

# Medical Staff Newsletter

## March 2025

**March 26, 2025**

*Estimated reading time: 7 minutes*

---

**INDEX.** In this issue:

### Updates and Reminders:

1. **Nominate a Colleague for the Outstanding Medical Staff Award**

### In the News:

2. **BEACON Medical Leadership Program: Taking Discord Head-On - Leading Through Conflict in Module 5**

### Upcoming Events and Courses:

3. **Register for the Leaders' Info Session on the Updated Standards of Conduct Policy**
4. **Register Now! Clear Leadership for Medical Leaders Starts April 30**
5. **Pacific Pain Forum 2025 – April 4, 2025**

*\*denotes readers will need to be on-site or access the PHSA network remotely to view these pages.*

---

## Updates and Reminders:

### 1. **Nominate a Colleague for the Outstanding Medical Staff Award**

The PHSA+ Awards celebrate PHSA staff and medical staff who demonstrate a commitment to excellence in health care and help shape an inclusive, culturally safe workplace, including an award exclusively for medical staff.

The **Outstanding Medical Staff Award** honours the achievement of a physician, nurse practitioner, dentist, midwife, or team of medical staff who embodies excellence in clinical practice, evidence-based care, continuous quality improvement or promotion of staff wellness.

As you consider a candidate for this award, reflect on these examples of how the medical staff member/team may be advancing health care:

- Makes outstanding contributions to medicine and/or improving the welfare of British Columbians.
- Embodies excellence in clinical practice, evidence-based care and continuous quality improvement.
- Champions interprofessional, team-based collaboration to advance patient care and health system redesign.
- Exemplifies leadership, innovation, initiative, and dedication, acting as a role model for learners and colleagues.
- Demonstrates sustained excellence in health care research.
- Models' compassionate leadership while building, fostering, and promoting a culture of safety that encompasses both physical and psychological well-being.
- Exemplifies PHSA values and Coast Salish teachings and demonstrate a commitment to an inclusive workplace, one where we work to eradicate Indigenous-specific and all racism.

[Submit Your Nomination Here](#)

[Submit your nomination](#) by 5:00 p.m. on Friday, May 2. Visit the [PHSA+ Awards page on POD](#)\* for further details.

Supplementary information including photos and videos, or questions regarding the PHSA+ Awards can be emailed to: [PHSAPlusAwards@phsa.ca](mailto:PHSAPlusAwards@phsa.ca).

---

## In the News:

### 2. BEACON Medical Leadership Program: Taking Discord Head-On - Leading Through Conflict in Module 5

On February 24 and 25, 2025, the inaugural cohort of the BEACON Medical Leadership Program successfully completed Module 5 - Leading Through Conflict. This dynamic session, led by PHSA Leadership Coach Mark Jeffrey, provided participants with practical strategies to navigate conflict while fostering a respectful and psychologically safe workplace.

This module built on leadership principles from previous sessions and was rooted in our Coast Salish teachings. These teachings emphasize interconnectedness, respect, and shared responsibility. Participants engaged deeply with the core principles of Truth (Thee eat), Good Medicine (Eyhh slaxin), Unity (Nuts a maht), Strength (Kwum kwum stun shqwalowin), Openness (Whaxhooks in shqwalowin), and Doing One's Best (Tee ma thit). These principles encouraged self-awareness, resilience, and relational leadership, reinforcing the value of cultural humility and inclusive leadership.

Through self-reflection exercises, role-playing scenarios, and deep listening practices, participants enhanced their ability to identify conflict patterns, regulate their emotional responses, lead others through resolution efforts effectively, and to identify system-level challenges that can be addressed to lessen friction within teams.

PHSA leaders played an influential role in this module, offering insights into conflict resolution in complex healthcare environments. These leaders shared personal experiences, reinforcing the importance of addressing conflict with intentionality, clarity, and respect.

Dr. David Byres, President & CEO, PHSA, emphasized the critical role of relational leadership in fostering psychologically safe environments. He reinforced the importance of leading with empathy, setting clear expectations, and navigating conflict with integrity to build trust and resilience within teams.

Dr. Sylvie Bourque, Executive Medical Director, BC Cancer Surrey, discussed conflict resolution strategies in patient care and interdisciplinary teams.

Dr. Simon Whyte, Head of Paediatric Anaesthesia, BC Children's Hospital, shared his experience managing conflict in high-pressure clinical settings.

Dr. Titus Wong, Executive Medical Director, Medical and Academic Affairs, PHSA, examined how system-level factors contribute to workplace conflicts and how leaders can drive meaningful change.

Key takeaways from the module included: Self-Regulation Techniques, Active and Deep Listening Strategies, Conflict & Systems Analysis, Team Agreements for Workplace Culture.

