



# MEDICAL STAFF DIGEST

*A weekly update for medical staff*

**June 22, 2022**

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## **Clinical guidelines**

### **In transition: COVID-19 antiviral support line for clinicians**

June 24, 2022 will be the last active date for the COVID-19 antiviral support line for clinicians. The support line is staffed by pharmacists and assists with questions related to prescribing and dispensing Paxlovid.

- Monday to Friday, 8:30 am to 4:30 pm (**until June 24, 2022**)
- 1-866-604-5924

Starting June 27, 2022, questions about prescribing and dispensing Paxlovid should be directed to the Ministry of Health's phone line:

- Monday to Friday, 8:30 am to 4:30 pm (**starting June 27, 2022**)
- 1-844-915-5005

### **Specialty infant formula shortage**

Canada is currently experiencing a shortage of hypoallergenic infant formula.

- This problem is the result of the unexpected closure of a major North American manufacturing facility operated by Abbott Laboratories in Michigan.
- This has particularly affected specialized infant formulas, which are often used as the primary source of nutrition for infants with metabolic disorders, severe gastrointestinal diseases, and allergic intolerance.

### **Information for clients:**

- [Information for families during the shortage of formula for infants with food allergies - Canada.ca](#) (This link will be shared with the public via NH social media channels.)

**Information for health professionals:**

- National clinical decision tree: [Use of Specialized Infant Formula During a Shortage](#)
- This tool offers specific guidance to health care providers when counseling families, discussing safe alternatives, and conserving limited national supplies of specialized formulas.

Health Canada facilitated bringing together experts from a broad community of healthcare stakeholders for its development, including Canadian Pediatric Society, Canadian Pharmacists Association, Food Allergy Canada, Canadian Society of Allergy and Clinical Immunology, Dietitians of Canada, Hospital for Sick Children and McMaster Children's Hospital.

## **Overdose prevention and response**

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### **Toxic Drug Alert issued for Smithers and Prince George: June 16, 2022**

Northern Health issued toxic drug alerts for the communities of Smithers and Prince George on June 16, 2022.

**Smithers:** There has been an increase in overdose events in the community of Smithers. The reported substance is being sold as down, **is deep burgundy (red) in colour, chunky, and dense.**

- [Alert link](#)
- [Visual \(poster\) alert link](#)

**Prince George:** There has been an increase in overdose events in the community of Prince George. The reported substance is being sold as down, is **light pink or dark/bright neon pink in colour.**

- [Alert link](#)
- [Visual \(poster\) alert link](#)

Both substances are considered highly toxic and cause sudden overdose including prolonged sedation and memory loss. Overdoses are happening when the substances are smoked and injected.

**For your safety**

- Get overdose prevention, recognition, and response training; carry naloxone
- Don't use alone. Make a plan and tell a buddy who can call for help if needed
- If you plan to use alone, use the Lifeguard or BeSafe app available free on the app store or on [Toward the Heart website](#)
- Know your tolerance. If you are sick or had a time of abstinence or reduced use, use much less
- Don't mix drugs or mix drugs with alcohol
- Test a small amount first and go slow
- Use in an OPS if possible (see Prince George locations listed below)
- Access fentanyl drug checking where available (OPS sites)
- Call 911 or your local emergency number right away if someone overdoses

**Local overdose prevention sites (OPS) in Prince George:**

- **Two Doors Down** (1126 3rd Ave, Prince George)  
Tuesday – Saturday, 6am-11am and 6pm-11pm
- **Overdose Prevention Program and Harm Reduction Clinic (Needle Exchange)**  
(277 George Street, Prince George)  
Monday – Saturday, 1pm-6pm

## COVID-19 news and updates

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### COVID-19 case counts and statements

Visit the [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 June 16, **30,375** cases have been reported in the NH region since the beginning of the pandemic.

- New cases: **44**
- Currently in hospital: **11**
  - Currently in ICU level care in hospital: **0**
- Deaths in the NH region since the beginning of the pandemic: **356**

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](#). The following reports are updated every Thursday:

- [BC COVID-19 weekly pandemic updates](#)
- [BCCDC Situation Reports](#)

### 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](#).

## Other organizational news

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### National Indigenous Peoples Day: Message from NH's CEO

June 21 is National Indigenous Peoples Day, a day to celebrate the First Nations and Métis cultures across the North. This is also a day (and month) to recognize the resilience of Indigenous communities and the excellent contributions Indigenous people have made to health care and health services, particularly given the pandemic challenges we have all faced over the last two years.

