

## Frechette, Rod HLTH:EX

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**From:** Anderson, Kristy GCPE:EX  
**Sent:** Tuesday, February 10, 2015 2:16 PM  
**To:** Patterson, Ted HLTH:EX  
**Cc:** Frechette, Rod HLTH:EX; Jabs, Ryan GCPE:EX  
**Subject:** FW: hospitalists note  
**Attachments:** IN\_Hospitalists Contract Negotiations\_10Feb2015.docx

Here is Islands updated note on this.

Kristy Anderson  
Manager, Media Relations – Ministry of Health  
Government Communications and Public Engagement

(250) 952-3387  
(cell) (250) 818-6510  
[Kristy.Anderson@gov.bc.ca](mailto:Kristy.Anderson@gov.bc.ca)

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**From:** Germain, Suzanne - Communications, RJH [<mailto:Suzanne.Germain@viha.ca>]  
**Sent:** Tuesday, February 10, 2015 1:56 PM  
**To:** Anderson, Kristy GCPE:EX  
**Cc:** XT:Plank, Sarah HLTH:IN  
**Subject:** hospitalists note

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

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**Date:** February 10 (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 current “gentlemen’s agreement” with the VHPI ends on Feb 28.
- In order to ensure stable hospitalists services, Island Health issued an EOI in late January. The EOI closed on February 2.
- Two EOIs were received and numerous informal requests for information made. The deadline has been extended to support the process.
- Multiple submissions have now been received. Negotiations are currently underway with one proponent.
- Island Health spends over \$14 million per year on hospitalist services on the South Island.
- Island Health wants to introduce more transparency and accountability into contract reporting and ensure that the funds we put towards this service are spent effectively.
- Island Health is also looking to make improvements to the administration of hospitalist services to support hospitalists in working jointly with other physicians and care providers to further enhance team-based patient care.

**Key Messages – Main Messages:**

- 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.
- The current agreement ends on February 28.
- Since the end of last month, 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.
- As this process is still underway we are not prepared to make any public comment on this matter.
- We truly value the care and quality of care our individual hospitalists provide, and we are confident hospitalists will continue to provide the excellent care at VGH and RJH into the future.
- Only if asked: We extended the original closing date of the EOI to allow for more time from interested and potentially interested parties.

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

## Frechette, Rod HLTH:EX

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**From:** Anderson, Kristy GCPE:EX  
**Sent:** Tuesday, February 24, 2015 2:44 PM  
**To:** Patterson, Ted HLTH:EX; Frechette, Rod HLTH:EX  
**Cc:** Jabs, Ryan GCPE:EX; Heinze, Laura R GCPE:EX  
**Subject:** FW: UPDATED IN\_Hospitalists Contract Negotiations\_10Feb2015.docx  
**Attachments:** IN\_Hospitalists Contract Negotiations\_10Feb2015.docx

FYI on this one.

Kristy Anderson  
Manager, Media Relations – Ministry of Health  
Government Communications and Public Engagement

(250) 952-3387  
(cell) (250) 818-6510  
[Kristy.Anderson@gov.bc.ca](mailto:Kristy.Anderson@gov.bc.ca)

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**From:** Germain, Suzanne - Communications, RJH [<mailto:Suzanne.Germain@viha.ca>]  
**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

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

THIS IS A CONFIDENTIAL INTERNAL DOCUMENT: NOT FOR DISTRIBUTION

**Date:** February 24 (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 current "gentlemen's agreement" with the VHPI ends on Feb 28.
- In order to ensure stable hospitalists services, Island Health issued an EOI in late January. The s.13,s.17
- Island Health has received Expressions of Interest in s.13,s.17
- s.13,s.17
- 
- Island Health continues to hold an open offer for individual hospitalists as of March 1; remuneration can be through fee for service.
- The 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 – Main Messages:**

- **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 truly value the care and quality of care our individual hospitalists provide, and we are confident hospitalists will continue to provide the excellent care at VGH and RJH into the future.**

