

Medical Staff Update

This Issue: Wildfire Update; Indigenous Learning Requirement; Alberta Atlas of Healthcare Variation; World Family Doctor Day; Health Workforce Strategy Cultural Competency in Healthcare Webinar; ECG Low-Level Cardiac Testing Initiative; Physician Learning; Career Opportunities; Resources and Supports for Physicians; 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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AHS Update

- [Read the latest AHS update](#)
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Message from Dr. Peter Jamieson

I want to express my deepest gratitude to all medical staff who are assisting with the wildfires in our province. I recognize this is challenging and tiring work, and yet you continue to show your dedication to caring for Albertans and your commitment to providing them with the highest quality of care.

While you continue to care for others who are impacted by the fires, please remember to also take care of yourself and each other.

Peter

Medical Affairs News

Wildfire update

AHS continues to monitor wildfire activity across the province in collaboration with our partners, including Alberta Health, Alberta Wildfire and local municipalities.

On May 14, the Regional Municipality of Wood Buffalo issued an evacuation order for several local communities to allow for fire-suppression efforts. Northern Lights Regional Health Centre and Willow Square Continuing Care Centre remain open, though patients and residents with higher care needs have been proactively relocated over the past few days to sites throughout the province.

Zone Emergency Operations Centres have been stood up in North, Edmonton, Calgary and South zones, as well as the AHS' provincial Emergency Coordination Centre to support the evacuation and placement of patients and residents. AHS' proactive planning has been ongoing, and teams are prepared to respond as the wildfire situation changes. Thank you to everyone across the organization who are engaged and supporting this work in all capacities.

See latest updates on [AHS response](#).

CMIO prescriber virtual drop-in centre available for wildfire response

The CMIO Virtual Drop-in Centre is now available for all Connect Care prescribers across the province who need support with any workflows related to patient movement due to wildfires.

The Drop-in provides virtual help via an ongoing Zoom call and can be accessed by going to virtualhelp.connect-care.ca using a computer or smartphone, or via the below QR code using a smartphone camera for audio-only help. From a computer, you can show your desktop if required, and, if your computer does not have a microphone, there is an option to have the Zoom session call your smartphone.

Below are the Virtual Drop-in hours for the next couple weeks:

- **May 16–17:** 07:00–20:00
- **May 18–24:** 08:00–20:00 (*includes stat May 20*)
- **May 25–26:** 09:00–17:00
- **May 27–31:** 08:00–18:00



Reminder to complete Indigenous learning

We strive to provide a culturally safe environment for all, where everyone, including patients, families, healthcare providers and volunteers, feel safe, healthy and valued.

We acknowledge that trust can be a significant barrier to First Nations, Métis and Inuit peoples accessing the healthcare system. We know that many Indigenous people do not seek care for an illness or injury because they do not feel safe or welcome within the health system or they believe their cultural traditions will not be respected or understood. For example, some Indigenous people have a deep spiritual connection to their hair. In some Indigenous cultures, cutting hair represents a death. Cutting and disposing of hair is usually accompanied by ceremony. We also understand that some patients who are residential school survivors or suffering from intergenerational trauma may have further experiences of trauma related to hair cutting. If there is a need to touch or cut hair for medical purposes and procedures, it is important to have permission from the patient and make an offer to hold ceremony.

We know the relationships between AHS and First Nations, Métis and Inuit peoples living in Alberta must continue to improve. We are committed to building, nurturing and growing those relationships to ensure we are delivering culturally safe care. Education is important to help staff and physicians understand steps they can take to be respectful of Indigenous culture and practices.

In the spirit of reconciliation, we require our people to complete Indigenous awareness and sensitivity training. The self-directed [Required Organizational Learning](#) is offered online, or you can take a three-hour interactive workshop. All medical staff must complete each course once.

- [Indigenous People in Alberta Introduction](#)
- [Indigenous Awareness & Sensitivity Certification Program](#) (complete as seven eLearning modules or attend 3.5-hour workshop)

We encourage you to complete these ROLs and to seek out more information and resources through the [Indigenous Wellness Core](#) to support efforts to further develop a culture of compassion, respect and inclusiveness. This work remains a high priority across the organization.

