



MEDICAL STAFF DIGEST

A twice-weekly update for medical staff

Thursday, July 9, 2020

Medical Staff Digests are sent out every Tuesday and Thursday.

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COVID-19

NH's COVID-19 resources

For more COVID-19 information, see these OurNH pages:

- [COVID-19 \(Coronavirus\)](#)
- [Pandemic Recovery Toolkit](#)
- [Physician website](#)

Provincial case counts and statements

As of July 8, 2020, there were **65** confirmed COVID-19 cases in the Northern Health region. Although no cases are considered active, it is important that we remain vigilant in our communities.

For the latest provincial numbers, please refer to the [BC COVID-19 dashboard](#), which is updated Monday-Friday. The dashboard may not work in all browsers; Chrome is suggested.

[Joint statement on Province of B.C.'s COVID-19 response](#) – July 8, 2020

Policy on Ministry of Health payment for physician planning time in response to COVID-19

Since March 15, Divisions of Family Practice, Medical Staff Associations, health authorities and other primary care partners throughout the province have taken and continue to take action to rapidly reorganize services in response to the COVID-19 pandemic. At the height

of the pandemic, the Ministry of Health and Doctors of BC were working behind the scenes to clarify how physician planning time would be supported. We'd like to acknowledge and thank you for all that you have done and are doing to protect our communities.

A standardized approach has now been developed for remuneration of physicians' time and expertise for their planning work during the pandemic. Physicians will be compensated to a **maximum of 35 hours** in total for active planning performed between **March 15 and June 30** at the relevant committee sessional rate, provided the following criteria are met:

- Meetings must be about service delivery planning, re-design and implementation related to provision of patient care at a community, facility, regional and/or provincial level in response to COVID-19.
- The planning work is extraordinary, and goes beyond usual department, division or medical staff association (MSA) meetings – planning for physicians' offices and patients will be not compensated, and
- Physicians are active in the planning – payment will not be provided for passive attendance at meetings.

For more information, see the full [memo](#) and [FAQ](#).

Essential visitors during COVID-19

- The [Essential Visitors During COVID-19 Response Policy](#) (OurNH link) has been revised to include support persons to assist with communication.
- The policy will continue to be in place until direction is received from the Ministry of Health.
- Complaints will be managed as outlined in the NH [Patient Complaints and Compliments Policy](#) (OurNH link).

COVID-19 Sample Collection

The [COVID-19 Sample Collection Guidelines](#) have been updated. The most up-to-date document can always be found on the [OurNH COVID-19 page](#).

Reminder: Give Northern Health Emergency Management your feedback on NH's COVID-19 response

Northern Health Emergency Management is interested to hear from you: what's working well, what challenges or barriers do you see, and what recommendations do you have for improvement? **You can provide feedback multiple times.**

Click to provide your feedback now:

<https://www.surveymonkey.ca/r/NHCOVID19responsefeedback>

Trusted links and resources for COVID-19

- [BC Centre for Disease Control](#)
- [HealthLink BC COVID-19 page](#)
- [WHO FAQ](#)

- [Health Canada FAQ](#)
- [COVID-19 content in other languages](#)
- WorkSafe BC - [COVID-19 information and resources](#)
- Northern Health COVID-19 Online Clinic & Information Line: **1-844-645-7811**
- Northern Health Environmental Health Officer Line: **1-250-565-7322**
- For **non-medical info**, call **1-888-COVID19 / 1-888-268-4319** 7 days, 7:30 am - 8 pm

For current information on restrictions on travel, gatherings and other issues, see the [Provincial Health Officer's COVID-19 webpage](#).

Other organizational news

On Wed., July 22, Microsoft Teams will replace Skype for Business

On July 22, Microsoft Teams will replace Skype for Business for meetings, calls, instant messaging, presence indicators, and more.

Set up your authentication

If you telework using VPN on an NH laptop, you need to set up Microsoft multi-factor authentication (MFA) before July 22, otherwise you won't be able to use Microsoft Teams. For step-by-step instructions with screenshots, see [Setting up Microsoft Multi-Factor Authentication](#).

Training sessions are available, including webinar tomorrow

To learn more about Microsoft Teams, join this free webinar:

- Friday, July 10
- 10:00 – 11:30 PDT
- Click to join: <https://aka.ms/NHATeamsTrainingJuly10>

Other webinars in the coming weeks (all times are PDT):

- [Thursday, July 16, 10:00-11:30](#)
- [Thursday, July 23, 10:00-11:30](#)
- [Thursday, July 30, 10:00-11:30](#)
- [Thursday, August 6, 10:00-11:30](#)

Questions?

See the [OurNH page on Microsoft Teams](#), which includes an [FAQ document](#), a [quick reference guide](#), and more.

Staff recognition (RAARs)

Random Acts of Acknowledgment and Recognition (RAARs)

We know that as medical staff at Northern Health, you often go above and beyond, and so do your colleagues. RAARs are a way for you recognize each other and say “thank you.”

- See the [latest RAARs](#)
- [RAAR someone today!](#)

Staff wellness

Resources for stress and emotional support

Support Lines

- **Employee Family Assistance Program (EFAP)**
 - **1-844-751-2133** – 24/7 crisis counselling support and/or referral to community resources.
- **Physician Health Program** – supports available through Doctors of BC
 - Refer to information online at: [Doctors of BC: Physician Health Program](#)
- **BC Crisis Line**
 - Call **310-6789** for access to 24/7 crisis services.
- [Emergencies and Disasters: Staff Self-Care Policy](#)
- **VictimLink BC**
 - If you or someone you know is experiencing violence, immediate crisis support for victims of family or sexual violence is available through [VictimLink BC's](#) 24/7 telephone service in multiple languages at [1-800-563-0808](tel:1-800-563-0808), or by email at VictimLinkBC@bc211.ca, to be referred to the closest service agency.

Community Corner and Staff Deals

NH Community Corner: Buy, sell, and trade for NH staff members

Looking for a good used vehicle? Trying to sell your house? Community Corner is a private online swap-and-shop for NH staff members and medical staff. Categories include Housing to Rent, Housing for Sale, Pets and Livestock, Furniture and Appliances, Wanted, and much more.

- [Visit Community Corner](#)
- [Post your classified ad now](#)

Staff Deals: Get a special rate!

Did you know? Because you work at Northern Health, you can get discounts at a number of businesses, including hotels, food and dining, computers, clothing, insurance, and more. See the full list here: [Staff Deals](#).