The Northern Health region is home to many Indigenous peoples, each with diverse cultures and lived experiences. We ask that you celebrate the Indigenous people and communities in the territories you work in – take the opportunity to learn about their culture and the contributions they have made to community and health care.

We would like to take this opportunity to thank FHNA, Northern First Nations communities, and Indigenous partner organizations such as the Métis Nation of BC, Friendship Centres and others who contribute in significant ways to health care in the North. We also would like to recognize the Indigenous staff and physicians who have chosen to work in Northern Health – we appreciate and value your ways of knowing and the work you do everyday in the health care system.

To continue reading, please visit [OurNH](#), and [NH Stories site](#).

### Accreditation on-site surveys evaluating Primary and Community Care and Population Health July 10-15, 2022

Northern Health (NH) will be receiving a team of seven Accreditation Canada Surveyors between July 10-15, 2022 to complete the second half of our evaluation on Primary and Community Care & Population Health. For more information, please see the [physician website](#). For more information with links to resources and contact information, see [OurNH](#), or the memo attached to the email update.

### ByteBloc

[ByteBloc](#), the new physician on call scheduling solution for Northern Health, is now live and available for use. ByteBloc improves physician on call scheduling experience by:

- Providing real time, up-to-date on call calendars which ensure the correct on-call physician is receiving the call
- Allowing physicians to easily make changes to their on call schedule, schedule their time, and swap/trade shifts with colleagues
- Providing a centralized, up-to-date schedule that allows practitioners to identify which physicians and specialists are on call at any time
- Allowing physicians to easily reach out to colleagues using the [secure texting messaging app \(MBMD\)](#). **Note:** MBMD app must be added separately to link to ByteBloc
- Allowing physicians to manage their on call schedules within their practice

### **ByteBloc and compensation**

The [Medical On-Call/Availability Program \(MOCAP\)](#) eScheduling via ByteBloc project was undertaken to identify and implement an integrated scheduling solution for physicians that supports their need to create and manage their on call schedule and to enable effective processing of physician compensation related to MOCAP. Northern Health administration can now provide more timely payment that is more accurate for MOCAP/on call schedules and other compensated schedules.

For more information about and resources for ByteBloc, visit the physician website:

- [Medical On-Call/Availability Program \(MOCAP\)](#)
- [MOCAP escheduling via ByteBloc](#)

### **MOIS 2.28 release timelines**

Please see the information below with respect to the MOIS/CMOIS 2.28 release.

#### **Dates and times of note:**

- Friday June 24 at 12 pm – Go/No-go decision
- Friday June 24 at 8 pm – MOIS (with the exception of CMOIS and QCC) goes down for upgrade
- Friday June 24 at 10:30 pm – CMOIS goes down for upgrade
- Saturday June 25 at 12 am - 2 am – QCC goes down for upgrade
- Saturday June 25 – MOIS/CMOIS instances are available for use

Alerts will be sent when the systems are being brought down and when they are brought back up. For affected sites/services please follow the [standard downtime procedures](#).

Read the [full memo](#) (OurNH link) for more on the update.

### **New Terms of Use will support sharing personal information through NH Microsoft 365. Learn more about how this impacts you!**

Starting June 27, 2022 (after 10 am), a new policy and Terms of Use supports NH staff to share personal information (e.g. patient information) through NH Microsoft 365 (M365) - Teams, SharePoint, OneDrive, and Office. As indicated in the [NH M365 Terms of Use policy](#) (OurNH link), NH M365 may be used for purposes relating to the conduct of NH business, with access to information permitted on a point-in-time “need to know.”

The shift from using NH M365 for business information (P1) to using NH M365 for business and personal information (P2), is significant and it is important for all NH staff and agents to review the policy and apply policy guidance.

