



MEDICAL STAFF DIGEST

A weekly update for medical staff

February 22, 2022

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Clinical guidelines

Now Available: New guidelines for mild-moderately ill COVID-19 patients now available in Firstline (including contact information for NH Virtual Clinic COVID-19 therapy support line)

What is Firstline?

- Firstline is a mobile app that can be customized to deliver local antimicrobial stewardship and infectious diseases resources within any hospital or health system.

How do we access it?

- Download the mobile app for free from your app store (available for IOS and android) or access [online](#) from your desktop.

How do we navigate it?

- Go to the [NH Antimicrobial Stewardship](#) page for an intro on navigating the application

COVID-19 news and updates

COVID-19 case counts and statements

Visit the new [COVID-19 surveillance dashboard](#) from the BCCDC, to see graphs, maps, and data showing COVID-19 case rates, test positivity and vaccination coverage by local health area (LHA) and community health service area (CHSA).

As of February 18, **27, 753** cases have been reported in the NH region since the beginning of the pandemic.

- New cases: **138**
- Currently in hospital: **55**
 - Currently in ICU level care in hospital: **13**
- Deaths in the NH region since the beginning of the pandemic: **299**

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

As well, for a visual comparison of COVID-19 cases in BC by HSDA to other Canadian and global jurisdictions, see the [COVID-19 Epidemiology app](#). It's updated on Mondays, Wednesdays, and Fridays.

- [BC COVID-19 pandemic update](#) – February 18, 2022
- [BCCDC Situation Report](#) – February 17, 2022

As of February 22, **27, 953** cases have been reported in the NH region since the beginning of the pandemic.

- New cases: **35**
- Currently in hospital: **59**
 - Currently in ICU level care in hospital: **12**
- Deaths in the NH region since the beginning of the pandemic: **303**

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

As well, for a visual comparison of COVID-19 cases in BC by HSDA to other Canadian and global jurisdictions, see the [COVID-19 Epidemiology app](#). It's updated on Mondays, Wednesdays, and Fridays.

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Trusted links and resources for COVID-19

- On the NH physician website:
 - [COVID-19 information and resources](#)
- OurNH resources:
 - [COVID-19 \(Coronavirus\)](#)
 - [Pandemic Recovery Toolkit](#)
- [Northern Health online booking form – COVID-19 test](#)
- [Northern BC community immunization coverage page](#)
- [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 Virtual Primary and Community Care Clinic: **1-844-645-7811**

- Northern Health Environmental Health Officer Line: **1-250-565-7322**
- 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](#).

Overdose prevention and response

Toxic Drug Alert for Terrace

There has been an increase in overdose events in the community of Terrace. The reported substance is dark purple/blue chalky substance, sold as down. This substance is highly toxic, causes heavy and prolonged sedation, and requires more naloxone to reverse. Overdoses are happening when the substance is smoked and injected. One of the first signs of an overdose is choking, gurgling, or snoring sounds.

For more information, please see the [toxic drug alert for Terrace article](#) on the NH Stories site, and the [printable version of the alert](#).

This alert expires March 3, 2022.

Other organizational news

Physician highlight

The [NH Stories site](#) is a great place to read stories about NH physicians, staff, events, insights, and much more! This month, we are featuring [Dr. Faiza Jabbar and her work with mental health care](#), specifically to improve the delivery of group therapy programs on the acute psychiatric ward at UHNBC.

If you have a story to tell, or have a colleague you'd like to spotlight, please reach out to Kim Matheson at kimberly.matheson@northernhealth.ca.

Don't forget! The PQI team also has a new [podcast](#), where you can hear more about NH physicians and their projects!

Region-specific COVID-19 Reflection Sessions are starting this week! Join us!

These 1.5-hour-long sessions will feature the COOs and other speakers reflecting on the last two years of work during COVID-19 to discuss some of the challenges Northern Health has faced, and recognize many of the incredible accomplishments we have experienced.

Region-specific staff and physicians can find invites for live events in their Northern Health inbox and calendar. Sessions will be recorded to be viewed later for those who cannot make a live session.

Corporate/regional administrative COVID-19 Reflection Sessions will be scheduled shortly.

NH staff are not authorized to send patient (or employee) personal information through MS-Teams

It has come to light recently that some Northern Health (NH) staff may be sending patient or employee personal information (PI), which includes personal health information (PHI), through Microsoft Teams (MS-Teams). This practice is contrary to the approved use of MS-Teams.