Contact Information		Phone
<b>Spokesperson(s):</b>	<b>Negotiations:</b> Dr. Drew Digney	
<b>Program Contact(s):</b>	Drew Digney, Elin Bjarnason, Dr. Alan Meakes	
<b>Prepared by:</b>	Suzanne Germain	
<b>File location</b>	" C:\Users\splank\Desktop\IN_Hospitalists Contract Negotiations.docx	

## Frechette, Rod HLTH:EX

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**From:** Patterson, Ted HLTH:EX  
**Sent:** Monday, March 9, 2015 4:34 PM  
**To:** Frechette, Rod HLTH:EX; Feulgen, Sabine HLTH:EX; Murray, Ryan HLTH:EX; English, John HLTH:EX  
**Subject:** FW: Island Health Memo: VGH & RJH Hospitalists

fyi

**From:** Jabs, Ryan GCPE:EX  
**Sent:** Monday, March 9, 2015 4:15 PM  
**To:** Lake, Terry HLTH:EX; Loiacono, Sabrina HLTH:EX; Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX; Stevenson, Lynn HLTH:EX; Patterson, Ted HLTH:EX  
**Cc:** O'Brien, Kellie HLTH:EX; Wallace-Deering, Eric HLTH:EX; Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX  
**Subject:** FW: Island Health Memo: VGH & RJH Hospitalists

Minister, Island Health sent out the memo below to their staff and provided it on background to reporters (as they expected that it would be shared with media anyway).

It's a high level update plus a QA. They've responded to a number of media today with similar messages (TC, CTV Island, CHEK, Global 1 and CFAX).

Ryan

# 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.

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For more information, please contact name and email.  
For non-urgent and operational news, visit the [staff news page](#).  
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**Pedro, Jodi HLTH:EX**

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**From:** Stevenson, Lynn HLTH:EX  
**Sent:** Friday, March 6, 2015 8:16 PM  
**To:** Jabs, Ryan GCPE:EX  
**Cc:** Patterson, Ted HLTH:EX; Brown, Stephen R HLTH:EX; Hughes, Doug J HLTH:EX; Frechette, Rod HLTH:EX  
**Subject:** Re: island - hospitalists

Just talked to catherine and ted things bubbling up ted is organizing a teleconf for tomorrow am with island health the college and us will keep you posted things okay for tonite. Lynn

Sent from my iPhone

> On Mar 6, 2015, at 7:04 PM, "Jabs, Ryan GCPE:EX" <[Ryan.Jabs@gov.bc.ca](mailto:Ryan.Jabs@gov.bc.ca)> wrote:

>

> Few more details:

>

> I think it is some admissions not all. It is both sites. Coverage being done by other physicians / specialists and physicians with departmental or admin responsibilities. Not aware of any issues/ safety concerns. Same messages apply.

>

> Ryan Jabs

> 250-413-7121

>

>> On Mar 6, 2015, at 6:04 PM, Patterson, Ted HLTH:EX <[Ted.Patterson@gov.bc.ca](mailto:Ted.Patterson@gov.bc.ca)> wrote:

>>

>> Hi all,

>>

>> Just a heads up that the hospitalists in Victoria may be acting out this weekend. Taj called to say they are not accepting new admissions (did not mention which site) and it sounds like he is doing clinical work as a result. He is contacting the college to discuss.

>>

>> T

>>

>> Sent from my iPhone



## **Pedro, Jodi HLTH:EX**

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**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](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

## Pedro, Jodi HLTH:EX

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**From:** H. Oetter <hoetter@cpsbc.ca>  
**Sent:** Friday, March 6, 2015 8:55 PM  
**To:** Patterson, Ted HLTH:EX; Stevenson, Lynn HLTH:EX; XT:Baidwan, Jatinder HLTH:IN;  
Brown, Stephen R HLTH:EX; XT:Vroom, Bob HLTH:IN  
**Subject:** Fwd: Important message from the College

This is what we sent to our board and the hospitalists today.