#### **Learn more:**

- Northern Health Microsoft 365 tip sheet (link in emailed update)
- [Microsoft 365 \(NH M365\) Terms of Use policy](#)
- A new self-led PHSA LearningHub course is available to help introduce the policy, [Introduction to NH M365 Terms of Use Policy - LearningHub \(phsa.ca\)](#). The course is recommended for all NH Staff and Agents
- Stay tuned to the [Discover 365 Governance page](#) as future updates are posted

- [How to accept HealthBC Terms of Use Guide](#)

## **Doctors of BC request for physician input regarding primary care challenges in BC**

Doctors of BC is seeking physician input on actions and solutions to address the primary care challenges that impact all of us – family doctors, specialists, and patients. This is part of Doctors of BC commitment to listen to and understand your needs, and ensure your voices are heard in the development of short, medium, and long-term solutions. Your feedback will form the foundation for tangible, concrete actions that Doctors of BC will bring forward in our meetings with government.

Virtual engagement sessions will begin on June 22 and will last for about six weeks and are organized by health authority region. For more information including registration for the sessions, visit the [Doctors of BC website](#).

## **Expression of interest: Medical Lead: Post COVID-19 Care Project**

Northern Health would like to invite eligible Physicians to indicate their interest in the 0.2 FTE Medical Lead Post COVID-19 Care Project position. Expressions of interest must be delivered in a written form, accompanied by a resume via e-mail by **July 11, 2022**.

For more information, including a summary of responsibilities and where to email to apply, please see the memo attached to the email digest.

## **New dementia care facility opening soon in Vanderhoof: Aurora Home**

Aurora Home at Parkview Place is the first of its kind in BC, combining a licensed dementia care facility with 24-hour staffing and independent seniors housing in one building, allowing seniors to remain integrated in their communities while receiving the care they need. Suites for people living in the Omineca area with mild to moderate dementia will be available in the coming months.

For admission criteria and referrals, please view the [handout for Physicians and NH staff](#) (OurNH link). For client and family resources, please view the [handout for residents and families](#) (OurNH link). These resources will be available for print on DocuSource soon.

## **Upcoming event – Community engaged research panel Friday June 24**

This Community Engaged Research Panel is co-sponsored by the BC Centre for Disease Control (BCCDC), the Centre for Gender and Sexual Health Equity (CGSHE), and SFU's Community Engaged Research Initiative (SFU CERi).

The panel will discuss the opportunities, challenges, and practicalities associated with community engaged research and will include the following points of discussion:

- Facilitating community advisory boards in a respectful way
- Working towards shared leadership with community members
- Applying principles of community engagement in public health beyond research

Each of the panelists has significant experience doing community engaged research with various communities, including people with incarceration experience, Two-Spirit communities, and immigrant communities.

For more details about the event, speakers, and registration, please see [the event page](#).

If you have any questions, please contact Samira Karsiem ([samira\\_karsiem@sfu.ca](mailto:samira_karsiem@sfu.ca)).

## **Sign up for the new Learning Bites series. A monthly opportunity open for all staff to learn and share knowledge, skills and expertise!**

The Learning Bites Series, hosted by the NH Education department, gives the opportunity for all staff to learn and share knowledge, skills and expertise, in bite-size learning bursts.

### **What does the series look like?**

- 1-hour, monthly sessions about a range of topics that could be of interest to anyone in the organization
- 11:30 am - 12:30 pm PST, the fourth Tuesday of every month via Microsoft Teams
- Single-topic, easily digestible, succinct

### **How can I be a presenter?**

Once you have determined your presentation topic and learning objective/useful takeaway, please send the following to Education [education@northernhealth.ca](mailto:education@northernhealth.ca):

- Title of the Session (make it catchy!)
- Brief explanation of the session (two to three lines total)
  - Include useful takeaway
- Presenter(s) names
- Technical support needed?

### **How can I attend/watch a session?**

Email [education@northernhealth.ca](mailto:education@northernhealth.ca). An outlook event invite will be sent to you.

### **Upcoming Sessions**

Session 2, June 28, 2022:

#### **Using a Quality Management Framework to Lead Differently**

Presentation by: Anthony Gagne and Carly Phinney, Quality Improvement Facilitators

Session 3, July 26, 2022

#### **“Am I on Mute?”: Tips for facilitating virtual meetings & workshops**

Presentation by: Amy Blanding, Regional Manager Organizational Education & Development

## **Health Information Management Services has new email for all requests**

In order to help improve response time to requests and reduce confusion, the HIM Services team is **discontinuing their three previous generic emails**.