MS-Teams is part of the Microsoft 365 (M365) product suite, along with OneDrive and SharePoint Online. These M365 products have **not** been approved to support personal information (PI).

NH staff are not authorized to send patient (or employee) personal information (PI) through Microsoft 365 (M365).

The rollout of NH M365 is occurring in phases:

Phase 1

- Sending personal information (PI) is not permitted in phase 1.
- Additional technologies and safeguards must be implemented to properly enable sending PI.
- Phase 1 of M365 is authorized for sending business information and business confidential information only.
- NH is currently in this phase.

Phase 2

- This phase will add support to send PI through M365.
- Additional technologies and safeguards will be implemented to properly enable this use.
- Phase 2 will occur at a future date.

For insight on NH Governance related to M365, you may review the information posted online at [NHA Governance \(sharepoint.com\)](https://sharepoint.com). For help with questions related to M365, you may access [Ask questions and get help \(sharepoint.com\)](https://sharepoint.com).

Some examples of personal information include Personal Health Number (PHN), patient name, Medical Record Number (MRN), encounter number, employee number, ENCINTR_ID, and date of birth. If information either identifies an individual (including through a unique identifier) or the information could, when combined with other available information, reasonably identify an individual, it is personal information.

The NH Privacy Office OurNH document [Privacy related definitions \(2022\)](#) further explains when information is considered personal.

BC Patient Safety & Quality Council Strategic Planning Outreach

The BC Patient Safety & Quality Council is renewing its strategic plan and is currently reaching out to stakeholders to listen and learn about the needs and goals of our health care system to ensure the strategic direction continues to reflect what's important to British Columbians.

There are two ways to participate – you are encouraged to take part in one, or both, before the consultation **closes on February 25**:

1. [Complete the survey](#) and let them know where you think they should focus their future efforts
2. [Join a ThoughtExchange](#) and contribute to an ongoing conversation on quality of care challenges and opportunities in BC

You can also [visit their website](#) to learn more about the strategic planning process and how your input will help shape their path forward.

Safe Surgery Checklist- Learn more about the Required Organizational Practice!

Required Organizational Practices are evidence-informed practices addressing high-priority areas that are essential and that the organization must have in place to enhance patient safety and minimize risk.

Participation and achievement of national standards of care gives reassurance to the public, patients and families, caregivers and the entire organization that Northern Health is providing high-quality services.

The safe surgery checklist is used to confirm that safety steps are completed for a surgical procedure performed in the operating room.

Surgical procedures are increasingly complex and carry a significant risk of potentially avoidable harm. Safe surgery checklists reduce the likelihood of complications following surgery and often improve surgical outcomes.

A safe surgery checklist guides and formalizes communication among the team members and integrates these steps into surgical workflow; before induction of anesthesia (briefing), before skin incision (time out) and before the patient leaves the operating room (debriefing).

Further resources:

- [Safe Surgery Checklist Poster](#)
- [Surgical Safety Checklist Policy/Procedure](#) (OurNH)
- For more information on all ROPS see the [ROP Handbook](#)

Upcoming Event - Better Together for Health Research in Northern BC March 2, 2022

Everyone is welcome to the Better Together for Health Research in Northern BC event. The event will focus on discussing key developments for supporting Health Research in Northern BC.

The event will take place on March 2, 2022 from 4:30-6 pm. Attendance is in person or via Zoom, but [registration is required](#).

For more information, please contact HRI@unbc.ca.

Transcription/Dictation software update: New dictation telephone number

On March 2, 2022, dictation/transcription software will be upgraded which will result in a change to the dictation telephone number.

Current Dictation Number	New Dictation Number
1-844-771-3958	1-833-613-1697

On March 2, physicians calling the old dictation number will be notified in a recorded message to hang up, and call 1-833-613-1697. For internal (NH) phones, "locals" currently in use for dictation will be redirected to connect to the new number.

For more information about this change, please contact the Quality Assurance team at rtspendingteam@northernhealth.ca or 1-844-565-5950. For technical issues, please submit a ticket to the Service Desk (1-888-558-4357).

