

Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Tuesday, March 10, 2015 9:33 AM
Subject: s.3

s.3

Page 02

Withheld pursuant to/removed as

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Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Tuesday, March 10, 2015 6:23 PM
Subject: s.3

s.3

Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Monday, March 9, 2015 9:03 PM
Subject: s.3

s.3

Page 05

Withheld pursuant to/removed as

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Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Monday, March 9, 2015 6:07 PM
Subject: s.3

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Page 07

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Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Monday, March 9, 2015 6:48 AM
Subject: s.3

s.3

Belanger, Matthew GCPE:EX

From: Patterson, Ted HLTH:EX
Sent: Wednesday, March 11, 2015 7:59 AM
To: Brown, Stephen R HLTH:EX
Cc: Jabs, Ryan GCPE:EX; Feulgen, Sabine HLTH:EX; Stevenson, Lynn HLTH:EX; Hughes, Doug J HLTH:EX; Frechette, Rod HLTH:EX
Subject: Hospitalists

Hi Steve,

Just spoke with Taj about how he expects things will play out over the next few days/weeks.

- s.13

-

-

I told him to keep us close and not to sign anything until we have had a chance to discuss. He said he is willing to meet this afternoon discuss further to ensure we are comfortable he is not recreating the problem he is trying to solve. Let me know if you are interested and I will arrange a teleconference.

T

Ted Patterson
Assistant Deputy Minister
Health Sector Workforce Division
Ministry of Health
(250) 952-3465
(250) 514-5455

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Subject: s.3

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Belanger, Matthew GCPE:EX

From: XT:Germain, Suzanne GCPE:IN
Sent: Tuesday, March 10, 2015 2:46 PM
To: Jabs, Ryan GCPE:EX; Anderson, Kristy GCPE:EX
Subject: CORRECT FINAL VERSION WITHOUT A TYPO
Attachments: STATEMENT_Hospitalist Update.pdf

Suzanne Germain, Director,
Communications and Public Relations, Island Health
Phone: 250.370.8294 | Cell: 250.216.3652
email: suzanne.germain@viha.ca
www.viha.ca | [Facebook](#) | [Twitter](#)

Our Vision: Excellent health and care for everyone, everywhere, every time.



From: XT:Germain, Suzanne GCPE:IN
Sent: Tuesday, March 10, 2015 2:05 PM
To: Jabs, Ryan GCPE:EX; Anderson, Kristy GCPE:EX
Subject: revised embedded

For Immediate Release
March 10, 2015

Updated Statement Regarding RJH, VGH Hospitalists

VICTORIA –Island Health wants to reassure the public that safe and appropriate patient care will continue to be provided at both Victoria General Hospital and Royal Jubilee Hospital. All patients at those facilities are receiving the care they require. In addition, Island Health would like to clarify key points regarding this issue.

Hospitalist Services at VGH and RJH

Since March 1st, individual hospitalists have been performing hospitalist services at Victoria General Hospital and Royal Jubilee Hospital in accordance with their professional and ethical obligations under Island Health's Medical Staff Rules and Professional Standards and Guidelines issued by the College of Physicians and Surgeons of British Columbia.

Most hospitalists have acted responsibly, and have continued to provide high-quality care for patients at Victoria General Hospital and Royal Jubilee Hospital.

Unfortunately, a small number of hospitalists have not acted responsibly and have engaged in job action. For example, misconduct has included refusing to admit new patients, refusing to accept internal transfers, refusing to accept consults and refusing to provide essential information to medical administrative staff. Island Health was compelled to take disciplinary steps against those individual hospitalists in order to avoid risks to patient safety. Due to privacy concerns, Island Health cannot discuss the details of individual situations. Nevertheless, Island Health can unequivocally confirm its view that each instance of professional discipline was reasonable and required in light of the individual physicians' conduct.

This is an unfortunate situation related to the specific misconduct of a few individual physicians. It does not reflect the good work by most individual hospitalists or the good relationship that Island Health has with the vast majority of hospitalists.

