

**MEMORANDUM OF UNDERSTANDING – INTRODUCTION OF EHRs IN HEALTH  
AUTHORITY FACILITIES**

**BETWEEN:**

**HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH  
COLUMBIA**, as represented by the Ministry of Health  
(the “Ministry”)

**AND:**

**FRASER HEALTH AUTHORITY, INTERIOR HEALTH AUTHORITY, ISLAND  
HEALTH, VANCOUVER COASTAL HEALTH, NORTHERN HEALTH and  
PROVINCIAL HEALTH SERVICES AUTHORITY**  
(the “Health Authorities”)

**AND:**

**THE BRITISH COLUMBIA MEDICAL ASSOCIATION**  
(doing business as Doctors of BC)  
(the “Doctors of BC”)

**1. Engagement and Communication:**

- a) Health Authorities will actively engage with physicians before and throughout EHR implementation by seeking physicians’ feedback and input into planning, design and implementation processes. This includes:
- meeting and working with Medical Staff Associations (MSAs), on a regional, sub-regional, or site level, on the development of an engagement and implementation plan prior to implementation; and
  - ongoing engagement of MSAs throughout implementation.
- b) Health Authorities’ EHR implementation plans will:
- ensure that clear processes are established and outlined for physicians to identify and report issues, questions and problems;

- ensure physicians receive support should more significant problems arise; and
  - consider successful strategies and best practices proven at sites with successful EHR implementation.
- c) Health Authorities will create a comprehensive communication plan that reaches the entire medical staff (i.e. at both the departmental and individual level in each site).
- d) Where invited by MSA representatives, Doctors of BC representatives will be permitted to participate at both the regional and site level in Health Authority and MSA discussions outlined above.
- e) EHR engagement will be supported by the Specialist Services Committee and the Facility Engagement process and funding, to the exclusion of funding for required EHR training, which remains the responsibility of each Health Authority. This does not preclude MSAs from using Facility Engagement funding for activities related to the training.

**2. Measurement:**

- a) Health Authorities will:
- measure the impact of EHR introduction,
  - engage with local or regional MSA representatives on what is measured and the approach to measurement, and
  - share and review the results of relevant measurement with local or regional MSA representatives.

**3. Resolution of Disagreements:**

If any of the parties has a concern respecting this Memorandum, the parties directly impacted (e.g. Doctors of BC and a Health Authority) will meet to attempt to resolve the issues. If they cannot resolve the issues, the matter will be resolved in the same manner as set out in Article 22.1 of the 2019 Physician Master Agreement for resolution of Provincial Disputes.

This Memorandum shall terminate effective March 31, 2022, or as otherwise agreed by the Parties.

Dated this 1<sup>st</sup> day of April 2019

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Dr. Eric Cadesky  
President  
Doctors of BC

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Allan Seckel Q.C.  
Chief Executive Officer  
Doctors of BC

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Mark Armitage  
Assistant Deputy Minister  
Ministry of Health

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Dr. Victoria Lee  
Chief Executive Officer  
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Kathy MacNeil  
Chief Executive Officer  
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Cathy Ulrich  
Chief Executive Officer  
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Susan Brown  
Chief Executive Officer  
Interior Health Authority

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Carl Roy  
Chief Executive Officer  
Provincial Health Services Authority

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Mary Ackenhusen  
Chief Executive Officer  
Vancouver Coastal Health Authority