Webinar: Infant formula - Marketing the \$55 billion industry - Wednesday, February 23

Join this [WHO webinar: Marketing the \\$55 billion formula milk industry](#) for the launch of a new report related to the marketing of infant formula, on Wednesday, February 23 (from 8-9:30 am).

Dr Tedros Adhanom Ghebreyesus, Director-General of the World Health Organization, the United Nations Children's Fund (UNICEF) and partners will launch a new report, "How the marketing of formula milk influences our decisions on infant feeding."

This report - the largest of its kind to date - draws on the experiences of over 8,500 women and 300 health professionals across eight countries. It exposes the aggressive marketing practices used by the formula milk industry, and highlights impacts on families' decisions about how to feed their babies and young children.

Please visit the webinar [Eventbrite page](#) to register.

Town hall meetings and CME events for medical staff

Northern Health has been offering town hall meetings to share information about the COVID-19 pandemic, recruitment and retention strategies, to get feedback on upcoming plans and projects, and more! After every presentation, there will be time for questions and comments. There are also many interesting continuing medical education presentations coming up that we will be showcasing.

For more information about upcoming town hall and education events, including topics for each presentation and how to join the (virtual) meetings, please click into the schedule of events:

- [February 22 \(5-6 pm\): Northern Education Rounds \(NHMAC Cultural Safety Action Plan\)](#)
- [March 2 \(5-6 pm\): Pandemic update](#)

- [March 8 \(5-6 pm\): Northern Education Rounds \(hospital complaints process\)](#)

Dates and log-in information for these events will be posted to the [Continuing Medical Education site](#). The town hall events will be recorded.

Please contact physician.education@northernhealth.ca for access to the latest town hall recording.

COVID-19 Virtual Clinic data

Northern Health Virtual Clinic: Data on patient visits

The Northern Health Virtual Clinic supports after-hours access to COVID-19 and primary care services for those who cannot easily access these services in their communities. The goal is to connect people to their local primary care home wherever possible.

Monday, February 14

- 144 nursing assessments
- 52 primary care provider appointments from Toms Lake, Quesnel, Charlie Lake, Terrace, Kitwanga, Prince Rupert, Dawson Creek, Fort St John, Prince George, Thornhill, Hudson's Hope, Gitanyow, and Tumbler Ridge

Tuesday, February 15

- 121 nursing assessments
- 70 primary care provider appointments Smithers, Prince George, Terrace, Kitwanga, Dawson Creek, Fort St John, Moberly Lake, Prince Rupert, Chetwynd, Quesnel, Houston, Valemount, Port Edward, Smithers, Toms Lake, Fort Nelson, Queen Charlotte, and Kitimat

Wednesday, February 16

- 115 nursing assessments
- 59 primary care provider appointments from Chetwynd, Dawson Creek, Fort St John, Kitimat, Kitwanga, New Hazelton, Port Edward, Prince Rupert, Prince George, Smithers, Terrace, Queen Charlotte, Hudson's Hope, and Thornhill

Thursday, February 17

- 102 nursing assessments
- 60 primary care provider appointments from Arras, Baldonnel, Chetwynd, Dawson Creek, Fort St John, Masset, Prince George, Prince Rupert, Quesnel, Surrey, Smithers, Taylor, Terrace, Thornhill, Iskut, Kitimat, and Laxkw'alaams

Friday, February 18

- 68 nursing assessments
- 51 primary care provider appointments from Charlie Lake, Fort St John, Kitimat, Prince Rupert, Terrace, Thornhill, Chetwynd, Dawson Creek, New Aiyansh, Prince George, Quesnel, Smithers, Moberly Lake, and Toms Lake

Saturday, February 19

- 52 nursing assessments

- 39 primary care provider appointments from Dawson Creek, Fort St John, Prince George, Prince Rupert, Smithers, Terrace, Tumbler Ridge, Chetwynd, New Aiyansh, Quesnel, Thornhill, Baldonnel, Williamstown (ONT), Houston, and Mackenzie

Sunday, February 20

- 51 nursing assessments
- 30 primary care provider appointments from Baldonnel, Burns Lake, Dawson Creek, Fort St John, Prince George, Prince Rupert, Quesnel, Terrace, Tumbler Ridge, and Valemount

Wellness and more

Resources for wellness are available on the [Health and Wellness page](#) of the Physicians Website. For more information on [staff deals](#), the [NH Community Corner](#), and [RAARs](#), visit [OurNH](#).