Heidi

Sent from my iPad

Begin forwarded message:

**From:** Julie Bergen <JBergen@CPSBC.CA>  
**Date:** March 6, 2015 at 2:16:37 PM PST  
**To:** "Clarke, Anne I." s.22, "Corfield, Dr. Michelle" s.22, "Creed, Mr. Walter M." s.22, "Docherty, Dr. Marjorie A." s.22, "Etches, Dr. Duncan J." s.22, "Hammell, Dr. Darlene M. S." s.22, "James, Nicola D." s.22, "Jamie N. Y. Choi" s.22, "Jewett, Dr. L." s.22, <dr.lawrence.jewett@interiorhealth.ca>, "Joan R. Stogryn" s.22, Lori Charvat s.22, "Parhar, Gurdeep" s.22, "Rowe, Patrick D." s.22, "Satvir S. Gill" s.22, Valerie Jenkinson s.22, "Vaughan, Dr. Gerrard A." s.22  
**Cc:** "H. Oetter" <hoetter@cpsbc.ca>  
**Subject:** FW: Important message from the College

Dear board members,

The College has been advised by VIHA that threats of service withdrawal have been made by some hospitalists working in the Victoria hospitals. As you will recall, they had similar problems last July. The College has sent the following email to the hospitalists as identified by VIHA reminding them of the College's policy in this regard. We remain hopeful that a successful conclusion will be achieved by all parties ASAP.

Heidi M. Oetter, MD

Registrar

**Julie Bergen**

**Executive Assistant to Dr. H.M. Oetter, Registrar**

College of Physicians and Surgeons of BC

300 - 669 Howe Street

Vancouver, B.C.

V6C 0B4

Phone: 604-733-7758 (#2235)

Fax: 604-733-3503

E-mail: [jbergen@cpsbc.ca](mailto:jbergen@cpsbc.ca)

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**From:** College of Physicians and Surgeons of BC [<mailto:DoNotReply@cpsbc.ca>]

**Sent:** Friday, March 06, 2015 1:11 PM

**To:** s.22

**Subject:** Important message from the College



## College of Physicians and Surgeons of British Columbia

Serving the public through excellence and professionalism in medical practice

Dear Dr. ,

The College of Physicians and Surgeons of British Columbia has received an inquiry in relation to a contract matter between the Victoria Hospitalist Physicians Inc. and the Island Health Authority (IHA). We appreciate that contract matters are by their very nature complex, challenging and potentially contentious. We hope that all parties involved resolve their issues effectively and efficiently.

Our purpose in writing to you today is to ensure your awareness of the College's expectations of physicians who are considering withdrawing services in relation to a contract dispute. You have been identified by IHA as a hospitalist working at the Royal Jubilee Hospital and/or at the Victoria General Hospital. As your governing body, the College has a statutory responsibility under the *Health Professions Act* to protect the public, and act in the public interest. In accordance with that responsibility, please read the standard of the College Board titled *Withdrawal of Physician Services*.

The College website explains that standards are legally enforceable. Any failure to adhere to this standard may be characterized as unprofessional conduct and have consequences for your future professional practice. In the event of a complaint to the College, most physicians access legal counsel appointed by the CMPA to assist them. You may wish to contact the CMPA for advice about these circumstances.

Thank you for your attention to this matter. Registrar staff is available to respond to any inquiries regarding this standard.

