



**Physician
Health Program**
British Columbia

Strategic Plan

2023-2026

Letter to members from the Steering Committee

We are excited to present the three-year Strategic Plan for the Physician Health Program of BC (PHP).

The timing of this plan is designed to coincide with the conclusion of negotiations around the Physician Master Agreement, with the knowledge that we now have a confirmed framework of resources with which to build this program of work that we are eager to embark upon. The BC Ministry of Health continues to fund the PHP 100%, and that funding has increased significantly to meet increasing demands.

The PHP has emerged from a challenging period where it provided invaluable support to a profession under huge pressure throughout the pandemic. There is new leadership, through Executive Director Tom Rapanakis and Physician Lead Dr. Anne Nguyen, and the staffing levels within the program are now healthier than ever. It is time to move beyond the mode of crisis management, and to strategically transition toward growth, improvement and excellence in the support we provide to BC physicians, medical learners and their families.

The process of producing this plan gave the PHP's leadership team and this Steering Committee the opportunity to look carefully at our strengths and opportunities for improvement. We have worked together closely to bring it to fruition. It aims to build on a foundation of high-quality support and dedication to those we serve by building trust with the community, ensuring we are culturally safe and intentionally developing our service offerings.

The Program aims to be a leader in the field of physician health and a provincial source of expertise. We hope to continue partnering with all physician health stakeholders who impact the wellbeing of physicians and assist them in building capacity which ensures the profession is supported to universally higher standards than ever before. By influencing system-level improvements, the PHP will collaboratively support a healthier physician population.

Funds from the Physician Wellness+ Initiative made possible by Scotiabank, MD Financial Management Inc. and the Canadian Medical Association have supported us to build the Provincial Peer Support Initiative and create the Physician Wellness Network. We will continue to use these funds to maintain existing and build new physician wellness programs and support.

We have developed this strategic plan as an articulation of what we would like to accomplish over the next three years in alignment with the priorities of the BC Ministry of Health and Doctors of BC. Our strategic priorities were chosen with the aim of advancing our refreshed Program mission and vision, enhancing how our program operates and pushing the PHP to be the best possible source of health-related support for physicians in BC.

Respectfully submitted,

On behalf of the Doctors of BC

Mandy Manak, Co-Chair

Melanie Altas

Marie-Claude Gregoire

On behalf of the Ministry of Health

Ryan Murray, Co-Chair

Selena Lawrie

Dorothy Williams

PHP's Vision

To support a healthy, empowered physician community and be a trusted service in times of need

PHP's Mission

To care for the health of BC physicians, medical learners and their family members by providing confidential, accessible services and by collaborating with physician health stakeholders



DoBC Purpose:

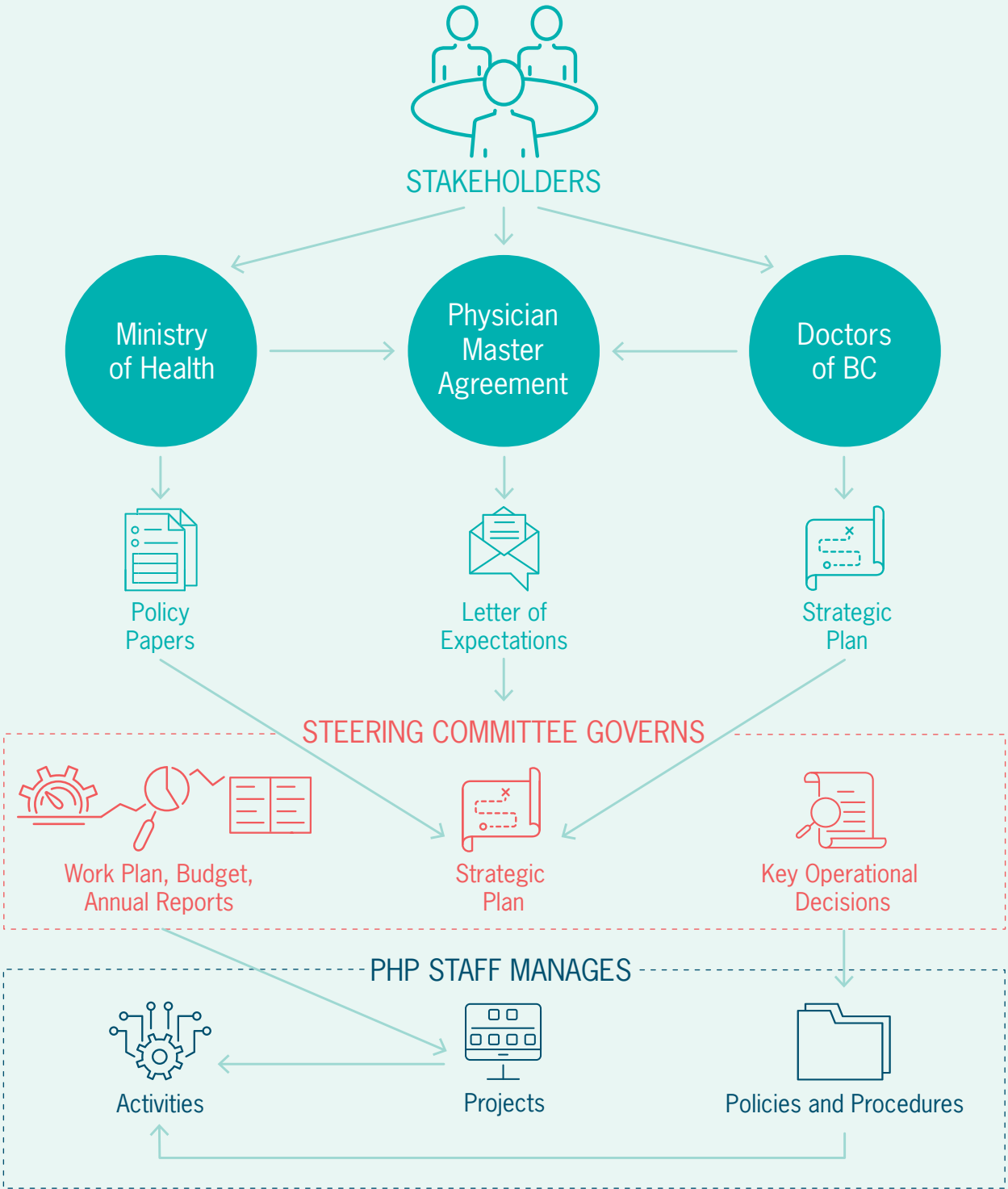
Working together, we make a difference for BC's doctors so that they can make a difference for patients