The previous emails include:

- HIM Advisor Services - [himadvisorservices@northernhealth.ca](mailto:himadvisorservices@northernhealth.ca)
- Records Storage Management - [recordsstoragemanagment@northernhealth.ca](mailto:recordsstoragemanagment@northernhealth.ca)
- Health Information Services - [health-information-services@northernhealth.ca](mailto:health-information-services@northernhealth.ca)

For all future requests to HIM Services, please contact them by emailing [HIMServices@northernhealth.ca](mailto:HIMServices@northernhealth.ca).

## **Preventative maintenance reminder – Learn more about the Required Organizational Practice!**

Required Organizational Practices (ROPs) 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.

A preventative maintenance program for medical devices, medical equipment, and medical technology is implemented and keeps such equipment safe and functional. For more information about the ROPs for the the [Northern Health Biomedical Engineering Preventative Maintenance Program](#), please see the [preventative maintenance ROP poster \(PDF\)](#) on OurNH.

If you have any questions, please email [Scott.Nelson@northernhealth.ca](mailto:Scott.Nelson@northernhealth.ca).

## **NEW Long-term Care/Assisted Living Digest – Issue 38: Information for residents and families**

The long-term care task group is producing updates once a month for residents and families of long-term care homes and assisted living facilities.

[Issue 38](#) of the long-term care and assisted living digest provides updated information on heat and wildfire planning and summer events and social gatherings.

## **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:

- [June 27, 2022 \(5-6pm\): Northern Education Rounds \(Medical Staff Complaints in Relation to Bill 14 and Respect in the Workplace\)](#). Speakers: Dr. Ronald Chapman (VP Medicine) and Dr. Becky Temple (Medical Director, Enhanced Medical Affairs Support). [Registration is required](#).

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.

## The UHNBC phone refresh project is complete! Get the PG phone refresh master list below

We are pleased to announce the installation of the new Cisco phone system at UHNBC is completed.

- [PG Phone Refresh Master List](#)
- [Learn more about how this can impact you](#)

Please direct any questions to [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, June 13

- 14 nursing assessments
- 54 primary care provider appointments from Atlin, Chetwynd, Edmonton (AB), Fort. St John, Houston, Mackenzie, Peace River Regional District, Prince George, Prince Rupert, Quesnel, Smithers, Taylor, Terrace, Thornhill, and Tumbler Ridge

#### Tuesday, June 14

- 15 nursing assessments
- 54 primary care provider appointments from Calgary (AB), Dawson Creek, Fort St. John, Fraser Lake, Hazelton, Houston, Kitimat, Port Edward, Pouce Coupe, Prince George, Prince Rupert, Quesnel, Richmond, St Andrews (NB), Stewart, Terrace, and Thornhill

#### Wednesday, June 15

- 15 nursing assessments
- 52 primary care provider appointments from Abbotsford, Burnaby, Burns Lake, Chetwynd, Cumberland, Dawson Creek, Fort St. John, Fraser Lake, Kitwanga, Pouce Coupe, Prince George, Prince Rupert, Quesnel, Smithers, Surrey, Terrace, and Thornhill

#### Thursday, June 16

- 12 nursing assessments
- 65 primary care provider appointments from Chetwynd, Dawson Creek, Edmonton (AB), Fort St. John, Greenville, Houston, Kitimat, Montney, Prince George, Prince Rupert, Quesnel, Skownan (MB), Smithers, South Hazelton, Taylor, Terrace, and Thornhill

**Friday, June 17**

- 15 nursing assessments
- 56 primary care provider appointments from Aiyansh, Cedarvale, Charlie Lake, Dawson Creek, Fort St. John, Kelowna, Kitimat, Montney, Nanaimo, Pouce Coupe, Prince George, Prince Rupert, Smithers, Terrace, and Thornhill

**Saturday, June 18**

- 36 nursing assessments
- 41 primary care provider appointments from Cecil Lake, Chetwynd, Dawson Creek, Fort St. John, Houston, Kelowna, Lax Kw'alaams, Prince George, Prince Rupert, Quesnel, Terrace, and Tumbler Ridge

**Sunday, June 19**

- 30 nursing assessments
- 37 primary care provider appointments from Chetwynd, Dawson Creek, Fort St. John, Lax Kw'alaams, Masset, Nisku, Pouce Coupe, Prince George, Prince Rupert, Quesnel, Taylor, Terrace, Thornhill, Tomslake, Topley, and Vernon

## 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](#).