

Medical Staff Update

This Issue: Working to Minimize Service Disruptions; Access Language Interpreters Through New Icon on your Desktop or Mobile Device; Introducing Staff Rules for Nurse Practitioners; New Critical Leadership Conversations Course; 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.

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AHS Update

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Medical Affairs News

Working to minimize service disruptions – Message from the CEO

Service disruptions, especially in rural communities, pose a challenge year-round but particularly during this time of year when staff and physicians take well-deserved and much-needed summer vacation. Of course, this is not news to our people on the front lines or to the people in impacted communities. Service disruptions are an expected part of any healthcare system from time to time, and are not unique to Alberta. Our teams have exceptional critical thinking and problem-solving skills to deal with these disruptions as they arise, with a focus on patient care and safety. We're also taking action to support you better and minimize disruptions to local rural services that Albertans rely on.

AHS rural facilities have adopted an Emergency Department Coverage Plan. In rural zones, when an AHS facility has a gap in coverage of the emergency department (ED), a fan-out process ensues. This includes calling all potentially available staff and physicians and asking them to pick up shifts. It also includes checking availability of immediately local locums, and, for physicians, reaching out to the Alberta Medical Association (AMA) Physician Locum Services (PLS) program, which is available in the zone and across the province. Rural zones also often reach out to out-of-province locums.

The AMA PLS program does a great job of fulfilling most locum requests. However, rural health centres can present logistical and geographical challenges for locums, as it can be difficult for them to work in their regular setting and have time to travel to a rural community. To address this issue, AHS is engaging AHS physicians to explore an opportunity for a complementary internal Rural Physician Locum program that retains several physicians to be readily available for locum shifts in specified locations for specified dates.

When service disruptions do occur, our teams do everything possible to minimize inconvenience and ensure Albertans can access the care they need as quickly as possible. Thanks to you, communities are promptly notified of service disruptions through many different channels, and patients in those communities can still be triaged by registered nurses or nurse practitioners, with Emergency Medical Services teams on standby to transport patients to another facility if necessary. During service disruptions, I am grateful to all of you for striving to make the best out of a suboptimal situation.

Of course, vacancy-filling and recruitment is always a priority for AHS and takes place all year, in real-time. AHS has a dedicated team in place focused on supporting multi-pronged recruitment and retention efforts across the province.

Ensuring Albertans have access to healthcare in their community is of utmost importance to AHS — and to you. I value the work you do every day in communities across Alberta, and remain committed to supporting recruitment and retention efforts to ensure you have the supports and resources to serve patients and families when they need us the most.

Athana Mentzelopoulos
AHS President and CEO

Become an immunization site champion

Help immunize our people for the 2024-2025 seasonal immunization campaign.

Last year, more than 700 site champions provided seasonal immunizations for workers across the province. [Site champions](#) help improve access to the vaccine, promote the importance of getting immunized and play a key role in protecting our people against respiratory viruses.

Interested in becoming a site champion? Review the [FAQ](#) for additional information or connect with a [zone occupational health nurse](#).

New icon for language interpreters available on your desktop or mobile device



AHS Interpretation and Translation Services has partnered with Language Line to bring a web access shortcut to professional medical interpreters for all home screens in clinical areas.

A new desktop icon will be seen on AHS desktop and mobile home screens so you can connect limited English-speaking patients, families and clients with a professional medical interpreter on-demand.

You can access an interpreter by clicking on the icon and entering your program authentication code and device name. If you do not know your authentication code or device name, ask your manager or contact us at interpretation.services@ahs.ca.

For more information about Interpretation and Translation Services, visit [Interpretation & Translation Services](#).

If you have any questions regarding the Language Line “Interpreters” icon on your screen, email interpretation.services@ahs.ca.

Introducing staff rules for Nurse Practitioners

[AHS Nurse Practitioner Staff Rules](#) will come into effect on as an organizational policy document on Jan. 1, 2025.

In alignment with AHS Medical Staff Rules Part 4, NP Staff Rules:

- Standardize NP clinical accountabilities.
- Provide greater clarity on NP Most Responsible Health Practitioner (MRHP) and Most Responsible Practitioner (MRP) models of care delivery, including the roles and responsibilities in each model.

Info sessions and resources are available. Learn more and find upcoming sessions on [Insite](#). Questions? See the [FAQ](#) or contact Prov.NPServices@ahs.ca.

APL physician survey

Your feedback on APL lab request services is crucial for us to understand what's working and what can be improved. Share your thoughts through a [short online survey](#), open until Aug. 15, 2024. Your input will help ensure optimal laboratory service provision. Thank you for your participation.

Critical Leadership Conversations course part 4

The focus of our fourth course in the Critical Conversations series will be on mastering large group conversations. We will cover topics such as how to run a great meeting, solution-focused facilitation in large groups, communication strategies, vision development and casting, and change management.

There will be five one-hour virtual lecture sessions between Sept. 19 to Nov. 28, 2024. In between sessions, you will meet three times with two colleagues in a 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
Thursday Sept. 19	4:30-5:30	Register here
Thursday Oct. 3	4:30-5:30	Register here
Thursday Oct. 17	4:30-5:30	Register here
Thursday Nov. 7	4:30-5:30	Register here
Thursday Nov. 28	4:30-5:30	Register here

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

RAH Hospital Medicine Update – Sept. 21 & 22, 2024

Join us for the 9th Annual RAH Hospital Medicine Update on Saturday, Sept. 21 and Sunday, Sept. 22, 2024. This two half-day virtual and non-pharma conference brings together experts to update participants in various areas of practice.

Hot topics in this year's [program](#) include nutrition in the hospitalized patient, managing newer diabetic medications for inpatients, post ICU syndrome, updates in CHF, COPD, acute renal failure and more.

Relax in the comfort of your home or office and learn the latest and greatest from 14 experts delivered online through Zoom. Each talk is 25 minutes followed by a live five-minute question and answer period. The conference is available to you live and online for three months. [Visit our website](#) for more information and to register.

Physician learning

There are many learning and development opportunities outside of AHS offered to physicians. Here are some upcoming opportunities:

- [Micro-Aggression Training for Physicians](#) – Online, ongoing
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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](#).

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.

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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