

Medical Staff Update

This Issue: A Message from the CEO and CMO; Recovery Alberta Transition Complete; Online Billing Sessions for New Physicians; 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

Our emergency response – message from the CEO

Summer is nearly over and, if you are like me, you may be thinking: “Where did that go?” It has been an incredibly busy time across our organization as all of you continued to deliver excellence in your day job, even while many of you combined that with excellence in emergency response.

As autumn arrives, I have reflected on the past months with admiration of AHS employees. Having worked in the public sector federally and in two provinces, I have been involved in the response to all manner of emergencies. Governments generally have pretty good systems but the nature of an emergency is surprise and there is always something to learn.

In my experience, the emergency response systems at AHS are unparalleled both in their maturity and their adaptability. It is remarkable how all of you and your teams have come together to provide a seamless, prompt and compassionate response for Albertans. This was true in the Jasper-and-area wildfire, which had a devastating personal impact on many of our own people. It has also been true during the current E. coli outbreak at a Blackfalds childcare centre.

Your efforts this summer have demonstrated again that Albertans can rely on AHS, even in the most difficult circumstances.

So allow me to start this AHS Update with words of gratitude for all of you. I am proud of the work we do each and every day. I am proud of our Emergency/Disaster Management, Environmental Public Health, Operational and Support Service teams that ensure our organization is always well-prepared to respond to situations like these. I am proud of how we consistently rise to the challenge. And I am proud to lead this organization of talented and hard-working health professionals who do their very best for the people we serve.

For those of you impacted by this summer’s wildfires, please know we are here to support you in every way possible. Let us always take care of each other as we take care of others.

Athana Mentzelopoulos
AHS President and CEO

Practical Suggestions: Acting on Truth & Reconciliation – message from the CMO

I hope that over the last couple of months you have been able to step away and enjoy the summer. Now that we’re into September, it’s an opportunity for us all to focus on a significant day for us all—the National Day for Truth and Reconciliation. This is a chance for reflection and commitment to allyship action as we recognize the history and impacts of residential schools in Alberta.

This year, AHS will be honouring the day with reflective sessions on Wednesday, Sept. 25 beginning at 9 a.m. Please take some time to visit the

2024 National Day for Truth and Reconciliation page on [Together4Health](#) or [Insite](#) to find out what's scheduled throughout the month. There are many opportunities to participate and learn throughout September (and beyond), and I encourage you to engage with National Day for Truth and Reconciliation in a way that is authentic for you.

Perhaps the most important action is ensuring that as a healthcare provider, you're prepared to provide culturally safe care to First Nations, Métis and Inuit patients and families. This means understanding distinctions-based Indigenous Peoples in Alberta are not of a singular culture but a diversity and AHS' commitment to providing culturally safe care. It means knowing how to do this within our healthcare system and knowing where you can go for resources and help. Here are three very specific and tangible things you can do as part of the allyship journey:

Cultural Safety Actions You Can Take

- Refer a patient to a dedicated resource: AHS offers a first of its kind telephone line to better support Indigenous patients and families. **The Indigenous Support Line** is available Monday to Friday from noon to 8 p.m. to assist healthcare providers in caring for Indigenous patients and families in the North, South and Central Zones. Indigenous Listeners can be reached at 1-844-944-4744, or 811. Add this resource to your list of patient support documents and call them if you need advice.
- Expand your knowledge of indigenous ceremonial practices: Spiritual practices like smudging and pipe ceremonies play an important role in an Indigenous patient's healing journey. AHS has developed the [Patient Access to Indigenous Spiritual Ceremony policy](#) to ensure all patients have consistent support to hold ceremonies no matter where in the province they are receiving care. Be prepared to support your patients in accessing these spiritual practices.
- Be prepared with resources for reference when caring for an indigenous patient: We are called upon in the [Truth and Reconciliation Calls to Action](#) to incorporate traditional healing practices when caring for Indigenous patients. You can find out more about how AHS is providing culturally safe care to all distinctions-based Indigenous patients and families and how your contributions play an essential role by visiting [Indigenous Health](#).

Thank you for doing your part to ensure Indigenous patients and their families feel safe and supported while receiving care in our facilities.

Dr. Peter Jamieson

Vice President and Chief Medical Officer

Recovery Alberta transition complete

All AHS Addiction and Mental Health and Correctional Health Services team members have transitioned to Recovery Alberta: the new, comprehensive provider of mental health, addiction and correctional health services in Alberta.

