty 7 and Treaty 8, and the homeland of the Métis Nation of Alberta and eight Métis Settlements. We also acknowledge the many Indigenous communities that have been forged in urban centres across Alberta.

Note: Recognizing some medical staff use an alternate email address instead of an AHS email address, some information is duplicated from the AHS Update to ensure all AHS medical staff have all up-to-date organizational information that may impact their practice.

Topics:

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Medical Affairs News

Critical Leadership Conversations Course Part 3

This focus of our third course in the Critical Conversations series is to assist medical leaders in developing the skills they need to have effective development or periodic review conversations with their frontline physicians or other leaders that report to them. We will be exploring AHS periodic reviews, AHS probationary reviews, development conversations, coaching, and other feedback conversations through this series.

There will be four one-hour virtual lecture sessions between March 21 to May 2. In between sessions, you will meet twice with two colleagues in a triad (either a self-selected group or an assigned triad) to share experiences of these types of conversations, what you have learned, debrief, and offer advice and support to one another. This course is eligible for Section 3 CME credits.

Dates	Time	Registration links
March 21, 2024	4:30 p.m.-5:30 p.m.	Register here
April 4, 2024	4:30 p.m.-5:30 p.m.	Register here
April 18, 2024	4:30 p.m.-5:30 p.m.	Register here
May 2, 2024	4:30 p.m.-5:30 p.m.	Register here

For more information, please contact Lori Paul Lori-Ann.Paul@ahs.ca.

RLS Upgrade is Coming

AHS is working on upgrading the [Reporting and Learning System for Patient Safety \(RLS\)](#), Review and Recommendation Tracker (RRT), and Feedback and Concerns Tracking (FACT). The application that supports these systems is coming to end of life and a replacement was chosen following consultation with staff and leaders.

The upgrade will simplify reporting processes, enhance concerns / commendations management, strengthen data quality, and improve tracking and implementation of recommendations.

More details will be provided as they become available.

Changes coming to ServiceHub

Starting March 14 at 8:30 p.m., users will no longer be required to log in to ServiceHub when accessing from within the AHS network.

ServiceHub is the online platform where AHS and affiliate staff can access business services like [Human Resources](#) and [Information Technology](#) to receive support, access resources, review knowledge articles and submit requests.

Currently, staff are required to log in using their AHS credentials to access ServiceHub. After March 14, ServiceHub will recognize staff credentials and sign users in automatically.

Users who access ServiceHub from outside the AHS network (i.e. community physicians and vendors) will need to complete additional authentication steps. Learn more on [Insite](#).

Patient Access to Provider Names Resource

Patients have always had a [right to know](#) the full name and credentials of their healthcare provider. However, patients now have increased access to provider information through Connect Care discharge summaries and the [MyAHS Connect](#) patient portal. This may make it easier for patients to harass workers outside the care setting and online. [Learn your rights](#) and how to stay safe before, during and after your shift:

- [Patient Access to Provider Names](#)
- [Protecting Yourself from Online Harassment](#)

See [Prevention of Harassment and Violence](#). Questions?
Contact SafeCare.Together@ahs.ca.

Mental health support with Wellness4MDs Program

Are you a physician, post-graduate medical trainee or medical student in Canada? Are you seeking support to deal with stress, burnout, anxiety or depression, build resilience and maintain or improve psychological wellness?

If so, subscribe to the Wellness4MDs program to receive free daily cognitive behaviour therapy-based supportive text messages and mental health literacy information.

Text “WELLMD” to 1-855-947-4673 to subscribe. You can stop receiving the messages by replying “STOP” at any time.

This program is sponsored in part by the Mental Health Foundation, University of Alberta and the Royal College Foundation. If you have questions about the program, contact vn602367@dal.ca.

Career opportunities

Practice opportunities across a broad range of specialties are available. All vacant AHS physician practice opportunities are posted on our physician recruitment website, [Doctor Jobs Alberta](#).

Support for physicians

The [Physician & Family Support Program](#) (PFSP) continues to offer CONFIDENTIAL services on an individual basis that you can access by calling the 24-hour assistance line at 1-877-767-4637.

AHS also has resources aimed at offering support to physicians. These are available online:

- [Webinar](#)
 - [Resource Guide](#)
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Additional resources for physicians:

- [AHS Virtual Health](#)
 - [CPSA's Physician Portal](#)
 - [Cumming School of Medicine Continuing Medical Education \(CME\) Resources](#)
 - [How to Access AHS Insite and Email](#)
 - [IPC Emerging Issues](#)
 - [MD News Digest](#)
 - [Physician & Family Support Program](#) - 1-877-SOS-4MDS (767-4637)
 - [Physician Wellness Educational Resources: Well Doc Alberta](#)
 - [Support Services: Well Doc Alberta](#)
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From the AHS Update

You can read the [full version online](#).

Our Priorities

Medical first responder agencies to receive increased funding

The Government of Alberta announced it is investing \$3.85 million to improve the quality of emergency care in Alberta communities. ([more...](#))

Healthcare Workforce Strategy — Internationally educated nurses

Recruitment of internationally educated nurses is one of AHS' many strategies for addressing our workforce challenges. ([more...](#))

Your Wellness

Find relationship support

Relationship Solutions can help you take a proactive approach to enhancing your relationships. [\(more...\)](#)

Mental Wellness Moment — Risk factors for men's suicide



Dr. Nicholas Mitchell discusses risk factors for men's suicide and what can be done to reduce those risks. [\(more...\)](#)

Watch Video 

Listen as a Podcast 

Latest News

AHS staff and public parking rates to increase

Effective April 1, AHS staff and public parking rates will be adjusted to reflect local market rates and inflation costs. [\(more...\)](#)

Tax slips now available in e-People

T4 and T2200 tax slips are now available in e-People Employee Self Service. [\(more...\)](#)

Feb. 28 Disaster Rounds on ethics in hospital evacuation

[Register](#) for the Feb. 28 Disaster Rounds online lunch 'n' learn to join a discussion on ethical considerations in hospital evacuations. [\(more...\)](#)

Green n' Healthy newsletter spotlights operating rooms #gnh

The [latest Green n' Healthy newsletter](#) spotlights how AHS operating room teams are leading the way in greener practices. [\(more...\)](#)



Healthy Albertans.
Healthy Communities.
Together.