



# MEDICAL STAFF DIGEST

*A weekly update for medical staff*

**April 26, 2022**

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## **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 April 21, **29, 697** cases have been reported in the NH region since the beginning of the pandemic.

- New cases: **147**
- Currently in hospital: **21**
  - Currently in ICU level care in hospital: **4**
- Deaths in the NH region since the beginning of the pandemic: **334**

For the latest provincial numbers, see the [BC COVID-19 dashboard](#), which is updated every Thursday. 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](#).

- [BC COVID-19 weekly pandemic update](#) – April 21, 2022
- [BCCDC Situation Report](#) – April 21, 2022

### **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

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### Toxic Drug Alert Issued for Prince George

There has been an increase in overdose events in Prince George. The reported substance is being sold as dope, light green pebbles or chunks that break into granules and a dark blue rocky substance. 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. This alert expires May 6, 2022.

For more information, please see:

- [Prince George Drug Alert poster](#)
- [Prince George Drug Alert link](#)
- [Prince George Drug Alert printable](#)

## Other organizational news

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### UHNBC Pacemaker Program Limited Coverage (May 1 – May 7, 2022)

The UHNBC pacemaker program will have limited coverage starting May 1 until May 7, 2022. The memo attached to the email digest provides direction for Northern Health pacemaker referrals during this time period.

### Rural Physician Research Grants

The [RCCbc Rural Physician Research Grant program](#) aims to empower rural physician researchers – or new aspiring researchers – to pursue innovative rural research and knowledge translation projects contributing to advancing rural health in BC. Through this project, rural physician researchers will be able to apply for research grants of up to \$10,000 per year to support research activities. To be eligible, applicants must be a BC physician with experience practicing rural medicine and with demonstrable extensive connections to rural communities. The research must be pertaining to health in rural BC.

To apply for this opportunity, please download the application forms from the [website](#) and submit it to [apeltonen@rccbc.ca](mailto:apeltonen@rccbc.ca). The deadline for the next round of submissions is **April 30, 2022**.

### 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 celebrating the the Physician Quality Improvement podcast, [Qualitycast North, hitting a milestone](#)! This has been accessed more than 500 times since it began. Please read the story for more information, and a list of podcasts available to listen to!

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](mailto:kimberly.matheson@northernhealth.ca)

### Dealing with clinical, organizational or research ethics questions? Learn more about the new steps in place to help you

NH Ethics Service strives to instill a culture of ethics across NH by supporting four major domains, clinical ethics, organizational ethics, research ethics, and education.

#### Clinical ethics

Provides consultations to clinical teams facing ethically difficult situations that arise during the provision of clinical care to a specific patient or client. To request an ethics consultation:

- Fill out the [Ethical Advice Request form](#)
- Email: [Ethics@northernhealth.ca](mailto:Ethics@northernhealth.ca)
- Phone: 1-888-233-7005

The goal is to create a safe space for dialogue and provide expert guidance to achieve a shared understanding of the situation that can open a path to move forward. Ethics consultations are conducted in a private, confidential and non-threatening environment and are aligned with these two documents: the [Integrated Ethics Framework](#), and [Standards of Conduct](#).

#### Organizational ethics

Provides support to leaders, managers and healthcare teams to develop ethical policies and guidelines and implement ethically sound decisions. To request an organizational ethics consultation, email us at [Ethics@northernhealth.ca](mailto:Ethics@northernhealth.ca)

#### Research ethics

Strives to ensure the ethical acceptability of all scientific studies conducted under the jurisdiction of NH. This responsibility is fulfilled through the [Research Review Committee](#) (RRC).

#### Education

Strives to provide education and resources to support ethical practice across NH and enhance ethics-related skills.

Check the OurNH website for announcements and the Learning Hub for online courses.

Contact us if you think your team will benefit from a tailored-made seminar or presentation. Please also see the [brochure](#) and [poster](#) for more information. To learn more about Clinical Ethics at Northern Health, please see [this webinar presentation](#).

## **Patient Experience Week – April 25-29, 2022. Celebrate health care staff and physicians impacting the patient experience!**

Inspired by members of the Beryl Institute community, Patient Experience (PX) Week provides a focused time for organizations to celebrate accomplishments, re-energize efforts and honor the people who impact patient experience everyday. From nurses and physicians, to support staff and executive professionals, to patients, families and communities served, the Institute hopes to bring together healthcare organizations across the globe to observe PX Week.