DoBC Strategic Framework states:

A favourable social, political and economic environment is created where there is member confidence in Doctors of BC that is built by:

- understanding member needs, and advocating for them when appropriate with government, health authorities and other health system partners
- providing member benefits and services, including physician health
- providing great service to members

Governance map



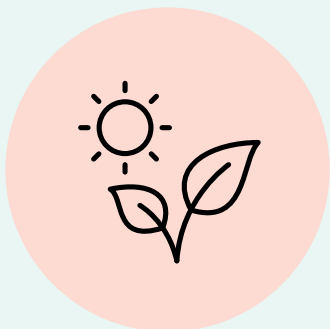
Logic model

Inputs	Activities	Outputs	Outcomes	Impact
Funding for program operations Steering Committee for governance and oversight Program staff for clinical service, program planning and implementation	Deliver personalized confidential clinical services such as counselling, peer support, return to work and family doctor matching	# of PHP clients supported # of counselling sessions offered # of Program Physician Interviews offered # of primary care provider connections # of group participants	Physicians experience improved health and wellbeing PHP is accessible to eligible persons who need it PHP is a trusted program to physicians and stakeholders	PHP vision Support a healthy, empowered physician community and be a trusted service in times of need DoBC purpose Working together, we make a difference for BC doctors so they can make theirs
Lifeworks for intake and counselling	Deliver presentations and workshops	# of presentations and workshops	Increased awareness of PHP	Quadruple aim: <ul style="list-style-type: none">Improving patient and provider experienceAdvancing population healthReducing cost
Partnerships with organizations with physician health priorities	Implement the PHP-JCC Peer Support Initiative	# of peer supporters trained # of peer support interactions	PHP contributes to supporting healthy workplace cultures	
	Build a Physician Wellness Network	# of PWN member organizations		
	Communicate with and engage stakeholders	Trusting and collaborative relationships with partners and stakeholders		
	Facilitate opportunities for building PHP team culture and continuous learning	PHP team is skilled and high functioning		

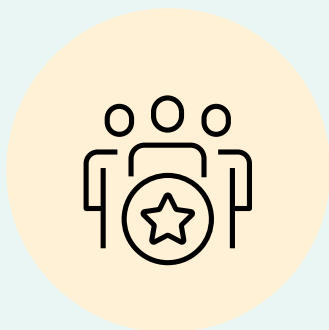
Strategic priorities



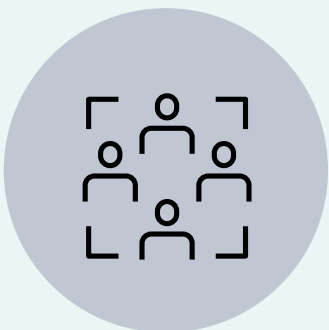
1. Enhancement of support provisions



2. Grow as a culturally safe program



3. Proactively educate and engage



4. Build community and partnerships



1. Enhancement of support provisions

Improve PHP's clinical service provision to better support the health of physicians, medical learners and family members

It is important for PHP to offer services which meaningfully support and improve the health of those who use the program. Through new data gathering methods and deeper engagement with members, the PHP will analyze the impact of current supports and strategically evaluate the perceived need for potential new offerings to make evidence-informed quality improvements and service enhancements.

The PHP will strategize, develop and formalize its group-based support offerings, continuing to grow beyond a model which previously focused on supporting individuals in a one-to-one setting.