W. Robbert Vroom, MD, CM, CCFP (EM)  
Senior Deputy Registrar  
College of Physicians and Surgeons of BC

300-669 Howe Street  
Vancouver, BC V6C 0B4

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*The content of this email communication, including any attachments, is considered confidential, privileged or otherwise exempt from disclosure. It is intended only for the person(s) to whom it is addressed, and further distribution is strictly prohibited without the consent of the original sender. If you have received this message in error, please immediately notify the sender by telephone at 604-733-7758 or by return email, and delete this communication. Thank you.*

**Pedro, Jodi HLTH:EX**

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**From:** XT:Seckel, Allan 2 HLTH:IN  
**Sent:** Saturday, March 7, 2015 1:17 PM  
**To:** Patterson, Ted HLTH:EX  
**Cc:** Straszak, Paul; Brown, Stephen R HLTH:EX; Frechette, Rod HLTH:EX; Stevenson, Lynn HLTH:EX  
**Subject:** Re: Island Health - Hospitalists

Thanks for letting us know about this Ted.

Allan

On Mar 7, 2015, at 12:26 PM, Patterson, Ted HLTH:EX <[Ted.Patterson@gov.bc.ca](mailto:Ted.Patterson@gov.bc.ca)> wrote:

Good morning,

I am writing to let you know we are managing our way through what appears to be an organized withdrawal of services by hospitalists at Royal Jubilee Hospital and Victoria General Hospital on the Island. The withdrawal started yesterday and continues as of this morning. Hospitalists at the two sites are reportedly refusing to accept new patients admitted through the ER, transfers of care from other physicians, and/or acute consultations for patients with medical complications.

Island Health is not aware how long the withdrawal is expected to continue as the hospitalists are refusing to communicate with senior medical leadership. The withdrawal, from our perspective, is directly related to local contract negotiations.

As the threat of withdrawal appeared imminent yesterday, the College issued a notice to roughly 70 hospitalists reminding them that the College has legally enforceable professional standards with respect to withdrawal of services. The Ministry, Island Health and the College held a conference call this morning to discuss current status, patient impact and mitigation strategies to ensure patients receive the care they need going forward. So far, specialists at both sites have stepped up and have taken on responsibility for the patients the hospitalists are refusing to care for. These specialists deserve our credit and appreciation for doing so.

Island Health will be pursuing the matter expeditiously today through its medical staff processes. A meeting will be taking place involving the Island Health HAMAC, the South Island MAC and the College to reinforce to the hospitalists the potential legal consequences of their actions, both in terms of privileges and licensing.

I understand Dr. Baidwan from Island Health may have been in communication with Dr. Cavers regarding the issue over the past several weeks, but he may not be aware of how activities have unfolded over the past couple days.

We are not necessarily expecting comment or action from you at this point, but simply want you to be aware of the situation. Perhaps how we might constructively manage these types of issues in the future is something we could discuss at a later date. For the present, however, please feel free to call any of us if you would like more information on this situation.

Regards,

T

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## **Pedro, Jodi HLTH:EX**

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**From:** Jabs, Ryan GCPE:EX  
**Sent:** Saturday, March 7, 2015 7:45 PM  
**To:** Patterson, Ted HLTH:EX; Brown, Stephen R HLTH:EX; Stevenson, Lynn HLTH:EX  
**Cc:** May, Stephen GCPE:EX; Heinze, Laura R GCPE:EX; Anderson, Kristy  
**Subject:** Viha media - hospitalists

Viha got a call from CfAx radio reporter who had heard that one of the doctors had been escorted off their property today. The reporter was looking to confirm it but island health comms is unlikely to confirm anything tonight. S.13  
S.13

They'll likely get back to the reporter tomorrow and expect there could be quite a bit of interest once they confirm it.

I'll share the statement once I receive it. I've flagged with the college and will send a note to the minister.

Ryan Jabs  
250-413-7121

## ADVICE TO MINISTER

<b>CONFIDENTIAL ISSUES NOTE</b>  <b>Ministry: Health</b> <b>Date: March 7, 2015</b> <b>Minister Responsible: Terry Lake</b>	<b>Island Health – hospitalist job action</b>
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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

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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.

- s.13

- 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 am aware of the situation in Victoria and the actions that the health authority has had to take to ensure that the care being provided at their hospital remains safe.
- The health authority has assured me that the public will continue to receive safe and appropriate care within Victoria General and Royal Jubilee. Anyone who



## ADVICE TO MINISTER

requires care, can rest assured they will get the care they need.