The Contract Situation

Until the beginning of March, hospitalist services at Victoria General Hospital and Royal Jubilee Hospital were provided by individual physicians under a contract between Island Health and a corporation known as Victoria Hospitalists Physicians Incorporated (VHPI). A long term contract between Island Health and VHPI ended in June 2014, and an interim contract between Island Health and VHPI ended on February 28.

Island Health did not end the interim contract with VHPI. That contract ended on the date that had been agreed to by VHPI.

Island Health tried to negotiate a new long-term contract with VHPI, but those negotiations did not make satisfactory progress. Island Health concluded that continuing negotiations through a closed process exclusively with VHPI would not result in a contract that satisfied Island Health's fundamental requirements - a new, more patient-centred service model, an enhanced role for the department head in overseeing quality of care, and a transparent, comprehensive compensation model.

For those reasons, Island Health decided to end exclusive negotiations with VHPI and instead use an open procurement process that would allow any and all qualified hospitalists to negotiate contracts with Island Health. The procurement process is simple, easy and flexible, and allows hospitalists to negotiate and sign contracts for the duration that they desire and either as individuals or through associations or corporations.

This included the VHPI.

Island Health never refused to negotiate a new contract with VHPI or any hospitalist. The fact is that VHPI chose to not participate in Island Health's open procurement process. Island Health values and respects the essential services performed by hospitalists and would like to pay hospitalists for the services that they

perform, but those payments must be supported by a contract. Island Health has offered to sign simple, short-term contracts with hospitalists or their associations or corporations so that hospitalists can be paid by Island Health, but most hospitalists (including the VHPI executive) have refused to do so.

If a hospitalist does sign a contract with Island Health, the hospitalist will be paid by the Medical Services Commission based on the hospitalist's fee-for-service billing submissions. All hospitalists will be compensated for the services they provide.

Island Health values and respects the essential services performed by hospitalists. Island Health has done its best to be as flexible and accommodating as reasonably possible, so that this situation can be resolved in a manner that is in the best interests of patients and results in contracts that treat hospitalists fairly, support an excellent work environment and allow hospitalists to provide high-quality patient care.

Island Health has full confidence in the high-quality care that hospitalists continue to provide and is confident this situation will be resolved soon.

**Suzanne Germain, Director,
Communications and Public Relations, Island Health**
Phone: 250.370.8294 | Cell: 250.216.3652
email: suzanne.germain@viha.ca
www.viha.ca | [Facebook](#) | [Twitter](#)

Our Vision: Excellent health and care for everyone, everywhere, every time.



Belanger, Matthew GCPE:EX

From: Lake, Terry HLTH:EX
Sent: Tuesday, March 10, 2015 1:29 PM
To: Jabs, Ryan GCPE:EX; Loiacono, Sabrina HLTH:EX; Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX
Cc: Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: Re: Island Health: Media plan - hospitalists

Fine

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Jabs, Ryan GCPE:EX
Sent: Tuesday, March 10, 2015 12:46 PM
To: Lake, Terry HLTH:EX; Loiacono, Sabrina HLTH:EX; Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX
Cc: Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: Island Health: Media plan - hospitalists

Island Health is finalizing their updated media lines and said they'll have them to us within an hour. They'll be arranging one-on-ones with Dr. Martin Wale, their acting chief medical officer.

Cindy Harnett with the Times Colonist has called looking for comment from you. Okay if we refer her back to the health authority (and note you've been available for comment in the halls if the TC is interested)?

From: Germain, Suzanne - Communications, RJH [<mailto:Suzanne.Germain@viha.ca>]
Sent: Tuesday, March 10, 2015 12:45 PM
To: Jabs, Ryan GCPE:EX
Cc: Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX
Subject: RE: Media plan - hospitalists?

Yes. Within the hour with the lines – which will be a statement. Shortly after I will be arranging one on ones with Dr. Martin Wale, Acting Chief Medical Officer

From: Jabs, Ryan GCPE:EX [<mailto:Ryan.Jabs@gov.bc.ca>]
Sent: March-10-15 12:43 PM
To: Germain, Suzanne - Communications, RJH
Cc: Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX
Subject: Media plan - hospitalists?