Greater resources will be made available for specialized therapy which compliments support already provided and resources will be applied to the Program's staff to enhance the time and commitment they are able to dedicate to each person they support.

We support approximately 2,000 physicians and family members each year.

On average each person is supported by PHP for approximately 300 days.





Our widely used family doctor connection service, where we help physicians find their own primary care provider, will be enhanced to accommodate one of our most popular dimensions of support.

Develop the skill and expertise of PHP staff to enable the highest standards of support

Our Program Physicians, Clinical Coordinators and Administrative Staff need to be maintained as experts in their field. Strategies will be developed to identify learning opportunities and facilitate engagement for staff learning. Relevant training opportunities will be explored and implemented through dedicated funding and time for both individual and team learning. We will identify key learning needs, employ expert speakers and apply relevant resources.

The PHP commits to being present at important events with direct relevance to physician health, whether that be by presenting or contributing to planning and organization. We will use these opportunities to further enhance the skills of team members.

Adopt a program-wide Quality Improvement (QI) mindset

The PHP's newly created internal QI team will help the program implement quality improvement cycles which allow us to look critically at our operations, clinical practice and the potential to improve them. The aim is to foster a department-wide QI mindset to work towards our Vision and best serve the health of physicians, medical learners and their families.



2. Grow as a culturally safe program

Build equity, diversity and inclusion (EDI) and cultural safety principles into PHP's service, supports and culture

The PHP must be a universally inclusive source of support to every medical learner and physician. We are dedicated to our doors being open to all eligible people who may need support. The PHP will build its own EDI strategy and aim to be a leader in this regard. In recognition of the unique historical and present context of First Nation, Metis and Inuit peoples in BC, PHP will develop, in parallel to its EDI strategy, strategies to support the Health of Indigenous Physicians.

These strategies will be built in collaboration with experts and thought leaders within and external to the Program. We intend to go through this process with humility and build our internal knowledge of culturally safe practices to facilitate PHP being a progressive model of inclusive, accessible support provision.

We also recognize that we are an interdisciplinary team and an employer of physicians ourselves. The PHP is committed to leading by example in supporting the health of our own team members, making every effort to sustain a safe culture for all who work here and encourage increasing diversity within our team.



3. Proactively educate and engage

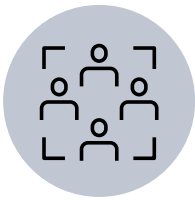
Provide education and learning opportunities which support the health of physicians and medical learners

The PHP aims to develop a suite of Wellness Workshops, on topics directly relevant to physician health. This forms part of our efforts to operate preventatively before physicians are unwell and upstream of the reactive work PHP often engages in. These workshops will be available ‘off the shelf’ to any physician organization or community with an interest in better supporting the health of physicians, delivered as needed by PHP team members.

Build capacity among local physician organizations to deliver peer support

To facilitate responsive local peer support programs which help to enable healthy workplace cultures, the PHP and the Joint Collaborative Committees (JCCs) partnered to develop a Provincial Physician Peer Support Initiative in BC. Over the next three years, we aim to continue building capacity among local physician organizations to offer peer support and to promote coordination and alignment with peer support efforts across the province.





4. Build community and partnerships

Increase PHP awareness and trust through communication and promotion

Awareness of PHP and trust in the program continues to be a high priority, as is referenced by our Vision. Key objectives will be to better describe the excellent support provided by the program, to build trust, to establish clear boundaries regarding our scope of services and to ensure physicians have a strong understanding of when they can reach out and what happens when they do. Developing a communications strategy will help us meet these objectives and advance engagement with the physicians and communities we support around the province. Further, the PHP aims to measure its awareness rate more efficiently by making changes to existing measurement tools and implementing new ones.

We hope that through clear communication and awareness building, physicians will know who we are and feel progressively more comfortable reaching out.

Strategically engage physician health partners

PHP is a partner with many BC organizations who share responsibilities and interest in the wellbeing of physicians. Alongside the communications strategy, we will develop a key partner engagement plan to strategically engage with existing and new organizations with the aim of improving coordination of physician health support and services. We hope to strengthen existing relationships with organizations we currently collaborate with and create new partnerships with emerging organizations in the field.

Establish and develop spaces for provincial collaboration related to physician health

The PHP has developed a Physician Wellness Network (PWN) that aims to bring together non-profit organizations that are leaders in physician wellness, as well as providers of support or wellness services for physicians and medical learners. The PWN acts as a connection point for knowledge sharing, aligning priorities and reducing siloes, and providing input on potential innovations, policies, and other physician health initiatives.

The PHP will continue to grow and promote on-going collaboration within the PWN as well as search for opportunities to lead and bring together those with a professional responsibility for the health of physicians.



Physician Health Program

Administrative Office

Suite 600 – 1665 Broadway West Vancouver, BC V6J 1X1

www.physicianhealth.com



**Physician
Health Program**
British Columbia