Alberta Atlas of Healthcare Variation now available

The new Alberta Atlas of Healthcare Variation is a tool that analyses information routinely gathered by the health system and shows how healthcare varies across geographic and clinical areas, and across time. The purpose of the Atlas is to

highlight healthcare-related variation, prompt constructive discussion and stimulate action to improve patient outcomes.

To learn more and view the Atlas, please visit [Insite](#). If you have questions, please reach out to IHOT@ahs.ca.

World Family Doctor Day – May 19

World Family Doctor Day was first declared by The World Organization of Family Doctors in 2010, and it has become a day to highlight the role and contribution of family doctors in healthcare systems around the world. Family doctors, nurse practitioners and teams play an important role in caring for Albertans. Primary healthcare is often a person's first point of contact with the health system.

World Family Doctor Day is a great opportunity to spread the word about the importance of continuity of care. Continuity of care is about improving the health of Albertans through stronger ongoing relationships with their primary healthcare providers, increased information sharing and enhanced care coordination.

The Alberta College of Family Physicians once again invites Albertans to add stories about their family doctor to the growing collection on familydocsrock.ca. This year's theme is Family Doctors: The heart of healthcare.

Let your family doctor, or your primary care colleagues, know how grateful you are for them and the care they provide. Tweet, post or share a video of your story and tag @ABFamDocs and #FamilyDocsRock.

Health Workforce Strategy highlight - Retention

The Health Workforce Strategy (HWS) vision for retention is to create safe, inclusive and respectful workplaces where workers are engaged in meaningful work and supported in their professional growth and personal health and well-being.

To help realize that vision, AHS has launched new resources over the last year, including:

- In-house coaching program for leaders, [Coaching Connection](#).
- New [Mentoring](#) page.
- New [Respectful Workplaces](#) page.
- Refreshed [Development Conversations](#) resources.

Our People Survey results further confirm the value employees place on a healthy work environment, and having conversations linked to their progress and development. Engagement and retention are personal and multi-faceted, with many internal and external factors that determine why someone chooses to leave an organization. The HWS supported the launch of internal transfer surveys and

refreshed exit surveys to help understand these factors and inform AHS' ongoing retention efforts. [Learn more](#).

Join us on June 6 for a Cultural Competency in Healthcare webinar

Navigating cross-cultural healthcare interactions with confidence and sensitivity can be daunting, especially when it comes to asking about someone's culture.

In this webinar, *Cultural Competency in Healthcare: Understanding What Matters to Patients and Families*, you'll learn practical tips and tools for enhancing cultural competency in healthcare settings.

The webinar will encompass:

- the importance of cultural competency in healthcare,
- how cultural factors influence healthcare beliefs, preferences and decision-making,
- effective communication strategies for cross-cultural interactions, and
- methods for assessing your own cultural competence.

June 6, 12-1 p.m. [Register to attend](#).

This webinar is co-hosted by Engagement & Patient Experience and Calgary Zone PFCC Grand Rounds in celebration of [What Matters to You Day](#).

New ECG low-value cardiac testing initiative

The Cardiovascular Health and Stroke SCN in partnership with Improving Health Outcomes Together (IHOT), operations staff and physicians, is seeking to reduce [low-value cardiac testing](#), in order to align with [Choosing Wisely Canada guidelines](#). This project started with looking at ECGs, as they have been identified as a test that are done in high volume in Alberta and have implications in quality patient care and health system efficiency.

For more information on this initiative, please visit our [webpage](#).

Physician learning

- [International Conference on Physician Health](#) (Oct. 17-19, 2024) – The conference will showcase research and system-level initiatives to mitigate burnout and promote professional well-being. Registration opens in June.
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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](#).

[Become a CPSA assessor](#): The CPSA are planning on having two family medicine PCA assessor trainings in June to help with the influx of new sponsors. If physicians are interested, please review the PCA assessor qualifications and complete an [assessor application](#).

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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