

FINAL REPORT SUMMARY

A Retreat to Enhance Communications Amongst ER Physicians and Between ER Doctors and Consultants – *Dr. Rob Stenstorm*

This past November, from the 15th to the 17th, we held a retreat in Victoria BC with the goal of enhancing communication amongst the emergency physician group and our consultants.

It was attended by 29 physicians and 3 guest speakers.

The format consisted of both pure didactic talks, interactive peer led sessions, as well as group discussions.

There were 2 excellent didactic talks.

The first was given by our guest speaker, Bruce Campana (an emergency physician from VGH), who spoke on "The Longevity of EP Career".

The second was given by our own Lawrence Cheng, who works as an emergency physician at Saint Paul's, and also directs the Connect Health Care Centre, a clinic for integrative and functional medicine in Vancouver. He gave a very informative talk on "High Performance Health"

There were 2 highly productive interactive sessions.

The first was led by Dr. Ed Peramaki (staff radiologist at Saint Paul's) and focused on improving communication between the radiology and emergency departments at Saint Paul's.

The second was led by Dr. Aida Sadr (a family physician who specializes in urban health, community addictions and native health medicine) and our own Andy Kestler (who is our ED point person for the Opioid Crisis). This session provided an opportunity to discuss how we can improve the care we provide to our patients with addictions and substance abuse issues in the ED, and how to create better links with community care providers who care for these same patients.

Finally, we had an engaging discussion where we looked at "The Future of St. Paul's ED". We broke up into smaller groups and each focused on one of the following ideas:

-Who we are as a group (are we seen as leaders, are we satisfied with our provision of care, what is holding us back from being better)

-How we look after our patients (are we user friendly for our substance abuse and mental health patients, do we see patients in the most timely manner possible)

-How we look after ourselves (is our shift schedule optimized, do we encourage physician wellness enough)

-How are our interpersonal relationships in the department (hiring, nursing moral,

relationships with consultants)

The feedback from the group was very positive. Many comments were made (including by our guest speakers) about how impressed they were with everyone's eagerness to contribute and engage in the process. As well as the fruitful discussion that came out of the sessions. There was a unanimous vote at the practice plan meeting that followed the retreat agreeing to endeavor to make this retreat a more regular occurrence. This was based on the overall success of this first one.