Hi Suzanne,

Can you let me know when you've finalized the lines your plan to get out into the media, as well as who your spokesperson will be?

Thanks,
Ryan Jabs
Director of Communications - Ministry of Health
Government Communications and Public Engagement
(250) 952-1889
Cell: (250) 413-7121
Ryan.Jabs@gov.bc.ca

Belanger, Matthew GCPE:EX

From: XT:Germain, Suzanne GCPE:IN
Sent: Tuesday, March 10, 2015 12:45 PM
To: Jabs, Ryan GCPE:EX
Cc: Anderson, Kristy GCPE:EX
Subject: RE: hospitalists

I have already told her.

From: Jabs, Ryan GCPE:EX [<mailto:Ryan.Jabs@gov.bc.ca>]
Sent: March-10-15 12:43 PM
To: Germain, Suzanne - Communications, RJH
Cc: Anderson, Kristy GCPE:EX
Subject: FW: hospitalists

Can you re-engage with Cindy and let her know you'll be providing a spokesperson today?

From: Anderson, Kristy GCPE:EX
Sent: Tuesday, March 10, 2015 12:40 PM
To: Jabs, Ryan GCPE:EX
Subject: Fw: hospitalists

Want me to let her know that this is between Island and the docs. Or do you want me to draft something.

Kristy Anderson
250.818.6510

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Harnett, Cindy (Times-Colonist) <CHarnett@timescolonist.com>
Sent: Tuesday, March 10, 2015 12:38 PM
To: Anderson, Kristy GCPE:EX
Cc: Kines, Lindsay (Times-Colonist)
Subject: hospitalists

Hi Kristy,

I'd like to get comment from the Health Minister on the suspension of three doctors in Island Health as part of a labour dispute and what role if any the health minister has and will play in the stand off ?

Cindy

Cindy E. Harnett
Times Colonist reporter
Health/Federal politics
250-380-5348 (direct)
250-213-3603 (cell)
ceharnett@timescolonist.com
@cindyeharnett

Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
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Page 19

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Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Monday, March 9, 2015 9:03 PM
Subject: s.3

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Page 21

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Belanger, Matthew GCPE:EX

From: Today's News Online GCPE:EX
Sent: Monday, March 9, 2015 5:34 PM
Subject: s.3

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Withheld pursuant to/removed as

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Belanger, Matthew GCPE:EX

From: XT:Germain, Suzanne GCPE:IN
Sent: Monday, March 9, 2015 4:10 PM
To: Jabs, Ryan GCPE:EX; Anderson, Kristy GCPE:EX
Subject: FW: Island Health Memo: VGH & RJH Hospitalists

Final staff memo as promised. I sent to media as I promised.

From: Island Health Communication
Sent: March-09-15 3:52 PM
To: Island Health Communication
Subject: Island Health Memo: VGH & RJH Hospitalists

memorandum



The following has been sent on behalf of Catherine MacKay, Executive Vice President and Chief Operating Officer and Dr. Taj Baidwan, Executive Vice President and Chief Medical Officer

****Please post or forward by email as required****

March 9, 2015

Late on Saturday afternoon, Island Health took disciplinary action against three hospitalists for violations of the Medical Staff Rules.

Physicians who practice in Island Health hospitals are bound by the Professional Standards and Guidelines of the College of Physicians and Surgeons of British Columbia, the Island Health Medical Staff By-Laws and Rules. These Medical Staff Rules prescribe a process of disciplinary action when medical staff do not comply with these expectations.

For reasons of personnel privacy, we cannot discuss details but want to emphasize that decisions around disciplinary action regarding staff and/or physicians are never made lightly.

There have been media reports linking what occurred on the weekend to contract negotiations with the Victoria Hospitalist Physicians Incorporated (VHPI). This group has provided hospitalist services at VGH and RJH under a contract with Island Health for many years and an interim agreement between the VHPI and Island Health expired on February 28. In January of this year, Island Health issued an Expression of Interest (EOI) seeking interest from individuals, associations or organizations to

deliver these services at RJH and VGH in the future. The VHPI did not respond to the EOI. Island Health is currently in discussions with organizations and individuals who did respond and we anticipate contracts will be established in due course.