### **Why Participate in Patient Experience Week?**

By supporting Patient Experience Week, you are showing your employees that you appreciate their hard work and encourage their continued efforts on behalf of patients. This week is a great way to enhance patient and staff relations, increase hospital morale and improve communication.

### **How Can We Celebrate Patient Experience Week?**

The possibilities are endless and there is no one way to celebrate. No matter how you choose to celebrate, whether you plan a week-long celebration or just a day, take advantage of the Patient Experience resources to make the most of your event.

Learn more:

- [View past Patient Experience Week Celebrations](#)
- [Visit the Patient Experience Week website](#)

## **Physiotherapy Month 2022 starts on May 1**

We are excited to celebrate the profession of Physiotherapy and recognize the role of Physiotherapists in health promotion, injury prevention and increased fitness and wellness. We want to engage with employees and leaders across Northern Health to celebrate and foster a strong community of health care providers.

As part of our celebration, we have fun weekly challenges that encourage individuals to get moving in a safe way. At the end of the month, if the challenges are completed and recorded in your challenge tracking sheet, you could be entered to win a Prepaid Visa Gift Card!

The list of weekly challenges are below, and a challenge tracking sheet will keep you on track during the month of May. Weekly reminders will be sent out to remind participants of the challenge that is happening that week. If you have any questions or concerns, please feel free to contact Stephanie Haberstock (Regional Clinical Practice Lead, Physiotherapy) at [Stephanie.Haberstock@northernhealth.ca](mailto:Stephanie.Haberstock@northernhealth.ca) or 250-219-0074.

Submit your completed challenge tracking sheet at the end of the month via email to [Jody.Kucharyshen@northernhealth.ca](mailto:Jody.Kucharyshen@northernhealth.ca) or fax them to 250-784-7370 by May 30. The prize draw date will be May 31, and the winner will be informed via email.

### Weekly challenges

- **Week one (May 2-6)** – 15 Minute exercise challenge
  - Log 15 minutes of exercise/day
  - Bonus entry if you completed an exercise session with a Speech Language Pathologist to help celebrate Speech and Hearing Month
- **Week two (May 9-13)** – 30 Minute walking challenge
  - Log a 30 minute walk/day
  - Bonus entry if you completed a walk with a nurse to help celebrate Nursing Week
- **Week three (May 16-20)** – Stretch it out challenge
  - Log 10-15 minutes of stretching/day
- **Week four (May 23-27)** – 10,000 Steps challenge
  - Log 10,000 steps/day

### Closing the loop: What we heard about the Mills Memorial Hospital replacement project

In the fall of 2021 the Mills Memorial Hospital Replacement project released draft designs of the new hospital and Seven Sisters facilities currently under construction in Terrace, BC. We asked for your thoughts and if you had any questions. It's time to share what we heard and answer some of the questions we received.

Check out the [MMH What We Heard booklet](#) available on the [Let's Talk MMH project page](#).

The new hospital will offer a smoother, safer and more welcoming patient journey, as well as support the recruitment and retention of much-needed health care workers. Thank you to everyone who took the time to review the designs. Your feedback and questions will help the new Mills Memorial Hospital best serve the people of Northwest BC.

### 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:

- [May 10 \(5-6 pm\): Northern Education Rounds \(Incorporating the Physician Voice at Northern Health\)](#)
- May 25 (5-6 pm): To be determined

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](mailto:physician.education@northernhealth.ca) for access to the latest town hall recording.

**UHNBC first floor department phones will be refreshed May 4! Get the updated PG Phone Refresh Master Phone List and learn more about how this impacts you**

We are pleased to announce the upcoming installation of the new Cisco phone system for **UHNBC first floor on Wednesday, May 4, starting at 7 pm**. Please review this memo for the information that you will need.