- There are many hospitalists at these two hospitals who continue to provide high quality care, and the health authority is confident they will continue to provide excellent care.
- s.13

- Physicians have a professional and ethical responsibility to provide safe and high quality care for their patients, and they are bound by the College of Physicians and Surgeons professional standards of conduct.

Communications Contact: Ryan  
Jabs

Reviewer:

Program Area Contact:

File Created:

File Updated:

Minister's Office	Program Area	Deputy	HLTH Communications

**Pedro, Jodi HLTH:EX**

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**From:** Jabs, Ryan GCPE:EX  
**Sent:** Saturday, March 7, 2015 9:35 PM  
**To:** Patterson, Ted HLTH:EX; Brown, Stephen R HLTH:EX; Stevenson, Lynn HLTH:EX  
**Subject:** FW: Hospitalist update  
**Attachments:** IN\_Island Health hospitalists\_Mar 7\_Draft.dotx

This can obviously wait until tomorrow, but please let me know your thoughts on the health authority's messages and those in the attached. s.13,s.17

s.13,s.17

s.13,s.17

Thanks,

Ryan

**From:** Jabs, Ryan GCPE:EX  
**Sent:** Saturday, March 7, 2015 9:33 PM  
**To:** Lake, Terry HLTH:EX; Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX; Loiacono, Sabrina HLTH:EX; Stevenson, Lynn HLTH:EX; Patterson, Ted HLTH:EX  
**Cc:** Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX; O'Brien, Kellie HLTH:EX; Wallace-Deering, Eric HLTH:EX  
**Subject:** RE: Hospitalist update

Minister,

s.13

I'll provide more detail tomorrow once I get more from the health authority and feedback.

Ryan  
250-413-7121

**From:** Jabs, Ryan GCPE:EX

**Sent:** Saturday, March 7, 2015 7:53 PM

**To:** Lake, Terry HLTH:EX; Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX; Loiacono, Sabrina HLTH:EX; Stevenson, Lynn HLTH:EX; Patterson, Ted HLTH:EX

**Cc:** Anderson, Kristy GCPE:EX; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX; O'Brien, Kellie HLTH:EX; Wallace-Deering, Eric HLTH:EX

**Subject:** Fwd: Hospitalist update

Minister,

I understand Stephen gave you a heads up on the hospitalist situation in Victoria... Update from the health authority is below... They've pulled the privileges of the head docs and will be meeting with the rest of the hospitalists tomorrow.

CfAx heard a rumour that one of the docs was escorted off the property... They've called island health to confirm. Unlikely they'll confirm tonight but will tomorrow, so I expect some media interest tomorrow. I'm still waiting for their final statement s.13 I'll share when I get it and will pull things together into a ministry note tonight.

For tomorrow, if we get any media calls, we will have island health respond.

Ryan Jabs  
250-413-7121

Begin forwarded

**From:** "Patterson, Ted HLTH:EX" <[Ted.Patterson@gov.bc.ca](mailto:Ted.Patterson@gov.bc.ca)>

**Date:** March 7, 2015 at 7:42:33 PM PST

**To:** "Brown, Stephen R HLTH:EX" <[Stephen.Brown@gov.bc.ca](mailto:Stephen.Brown@gov.bc.ca)>, "Feulgen, Sabine HLTH:EX" <[Sabine.Feulgen@gov.bc.ca](mailto:Sabine.Feulgen@gov.bc.ca)>, "Jabs, Ryan GCPE:EX" <[Ryan.Jabs@gov.bc.ca](mailto:Ryan.Jabs@gov.bc.ca)>

**Subject:** Fwd: Hospitalist update

Fyi

Sent from my iPhone

Begin forwarded message:

**From:** "Mackay, Catherine" <[Catherine.Mackay@viha.ca](mailto:Catherine.Mackay@viha.ca)>

**Date:** March 7, 2015 at 7:31:58 PM PST

**To:** "Lynn Stevenson-HLTH:EX" <[Lynn.Stevenson@gov.bc.ca](mailto:Lynn.Stevenson@gov.bc.ca)>" <[Lynn.Stevenson@gov.bc.ca](mailto:Lynn.Stevenson@gov.bc.ca)>, "Ted Patterson-HLTH:EX" <[Ted.Patterson@gov.bc.ca](mailto:Ted.Patterson@gov.bc.ca)>" <[Ted.Patterson@gov.bc.ca](mailto:Ted.Patterson@gov.bc.ca)>

**Cc:** "Baidwan, Jatinder (Taj) (Dr)" <[Jatinder.Baidwan@viha.ca](mailto:Jatinder.Baidwan@viha.ca)>, "Wale, Martin (Dr)" <[Martin.Wale@viha.ca](mailto:Martin.Wale@viha.ca)>

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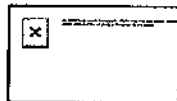
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**Catherine Mackay**

Executive Vice President & Chief Operating Officer

Island Health

1-250-370-8828 | [catherine.mackay@viha.ca](mailto:catherine.mackay@viha.ca)



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**Pedro, Jodi HLTH:EX**

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**From:** Jabs, Ryan GCPE:EX  
**Sent:** Sunday, March 8, 2015 1:49 PM  
**To:** Lake, Terry HLTH:EX  
**Cc:** Marsh, Kyle HLTH:EX; Brown, Stephen R HLTH:EX; Loiacono, Sabrina HLTH:EX; Stevenson, Lynn HLTH:EX; Patterson, Ted HLTH:EX; Anderson, Kristy; Heinze, Laura R GCPE:EX; May, Stephen GCPE:EX; O'Brien, Kellie HLTH:EX; Wallace-Deering, Eric HLTH:EX  
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Thanks Ryan.

Terry Lake DVM  
Minister of Health

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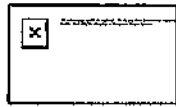
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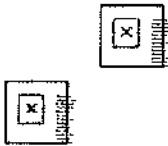
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Minister,

Here's where the health authority landed on this one. They've sent the statement 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.

Ryan Jabs  
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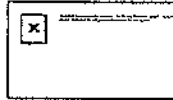
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**From:** Patterson, Ted HLTH:EX  
**Sent:** Monday, March 9, 2015 5:14 PM  
**To:** Patterson, Ted HLTH:EX  
**Subject:** IN South Island Hospitalist Services and Negotiations March 9 2015  
**Attachments:** IN South Island Hospitalist Services and Negotiations March 9 2015.doc