This sudden reduction in physician complement has resulted in some confusion regarding physician coverage and process. The questions and answers below have been developed to provide as much information as we can at this time. Regular updates will be provided throughout the duration of the EOI process.

We deeply regret that this situation has occurred and we are confident that patient care processes will be stabilized as quickly as possible.

Questions and Answers

1. How will patients be cared for?

Physician coverage is being arranged as necessary to ensure ongoing patient care. Efforts are being made to ensure all shifts are covered. This coverage will be provided by existing hospitalists who chose to continue to meet their professional and ethical obligations and/or by a combination of Island Health medical leaders and other physicians able to provide coverage. This means that some administrative functions usually performed by the medical leaders may not be carried out during this time.

2. If a hospitalist has been assigned to my patients, will they continue to provide this service?

At this time, hospitalists are providing care for patients previously admitted. With respect to newly admitted patients, they are being cared for by the medical staff and other physicians able to provide coverage.

3. What do I tell family members who are concerned about the care their loved one is receiving on the unit?

We understand that family members and the public have questions and concerns. Please reassure them that physicians will continue to oversee patient care. We are arranging physician coverage as necessary to ensure patient care needs are met.

4. What do I do if I have questions about my patients?

Staff should use normal communication channels if they have questions about their patients' care. For example, nurses should contact their Clinical Nurse Leader (CNL) or Manager who is being supported by the Coordinator Site Operations (CSO) and Site Directors.

5. What other support and oversight is provided?

Additional clinical operations leaders have been brought in to provide leadership, site coordination and to resolve patient care issues at both RJH and VGH. A site command centre has been established at both sites, and is being led by an Executive Director (VGH) or the Chief Nursing Officer (RJH) and each site is developing detailed procedures and communication processes. A schedule will be developed to ensure staff are supported to resolve issues into the evenings. Island Health's leadership team is taking this matter extremely seriously. Patient care is at all times our number

one priority.

6. Will this impact patient procedures and staff schedules?

We do not expect there to be any impact on procedures including surgeries, nor do we anticipate any impact on staff schedules.

7. I see some staff wearing buttons or stickers that say “I support Hospitalists”, is this allowed?

Staff have a fundamental right to wear buttons or stickers that demonstrate support of an idea, ideology or particular opinion provided that the message is not offensive on the basis of a prohibited ground of Human Rights, unnecessarily interferes in safe patient care, is false, malicious or may bring disrepute to Island Health.

For more information, please contact name and email.
For non-urgent and operational news, visit the [staff news page](#).
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Belanger, Matthew GCPE:EX

From: XT:Plank, Sarah HLTH:IN
Sent: Sunday, March 8, 2015 3:16 PM
To: Jabs, Ryan GCPE:EX; XT:HLTH Prins, Susan
Subject: Statement to media - hospitalists

This is what was sent to CHEK, CTV and CFAX:

Island Health has unfortunately been compelled to take disciplinary action against a small number of individual physicians for violations of Island Health rules of conduct. Out of respect for the privacy of the individuals involved, Island Health will not identify the individuals or provide details of the circumstances.

This action does not reflect the good work that is being performed by the vast majority of physicians. We truly value our physicians, and we are confident they will continue to provide excellent care for all patients.

We can reassure the public that safe and appropriate care will continue to be provided within our hospitals - we have backup physicians and anyone who requires care can rest assured they will get the care they need.

Sarah.