Looking ahead, Module 6: High Performance and Quality is scheduled for May 26 and 27, 2025. This session will focus on leadership in quality improvement, ethics, and strategic decision-making.

As the BEACON participants continue their journey, they are equipped with essential skills to foster respectful, inclusive, and high-performing healthcare teams.

For more information about BEACON, please contact [beacon@phsa.ca](mailto:beacon@phsa.ca).



From left to right: Dr. Titus Wong, Executive Medical Director, Medical and Academic Affairs, PHSA; Dr. Simon Whyte, Head of Paediatric Anaesthesia, BC Children's Hospital; Dr. Sylvie Bourque, Executive Medical Director, BC Cancer Surrey; and Mark Jeffrey, Leadership Coach, PHSA, captured during the Fireside Stories session.

---

## Upcoming Events and Courses:

### 3. Register for the Leaders' Info Session on the Updated Standards of Conduct Policy

The People and Culture team, with support from PHSA's executive leadership team, completed an enhanced review of PHSA's [Standards of Conduct policy](#) - as part of the annual policy review cycle and in response to staff feedback and concerns. We are grateful for everyone who boldly stepped into this work. The process invited those who had raised concerns to share their ideas for policy change and how we can create a safe space for speak-up culture.

The updated policy now has stronger alignment to our [purpose, vision, values](#), grounded in the [Coast Salish teachings](#). Changes were made to remove barriers for staff seeking to advocate for equity deserving groups. The new [guideline](#) gives clarity on expectations for conduct related to advocacy, partisan politics and related relationships. It also offers guidance on managing uncomfortable conversations and works to advance PHSA's commitment to eradicating Indigenous-specific racism and discrimination, as well as all forms of racism and discrimination, to promote diversity, equity, and inclusion.

Questions or want to learn more about the updated [Standards of Conduct policy](#) and the new supporting [Standards of Conduct guideline](#)?

The People and Culture team is hosting an information session for leaders on **Wednesday, April 9 from noon – 12:30 p.m.** There will be a 10-minute presentation on the policy and new guideline, followed by the opportunity for questions. [Add this session to your calendar.](#)

If you have any questions about the policy, please reach out to your [HR business partner](#)\*. You can also visit the [Speak-up Culture page on POD](#)\* to learn more, including how to speak up and report. There is no wrong place to start.

### 4. Register now! Clear Leadership for Medical Leaders Starts April 30

Medical staff looking to enhance their leadership skills are now able to register for evening sessions of the [Clear Leadership](#) course. The evening schedule was introduced in response to feedback from medical staff who provide patient care during the day. The eight-week program runs from 4:30 p.m. to 8:30 p.m. in Room 477 at 1333 West Broadway, with dinner provided.

#### Course Details:

- **Who:** All medical staff across PHSA programs and services (including nurse practitioners, midwives, dentists, and clinical researchers)
- **When:** The course will run on Wednesday evenings 4:30 p.m. to 8:30 p.m. starting April 30. Each session is 4 hours and includes dinner. [Click here](#) for a full list of dates and times.
- **Where:** Clear Leadership will be hosted **in person** by Mark Jeffrey & Kohei Yoshino at 1333 West Broadway.

[Register Here](#)

Sessions are fully scheduled for the entire 4 hours and require participants to be in full attendance for all 8 days. Each session builds on the previous session and culminates in the last two sessions.

The cost is \$550, which includes Clear Leadership trade paperback book, participant workbook, access to the Clear Leadership Network and dinner.

For more information, please contact the PHSA Leadership Academy at: [leadershipacademy@phsa.ca](mailto:leadershipacademy@phsa.ca)

## 5. Pacific Pain Forum 2025 – April 4, 2025

The Pacific Pain Forum is taking place online and in-person at UBC Robson Square on April 4, 2025.

Designed for medical staff including physicians, nurse practitioners, midwives, dentists along with nurses, physiotherapists, psychologists, and allied health professionals, this forum enhances interdisciplinary knowledge to improve patient outcomes in pain management.

The Pacific Pain Forum is accredited by the Canadian Anesthesiologists' Society for 5.3 continuing professional development hours (group learning activity, maintenance of certification).

[Register Today](#)

---

## PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)\*:
  - [A call for greater access: Recognizing Two-Spirit and Indigenous LGBTQIA+ Celebration and Awareness Day](#)
  - [Research project supports available for PHSA researchers](#)
  - Unique PHSA stories this week
  - Jobs of the week

## Ongoing Resources:

- Check out the [Medical Staff webpages](#) on phsa.ca for information and resources for dentists, midwives, nurse practitioners, clinical scientists and physicians.
- Learn about [health and wellness](#) resources to support you.
- Looking for past issues of the Medical Staff Newsletter? Visit our [Communications page](#).
- Visit [POD](#) for stories about our workforce and supporting resources\*.