**MINISTRY OF HEALTH  
INFORMATION BRIEFING NOTE**

**PREPARED FOR:** Ted Patterson - **FOR INFORMATION**

**TITLE:** South Island Hospitalist Services and Negotiations

**PURPOSE:** To provide background on South Island hospitalist services and negotiations

**BACKGROUND:**

- Island Health currently contracts with two separate hospitalist groups: a physician association serving Nanaimo Regional Hospital (NRGH), and a corporation serving the South Island, including both Victoria General Hospital (VGH) and Royal Jubilee Hospital (RJH). Victoria Hospitalist Physicians Incorporated (VHPI) is the corporation providing hospitalist services at VGH and RJH.
- As is the case in other health authorities, hospitalist services are funded through the health authority's operational budget rather than alternative payments. Hospitalists, through their association/corporation then provide service invoices to the health authority to enable partial recoveries by the health authorities via fee for service (FFS) billings under the Medical Services Plan.
- Island Health has no direct contractual or compensatory relationship with individual hospitalists. However, the health authority has oversight responsibility for any and all physicians practicing within its facilities, and so all hospitalists must be members of the health authority medical staff and be granted privileges by the health authority. Those privileges are subject to ongoing review and renewal at the discretion of the health authority. Changes to the status of a physician's privileges
- VHPI currently employs approximately 70 part-time and full-time hospitalists at RJH and VGH. As Island Health contracts with the corporation, and the corporation is responsible for recruiting, scheduling and compensating individual hospitalists, the breakdown of full and part-time hospitalists and associated compensation rates for individual hospitalists is not available to Island Health. However, in 2013/14 Island Health paid the corporation \$14,376,267 for services.
- Hospitalist coverage at RJH and VGH is provided 24 hours/day, 7 days/week using one or more hospitalists per shift per site. This coverage does not include covering 'Code' situations.
- Hospitalists operate on a solo-physician principle. They choose their individual patient lists daily with their patients located throughout the hospital.
- Unlike the contract with the NRGH hospitalists, the VHPI costs have risen unacceptably in recent years and VHPI has taken an adversarial stance with Island Health in contract negotiations over the past year.
- South Island FFS recovery is about 27%, by comparison Nanaimo's is 46%.
- While NRGH hospitalists have increased the level of billing detail to demonstrate accountability, this has not occurred for the VHPI group which submits a list of physicians and number of hours worked on a particular day but does not indicate specific hours of work or location. Despite repeated requests, the Corporation has refused to provide further invoice detail to align with generally accepted accounting principles and in alignment with other physician service contracts.

- The VHPI has four contracts as follows:
  - One contract for the main hospitalist service
  - One contract for administration of the contract(s)
  - One contract for non-code blue emergencies
  - One contract for support to the medical ambulatory care unit
- VHPI contract costs have risen from \$3.6M yearly in 2003 to \$14.6M in 2013/14.
- Among all the hospitalists groups in Canada surveyed in 2013, the South Island Hospitalists see the lowest number of patients each day. They also assign specific patients to specific hospitalists, making inter-site transfers challenging.
- s.13

s.13,s.17

## **DISCUSSION:**

Island Health's number one priority is to deliver top-quality, safe, accessible, appropriate and compassionate care for all its patients. Island Health has looked at the arrangements in 20 other health care jurisdictions in Canada and in BC, including the contract in place with the Nanaimo hospitalists. Island Health has found that the contract with the VHPI is more lucrative than anywhere else (the most expensive in BC), and Island Health wants to align the contract with contracts in other areas.

The Hospitalists should be made aware that any of their actions that negatively impact patient care will be reported to the College of Physicians and Surgeons of BC.

In the past, Island Health has considered hiring existing hospitalists directly, instead of them being sub-contractors for the Victoria Hospitalist Physicians Incorporated.

The APP rate for Hospitalists under the Physician Master Agreement is:

- \$173,561 - \$216,951 (Salary)
- \$194,388 - \$242,985 (Service Contract)

However, as above, it is not clear what individual hospitalists earn in Island Health due to the lack of reporting by the corporation.

**ADVICE:**

s.13

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**Program ADM/Division:** (enter info in this section unbolded)

**Telephone:**

**Program Contact (for content):**

**Drafter:**

**Date:**

**File Name with Path:**



## **Pedro, Jodi HLTH:EX**

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**Sent:** Tuesday, March 10, 2015 6:31 PM  
**To:** Lake, Terry HLTH:EX; Brown, Stephen R HLTH:EX; Patterson, Ted HLTH:EX  
**Cc:** Anderson, Kristy; Heinze, Laura R GCPE:EX; Marsh, Kyle HLTH:EX; Loiacono, Sabrina HLTH:EX  
**Subject:** FW: CIVI: Wale - Island Health hospitalists

Wale is definitely adding some balance to these pieces...

**From:** [tno@gov.bc.ca](mailto:tno@gov.bc.ca) [<mailto:tno@gov.bc.ca>]  
**Sent:** Tuesday, March 10, 2015 6:23 PM  
**Subject:** s.3

s.3