Sarah Plank
Media relations manager
Island Health
250.213.9926
sarah.plank@viha.ca

Belanger, Matthew GCPE:EX

From: Patterson, Ted HLTH:EX
Sent: Saturday, March 7, 2015 7:43 PM
To: Brown, Stephen R HLTH:EX; Feulgen, Sabine HLTH:EX; Jabs, Ryan GCPE:EX
Subject: Fwd: Hospitalist update
Attachments: image001.gif

Fyi

Sent from my iPhone

Begin forwarded message:

From: "Mackay, Catherine" <Catherine.Mackay@viha.ca>
Date: March 7, 2015 at 7:31:58 PM PST
To: "Lynn Stevenson-HLTH:EX (Lynn.Stevenson@gov.bc.ca)" <Lynn.Stevenson@gov.bc.ca>, "Ted Patterson-HLTH:EX (Ted.Patterson@gov.bc.ca)" <Ted.Patterson@gov.bc.ca>
Cc: "Baidwan, Jatinder (Taj) (Dr)" <Jatinder.Baidwan@viha.ca>, "Wale, Martin (Dr)" <Martin.Wale@viha.ca>
Subject: Hospitalist update

Hi Lynn and Ted

I would like to update you on the hospitalist situation at VGH & RJH. Further to the briefing we provided this morning, and in consideration of the actions of three individual hospitalists as discussed, it was determined that their actions constituted severe disruptive behaviour and a significant risk to patient safety and care.

As a result and after discussion among senior staff and other executives, it was determined that the appropriate way forward for Island Health was to proceed with a "crisis intervention" under Section 17.9 of the Medical Staff Rules and accordingly, to preserve the safety of patients and staff, take action under Article 11.2.1 of the Medical Staff Bylaws to suspend the privileges of the physicians in question. The suspension of privileges were carried out this afternoon.

In accordance with the Medical Staff Bylaws, we have also reported this to HAMAC and will make a formal notification to the College of Physicians and Surgeons tomorrow.

In addition, we convened a teleconference this afternoon with Taj, myself, Martin Wale, Dr. Oetter, Dr. Vroom, with our HAMAC and South Island MAC chairs. The college clearly outlined expectation of physician behaviours/actions. Tomorrow morning Taj and Martin Wale, along with the HAMAC chair and SIMAC chair will convene a meeting of all hospitalists to relay the College's expectations and begin the process of moving forward.

I will update you tomorrow.

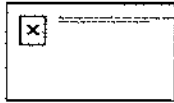
Regards, Catherine

Catherine Mackay

Executive Vice President & Chief Operating Officer

Island Health

1-250-370-8828 | catherine.mackay@viha.ca



Our Values

Courage: to do the right thing -- to change, innovate and grow

Aspire: to the highest degree of quality and safety

Respect: to value each individual and bring trust to every relationship

Empathy: to give the kind of care we would want for our loved ones

Belanger, Matthew GCPE:EX

From: XT:Baidwan, Jatinder HLTH:IN
Sent: Friday, March 6, 2015 9:25 PM
To: Patterson, Ted HLTH:EX
Cc: H. Oetter; XT:Vroom, Bob HLTH:IN; Stevenson, Lynn HLTH:EX; XT:Mackay, Catherine HLTH:IN; Brown, Stephen R HLTH:EX; Jabs, Ryan GCPE:EX; Feulgen, Sabine HLTH:EX; Hughes, Doug J HLTH:EX; Frechette, Rod HLTH:EX
Subject: Re: Conference Call - Saturday - 9:30 am

Thanks Ted. Look forward to the conversation. As Catherine has said Martin will be standing in for me over the next two weeks so should be included.

Cheers.

Taj

Sent from my iPhone

On Mar 6, 2015, at 8:44 PM, Patterson, Ted HLTH:EX <Ted.Patterson@gov.bc.ca<<mailto:Ted.Patterson@gov.bc.ca>>> wrote:

Good evening everyone,

With apologies for the disruption to your weekend, I will be arranging a teleconference for tomorrow morning to discuss what appears to be organized job action by hospitalists in Victoria this evening. The actions that are reportedly being taken by hospitalists were predicted by Island Health and discussed on a conference call between the Ministry, Island Health and CPSBC on February 24.

I would like to discuss the following on our conference call:

- * An update on the events of Friday evening;
- * Any impact in terms of patient safety and quality of care;
- * Island Health's mitigation strategy; and,
- * If warranted, the role and response of the College in addressing inappropriate physician behaviour.

