



Physician
Health Program
British Columbia

Physician Health Program

How we operate

What services we provide



Agenda outline

How is the Program governed?

What does the Program do and not do?

- **How is it different from, and similar to:**
 - Resident Wellness Office
 - Employee Wellness Services through VCH

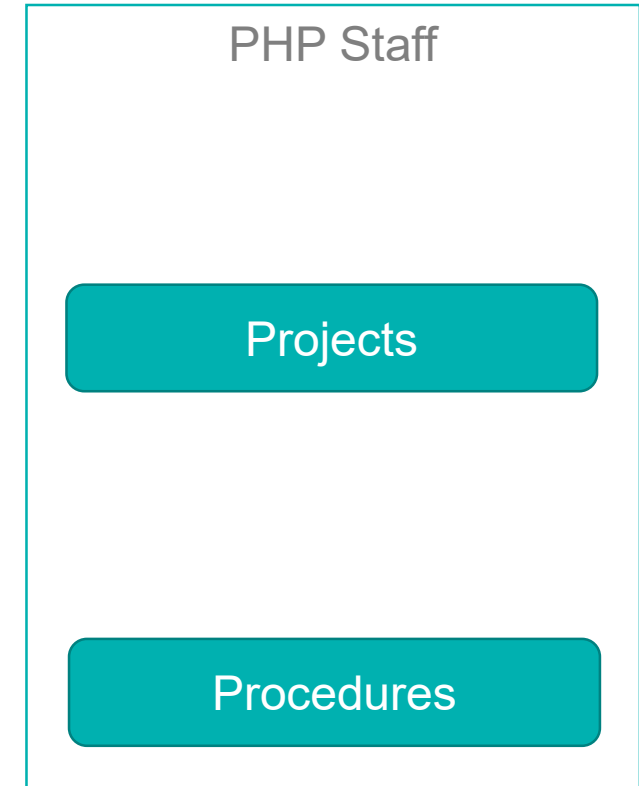
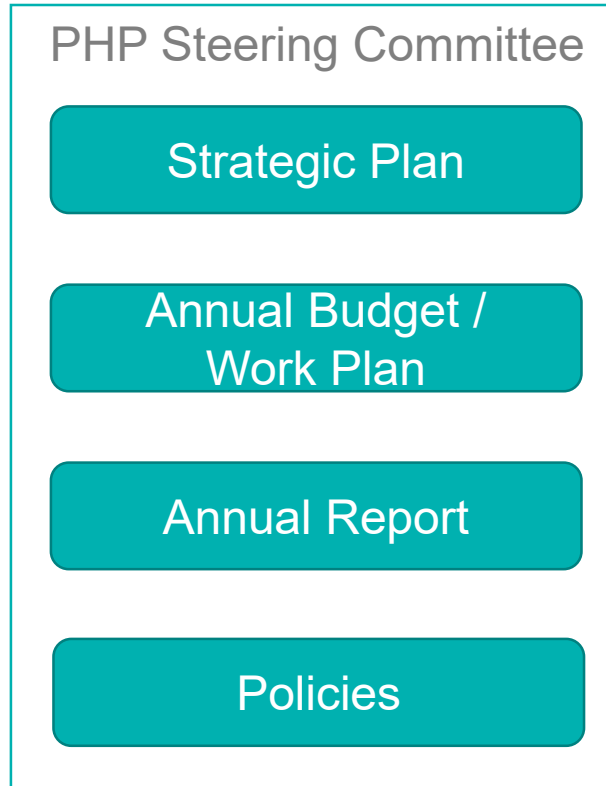
Governance of the Program



PMA



Letter of Expectations





[Services for Physicians](#)

[Services for Family Members](#)

[Services for Resident Doctors](#)

[Services for Medical Students](#)

[Confidentiality](#)

If you need help,
you are not alone
We are here **for you.**

Services we provide

- 1. 24/7 Helpline**
- 2. Peer Support**
- 3. Advice on approaching colleagues**
- 4. Return to work facilitation**
- 5. Occupational Health Assessment**
- 6. Counselling / Coaching**
- 7. Family doctor connection**

24/7 Helpline

- Intake is 24/7, live answered by a human
- The person answering is generally a trained counsellor
- This is a different intake model from RWO, and EFAP, and essentially the only choice if you are truly in crisis.

Peer Support

- **All callers are offered the option of speaking with a physician colleague, 1:1**
- **We also have a weekly on-line drop-in group where you can attend anonymously and discuss whatever is on your mind with physician colleagues from around the province.**
 - Similar to ice-cream rounds coordinated by RWO, but for all career stages.
 - Neither RWO nor EFAP offer you 1:1 peer support from a trained physician colleague.