As we move forward, our focus continues to be on ensuring integration of care between AHS and Recovery Alberta. As part of transition planning, we have updated and confirmed many operational processes specific to Recovery Alberta, including for on-call, [emerging issues](#) and escalation processes.

Information on Recovery Alberta, particularly for those of you with patients and clients asking about this transition, can be found on Recovery Alberta's new [external](#) and [internal](#) websites, including this [FAQ](#).

This is an important accomplishment for healthcare in Alberta and for the future of mental health, addiction and correctional health services in our province.

What you need to know about Shared Commitments, accreditation

[Shared Commitments](#), introduced in April, are AHS' standard approach to patient rights and responsibilities. They aim to improve the healthcare experiences of Albertans by engaging them in their care, while helping healthcare providers build strong and trusting relationships with them.

They will also help AHS to meet or exceed the requirements of [Accreditation Canada](#), which requires that patients and their families are provided information about their rights and responsibilities, and given information about how to submit a patient concern or suggestions for improvements.

If your site is going through accreditation this fall, it's important you understand the Shared Commitments and how to use them. For example, discuss them with patients and families, share patient resources, and—for those on Connect Care—[document the conversation](#).

Many resources have been developed for [staff and healthcare providers](#), as well as [patients and families](#). If you have other questions, reach out to shared.commitments@ahs.ca.

Attend Microsoft 365 Readiness Office Hours

Staff who share computers will soon move to the web-only versions of Microsoft Excel, PowerPoint and Word, which work differently from desktop applications. As a result, some Microsoft files will either need to be adapted or rebuilt to ensure compatibility with web apps and minimize disruption.

IT has created the [Microsoft 365 Readiness Playbook 1](#) to help teams determine if they're affected and navigate next steps. IT is also hosting virtual office hours to help answer questions about the playbook:

- Sept. 12 at 11 a.m.

- Sept. 16 at 11 a.m.
- Sept. 25 at 11 a.m.

Visit [Microsoft 365 Web Apps](#) to learn more and to register. Please review the playbook before attending.

Online billing sessions for new physicians

The Alberta Medical Association (AMA) is offering several online billing sessions over the next few months for new physicians to support their entry into practice in Alberta. These sessions provide essential training on the province's billing system, to help new doctors navigate the complexities of billing codes and facilitate a smoother transition into their medical careers. The sessions are also great to attend if you want a refresher.

Upcoming sessions:

- Family Medicine (office visits and procedures, WCB)
 - Sept. 10, Oct. 8 and Nov. 5
- Family Medicine (on-call ER, rural rotation duty ER, hospital inpatient, LTC):
 - Sept. 17, Oct. 15, Nov. 12
- Medical Specialties (ER coverage, inpatient billing)
 - Sept. 25, Oct. 22, Nov. 19
- Surgical Specialties (ER coverage, inpatient billing)
 - Oct. 2, Oct. 30, Nov. 26
- Anesthesia
 - Sept. 24

Visit the [AMA's website](#) for more information about these sessions and to register to attend.

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 p.m.-5:30 p.m.	Register here
Thursday Oct. 3	4:30 p.m.-5:30 p.m.	Register here

Thursday Oct. 17	4:30 p.m.-5:30 p.m.	Register here
Thursday Nov. 7	4:30 p.m.-5:30 p.m.	Register here
Thursday Nov. 28	4:30 p.m.-5:30 p.m.	Register here

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

Learn how to include virtual care to support patients (date change)

Join AHS' [Virtual Health](#) team for an upcoming webinar, Increasing Your Virtual Care Footprint: Moving Your Clinic Forward to Include More Virtual Care. In this webinar, the team will provide an overview of best practices in virtual care, considerations to take when introducing virtual care, common barriers, and potential mitigation strategies and available resources for clinicians, patients, families and caregivers.

[Register to attend](#) this event, which has been rescheduled to Oct. 9 from 11:45 a.m. to 12:30 p.m.

Physician learning

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

- Completion of the Indigenous Cultural Awareness and Sensitivity Certificate Program is **required learning** for all AHS physicians and staff. This education can be completed through a three-and-a-half-hour virtual workshop or a self-directed seven-hour online course. Visit [MyLearningLink](#) for details.

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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Services**

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