Thank you and apologies again for the timing,

T

Belanger, Matthew GCPE:EX

From: H. Oetter <hoetter@cpsbc.ca>
Sent: Friday, March 6, 2015 8:48 PM
To: Patterson, Ted HLTH:EX
Cc: H. Oetter; XT:Vroom, Bob HLTH:IN; Stevenson, Lynn HLTH:EX; XT:Baidwan, Jatinder HLTH:IN; XT:Mackay, Catherine HLTH:IN; Brown, Stephen R HLTH:EX; Jabs, Ryan GCPE:EX; Feulgen, Sabine HLTH:EX; Hughes, Doug J HLTH:EX; Frechette, Rod HLTH:EX
Subject: Re: Conference Call - Saturday - 9:30 am

Thanks Ted

I can make the call and I will try to speak to Bob as well. We sent an email to all the hospitalists this afternoon. I will forward what we sent to the hospitalists.

This is a most unfortunate situation.

Heidi

Sent from my iPad

On Mar 6, 2015, at 8:43 PM, "Patterson, Ted HLTH:EX" <Ted.Patterson@gov.bc.ca> wrote:

Good evening everyone,

With apologies for the disruption to your weekend, I will be arranging a teleconference for tomorrow morning to discuss what appears to be organized job action by hospitalists in Victoria this evening. The actions that are reportedly being taken by hospitalists were predicted by Island Health and discussed on a conference call between the Ministry, Island Health and CPSBC on February 24.

I would like to discuss the following on our conference call:

- An update on the events of Friday evening;
- Any impact in terms of patient safety and quality of care;
- Island Health's mitigation strategy; and,
- If warranted, the role and response of the College in addressing inappropriate physician behaviour.

Thank you and apologies again for the timing,

T

Key Messages - Island Health Hospitalist EOI – Update

Mar. 5, 2015

- Island Health's priority is to deliver high-quality care for all patients — and hospitalists play a key role in this care.
- Hospitalists are integral to the care of hospitalized patients who don't have a family doctor, or whose family doctor has chosen not to have hospital privileges.
- Island Health issued an Expression of Interest (EOI) for an individual or group interested in providing hospitalist services.
- This EOI process is still underway, so it would be inappropriate to comment on responses received so far.
- Previous hospitalist service providers were welcome to submit proposals, but I understand they chose not to.
- Any new contract will seek to improve service accountability and enhance efficiency and quality of care through multi-disciplinary teams.
- Both the ministry and Island Health are confident a new agreement — focussed on the providing the best care for patients — will soon be established .

If asked what the new contract proposes:

- Island Health is not seeking to change how much hospitalists are paid in a new agreement, but is looking for changes that support: better integration with daily unit operations, better responsiveness to patient flow needs and more accountability and transparency with scheduling.

If asked about access to care:

- I want to assure patients and families that patient care will continue to be provided at these hospitals by skilled, dedicated and hardworking hospitalists.

THIS IS A CONFIDENTIAL INTERNAL DOCUMENT: NOT FOR DISTRIBUTION

Date: February 24 Updated: February 27 (updated & shortened)

Issue: HOSPITALIST SERVICES SOUTHERN VANCOUVER ISLAND

Confidential Background:

- Negotiations with the Victoria Hospitalist Physicians Incorporated (VHPI), a private corporation which subcontracts approximately 60 full and part time VGH/RJH-based hospitalists, stalled in early January.
- The "interim agreement" with the VHPI ended November 1, and was extended in good faith by Island Health until Feb 28.
- In order to ensure stable hospitalists services, Island Health issued an EOI in late January.
- Island Health has received EOIs from a groups and individuals.
- s.13,s.17
- Hospitalists will be compensated for their services after March 1 – either through a direct, flexible, short-term contract with Island Health or through fee for service.
- s.13,s.17
-
-
- Island Health has senior clinical leadership staff on our sites on Sunday (March 1).
- Hospitalists are required by the College to honor their professional obligation to their patients with strict rules regarding handover of service. This is further clarified within Island Health's Medical Staff Rules. In other words: we expect hospitalists to continue to provide the services they currently provide, and they will be paid for this service.