Advice on approaching colleagues

- Available to anyone, including the general public
- Considered top priority for immediate action
- PHP offers to attend the meeting with every concerned colleague
- PHP provides email in <1 day with suggested wording
- PHP does not investigate anonymous “complaints”
 - RWO and EFAP do not offer this service.

Return to work facilitation

- **Supporting physicians who have taken a medical leave**
- **Planning, implementing, evaluating graduated RTW**
- **Attending meetings with clinical supervisors**
 - Making single set of notes of meeting
 - Suggesting structure to conversations
 - RWO usually refers these cases to us.
 - EFAP does not offer this service.

Occupational Health Assessment

- **Providing reassurance about fitness to practice**
- **Result may be that a medical leave is necessary**
- **Managing the fears / hopes expectations of various parties**
 - RWO and EFAP do not offer this service

Counselling / Coaching

- **PHP helps find counsellors that are a good fit**
- **PHP provides limited financial assistance with therapy**
 - There is no fixed ceiling on the amount of assistance that may be provided
 - Individual case-by-case determination takes a number of factors into account
 - However, no questions are ever asked before a person has used six sessions.
 - Both RWO and EFAP offer similar services, with different policies on entitlement. There is no wrong choice here, all offer good services.

Family doctor connection

- **Connect physician-patients with family doctors willing to treat them**
- **Recently this service was paused at the start of the pandemic, and is in the process of restarting.**
 - Send an email to D4D@physicianhealth.com to initiate this service.

Services we do NOT provide

Contractual Monitoring

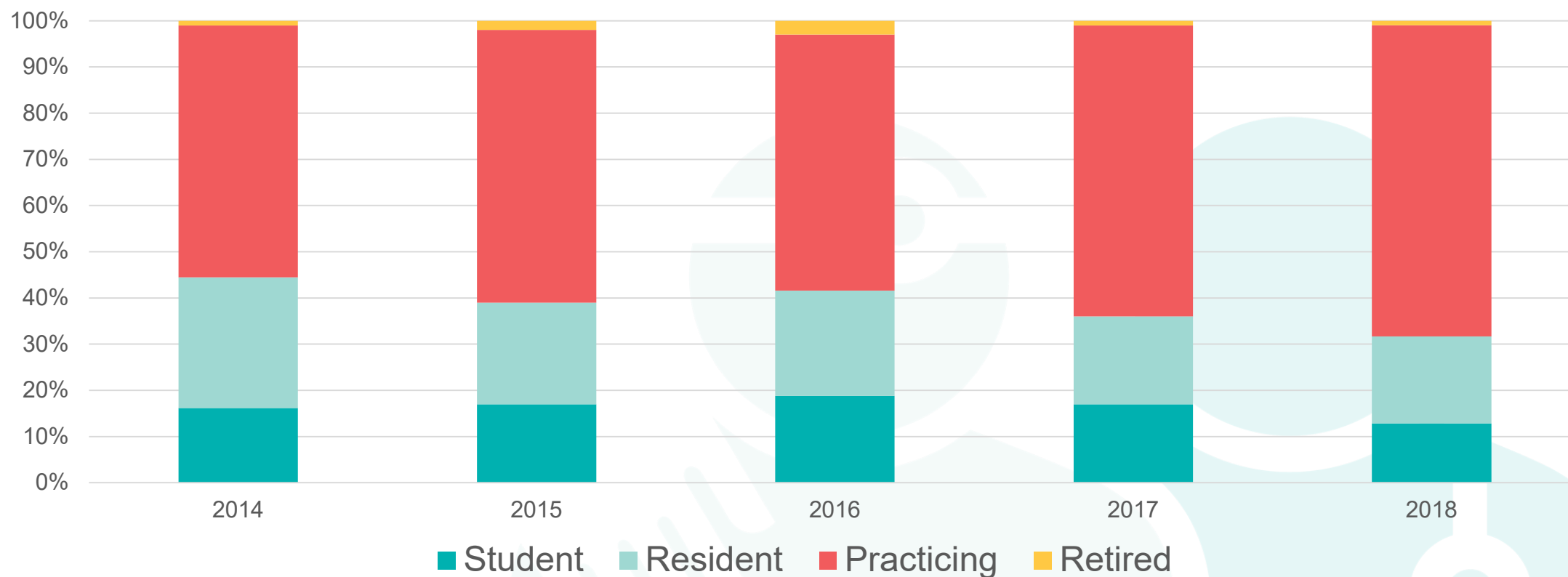
- Responsibility of the CPSBC
- We do a lot of follow-up, case management
- We help clients adhere to their monitoring agreements

Primary Care

Emergency Psychiatric Care

Utilization by Career Stage

Proportion of Total Service Requests by Year



Questions / Comments

Open for discussion