Effected Departments:

Burn Clinic	Minor Treatment
Day Surgery	OR
Diabetes	PAR
ER	RAZ
FMU	Regional Clinics
HAU	Surgery North
ICU	Surgery South
IMU	

In addition to replacing the physical the phones, two significant changes will be taking place:

- Some phone numbers will get a new 10-digit number/local
- Local dialing will change from four to six digits

**Will my number change?** Wherever we can, we are trying to keep numbers the same but **there will be some circumstances that require a change**. To find out if your number is changing, refer to [the list of departmental phone numbers](#). Share your new number with frequent contacts and by updating your email signature and voicemail message in advance. Changes to the Global Address Listing will be initiated by the project team at the time of the cutover. **If you don't see your number on this list or it is wrong, please contact [phone.help@northernhealth.ca](mailto:phone.help@northernhealth.ca) prior to Thursday, April 14.**

\*Managers with a new number that require an EARL call routing change should submit a request via the ITS Service Desk

**What about my extension?** All your four digit dialing will become six digit dialing by adding a prefix of 50. For example, if you used to dial 2444 to call the ER, you will now dial 502444. For non-refreshed areas of UHNBC, you will add a prefix of 70. For example, if you used to dial 2420 to call for Lab, you will now dial 702406. As we continue to refresh other departments at UHNBC, you will use the 50 pre-fixes for those as well (refreshed depts. listed below). This allows for internal six digit dialing across all upgraded NH sites and no long-distance charges. For a list of NH Cisco site prefixes, [click here](#).

- If working in a department with a Nortel (older style) phone, you will use the six digit number (starting with 50) to call refreshed areas and continue to use the four digit number for non-refreshed areas.
- Vocera number changes should be completed by your department's Super User
- MBMD number changes will be made by the MBMD Administrator after the change
- **Codes can be called by dialing EITHER 502222 or 2222 from ANY phone**

**What about faxing?** Faxing services will also be upgraded to provide an enhanced experience. Faxing will now be 10 digits (no nine or one needed). Some fax numbers will also change but the old and new numbers will work for a period of 30 days so that contacts can be updated. You will receive a separate communication to alert you of the timelines around this change.

**How can I get training on my new phone?** Remote training sessions (via Teams) will be offered, and dates will be provided in a follow up communication.

**Questions/Issues** – Contact us [Phone.Help@northernhealth.ca](mailto:Phone.Help@northernhealth.ca)

## COVID-19 Virtual Clinic data

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### 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, April 18

- 40 nursing assessments
- 41 primary care provider appointments from Dawson Creek, Fort St John, Hixon, Houston, Kitimat, Kitwanga, Prince George, Prince Rupert, Quesnel, Telegraph Creek, Terrace, Thornhill, and Vanderhoof

#### Tuesday, April 19

- 51 nursing assessments
- 43 primary care provider appointments from Chetwynd, Dawson Creek, Fort Nelson, Fort ST John, Kincolith, Kitwanga, Prince George, Prince Rupert, Quensel, Smithers, Telkwa, Terrace, and Thornhill

#### Wednesday, April 20

- 32 nursing assessments
- 56 primary care provider appointments from Chetwynd, Dawson Creek, Fort St John, Houston, Kitkatla, Kitimat, Prince George, Prince Rupert, Quesnel, Terrace, and Thornhill

#### Thursday, April 21

- 38 nursing assessments
- 51 primary care provider appointments from Charlie Lake, Dawson Creek, Endako, Fort St John, Kitwanga, Mackenzie, Pouce Coupe, Prince George, Prince Rupert, Quesnel, Terrace, Thornhill, Toms Lake, Topley, and Wisset

#### Friday, April 22

- 13 nursing assessments
- 75 primary care provider appointments from Chetwynd, Cornwall (Terrace), Dawson Creek, Fort St John, Gitanmaax, Houston, Iskut, Kitwanga, Moberly Lake, Pouce

Coupe, Port Edward, Prince George, Prince Rupert, Quesnel, Smithers, Telegraph Creek, Terrace, and Thornhill

**Saturday, April 23**

- 14 nursing assessments
- 42 primary care provider appointments from Chetwynd, Dawson Creek, Fort St John, Hudson's Hope, Kitimat, Mackenzie, Moberly Lake, Prince George, Prince Rupert, Rolla, Smithers, Terrace, and Thornhill

**Sunday, April 24**

- 25 nursing assessments
- 42 primary care provider appointments from Chetwynd, Dawson Creek, Fort St John, Haisla, Houston, Kitwanga, Prince Rupert, Quesnel, Smithers, Telkwa, Terrace, Tumbler Ridge, and Valemount

## **Wellness and more**

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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](#).