Key Messages: *(due to litigation risk, these messages need to be adhered to. Anything beyond needs to be cleared by Island Health legal counsel).*

- **Island Health's priority is to deliver top-quality, safe, accessible, appropriate and compassionate care for all our patients – and hospitalists play a key role in this care.**
- **Since the end of January, Island Health has been seeking Expressions of Interest from individuals, associations or organizations interested in delivering hospitalist service at Royal Jubilee and Victoria General Hospitals.**
- **This process is still underway and in discussion; as such, we are not prepared to make any public comment on this matter.**
- s.13,s.17
- **We truly value the care and quality of care our individual hospitalists provide, and we are confident hospitalists will continue to provide excellent care at VGH and RJH into the future.**

Contact Information	Phone
----------------------------	--------------

Spokesperson(s):	Communications	
Program Contact(s):	Drew Digney, Elin Bjarnason, Dr. Alan Meakes, Carla Tait	
Prepared by:	Suzanne Germain	
File location	" C:\Users\splank\Desktop\IN_Hospitalists Contract Negotiations.docx	

Belanger, Matthew GCPE:EX

From: XT:Plank, Sarah HLTH:IN
Sent: Thursday, March 5, 2015 12:03 PM
To: Beneteau, Nicole GCPE:EX
Cc: Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX; Anderson, Kristy GCPE:EX; Jabs, Ryan GCPE:EX
Subject: RE: Hospitalists update
Attachments: IN_Hospitalists Contract Negotiations_27Feb2015 (GC_CJT Comments).docx

Hi Nicole – you guys got an updated issues note from Suzanne a couple of days ago. Nothing has changed since, so it remains the current version to reference. It does have confidential information in the background that answer your questions.

Hope that helps!
Sarah.

From: Beneteau, Nicole GCPE:EX [<mailto:Nicole.Beneteau@gov.bc.ca>]
Sent: March-05-15 12:01 PM
To: Plank, Sarah
Cc: Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX; Anderson, Kristy GCPE:EX; Jabs, Ryan GCPE:EX
Subject: Hospitalists update

Hi Sarah,

Given Cindy Harnett's story today and the fact that the agreement with hospitalists has now expired, do you have any updated materials to send our way? Would be good to know what the plan is for providing care/compensating hospitalists while the EOI is still underway.

Thanks!

Nicole Beneteau
Public Affairs Officer
B.C. Ministry of Health Communications
250 952 2158 | nicole.beneteau@gov.bc.ca

Belanger, Matthew GCPE:EX

From: XT:Plank, Sarah HLTH:IN
Sent: Wednesday, March 4, 2015 7:08 PM
To: Jabs, Ryan GCPE:EX; Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: RE: media heads up - TC - hospitalists

Sorry - it's just the messaging from the issues note...

- Island Health's priority is to deliver top-quality, safe, accessible, appropriate and compassionate care for all our patients – and hospitalists play a key role in this care.
- Since the end of January, Island Health has been seeking Expressions of Interest from individuals, associations or organizations interested in delivering hospitalist service at Royal Jubilee and Victoria General Hospitals.
- This process is still underway and in discussion; as such, we are not prepared to make any public comment on this matter.
- We have had expressions of interest from several groups and individuals; the previous contract holder is not one of those who has chosen to submit a proposal under the EOI.
- We truly value the care and quality of care our individual hospitalists provide, and we are confident hospitalists will continue to provide excellent care at VGH and RJH into the future.

Sarah Plank
Media relations manager
Island Health
250.727.4275 (office)
250.213.9926 (mobile)

Note: for urgent media requests after-hours page: 250.716.7750

-----Original Message-----

From: Jabs, Ryan GCPE:EX [Ryan.Jabs@gov.bc.ca]
Sent: Wednesday, March 04, 2015 05:42 PM Pacific Standard Time
To: Plank, Sarah; Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: RE: media heads up - TC - hospitalists

Did you have a final response?

From: Plank, Sarah [<mailto:Sarah.Plank@viha.ca>]
Sent: Wednesday, March 4, 2015 12:37 PM
To: Jabs, Ryan GCPE:EX; Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX
Subject: media heads up - TC - hospitalists

FYI that Cindy has contacted us on "the hospitalists job action please and negotiations update please."

Suzanne is working on a response. Sounds like a staff person must have called her, as I spoke to her and a hospitalist hadn't called her.

You have the current issues note.

S.

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Excellent health and care – for everyone, everywhere, every time.

Belanger, Matthew GCPE:EX

From: XT:Germain, Suzanne GCPE:IN
Sent: Tuesday, February 24, 2015 11:20 AM
To: Anderson, Kristy GCPE:EX; Jabs, Ryan GCPE:EX
Cc: XT:Plank, Sarah HLTH:IN
Subject: UPDATED IN_Hospitalists Contract Negotiations_10Feb2015.docx
Attachments: IN_Hospitalists Contract Negotiations_10Feb2015.docx

Promised to keep you in the loop on this one, so here it goes: Current agreement ends on the Weekend. s.13,s.13,s.17

s.13,s.17 We are confident the hospitalists will continue to provide services as they currently are because 1) they are obligated to do so under their College ethics 2) they are obligated to do so under our Medical Staff bylaws 3) they are obligated to provide services to their current patients and as they have been routinely providing services to new patients coming into the hospitals, this would be a service continuity expectation that they would be expected to continue doing and 4) s.13,s.17 and 5) hospitalist would continue to be paid (FFS).

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE Ministry: Health Date: March 7, 2015 Minister Responsible: Terry Lake	Island Health – hospitalist job action
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BACKGROUND REGARDING THE ISSUE:

- Island Health has suspended hospital privileges of three hospitalists who work in Victoria and serve as the leadership for Victoria Hospitalist Physicians Inc., the corporation that Island Health has contracted for hospitalist services for a number of years.
- s.13
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- The ministry has been engaged with Island Health medical leadership and with the College of Physicians and Surgeons around the doctors actions this weekend. s.13, s.13,s.17
- s.13,s.17
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Hospitalist services

- VHPI is a private corporation that subcontracts approximately 60 full and part time VGH/RJH-based hospitalists. Negotiations with VHPI stalled in early January. The agreement with VHPI ended November 1, and was extended in good faith by Island Health until Feb 28.
- s.13,s.17

- Hospitalists continue to be compensated for their services after the contract expired – either through a direct, flexible, short-term contract with Island Health or through fee for service billings.
- s.13,s.17
- Hospitalists are required by the College to honour their professional obligation to their patients with strict rules regarding handover of service. This is further clarified within Island Health's Medical Staff Rules.
- The health authority paid hospitalists at Royal Jubilee and Victoria General \$14.3 million last year for approximately 70 full time and part time doctors. They also do not have the traditional overhead or office expenses other general practitioners or specialists have.
- Hospitalists can also work in walk-in clinics or have traditional family doctor office hours to increase their income.

DISCUSSION/ADVICE:

- s.13

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ADVICE AND RECOMMENDED RESPONSE:

- The ministry and our health authorities' priority is to provide high quality, safe and compassionate care for all our patients – and hospitalists play a key role in this care.
- I was disappointed to learn that Island Health has unfortunately been compelled to take disciplinary action against a small number of individual physicians for violations of Island Health rules of conduct.
- Physicians have a professional and ethical responsibility to provide safe and

ADVICE TO MINISTER

high quality care for their patients, and they are bound by the College of Physicians and Surgeons professional standards of conduct.

s.13

- This included refusing to take on some new patients from the Emergency Department, refusal to accept some transfers and refusal to do some consults for specialist physicians. Some of these actions delayed the care of patients and the health authority needed to step in.
- I want to reassure the public that safe and appropriate care will continue to be provided within Island Health hospitals - they have backup physicians and anyone who requires care can rest assured they will get the care they need.
- The ministry and Island Health values our physicians, and we are confident they will continue to provide excellent care for all patients.

Communications Contact: Ryan

Reviewer:

Jabs

Program Area Contact:

File Created:

File Updated:

Minister's Office	Program Area	Deputy	HLTH Communications