



## Culture Conference: Psychological Safety in the Workplace

**When:**

Monday, April 28th, 9am to 3:45pm

**Where:**

Vancouver Island Conference Centre,  
101 Gordon Street, Nanaimo, BC, V9R 5J8

**To Register:** [here](#) or scan [QR Code](#)



Please register by Monday, April 7th, 2025 to secure a spot

**Transportation:**

We have secured shuttle buses to transport participants from CRH, CVH and VGH. You can reserve a spot by emailing [medstaffdevelopment@islandhealth.ca](mailto:medstaffdevelopment@islandhealth.ca).

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This event is accredited for Mainpro+ and MOC credits

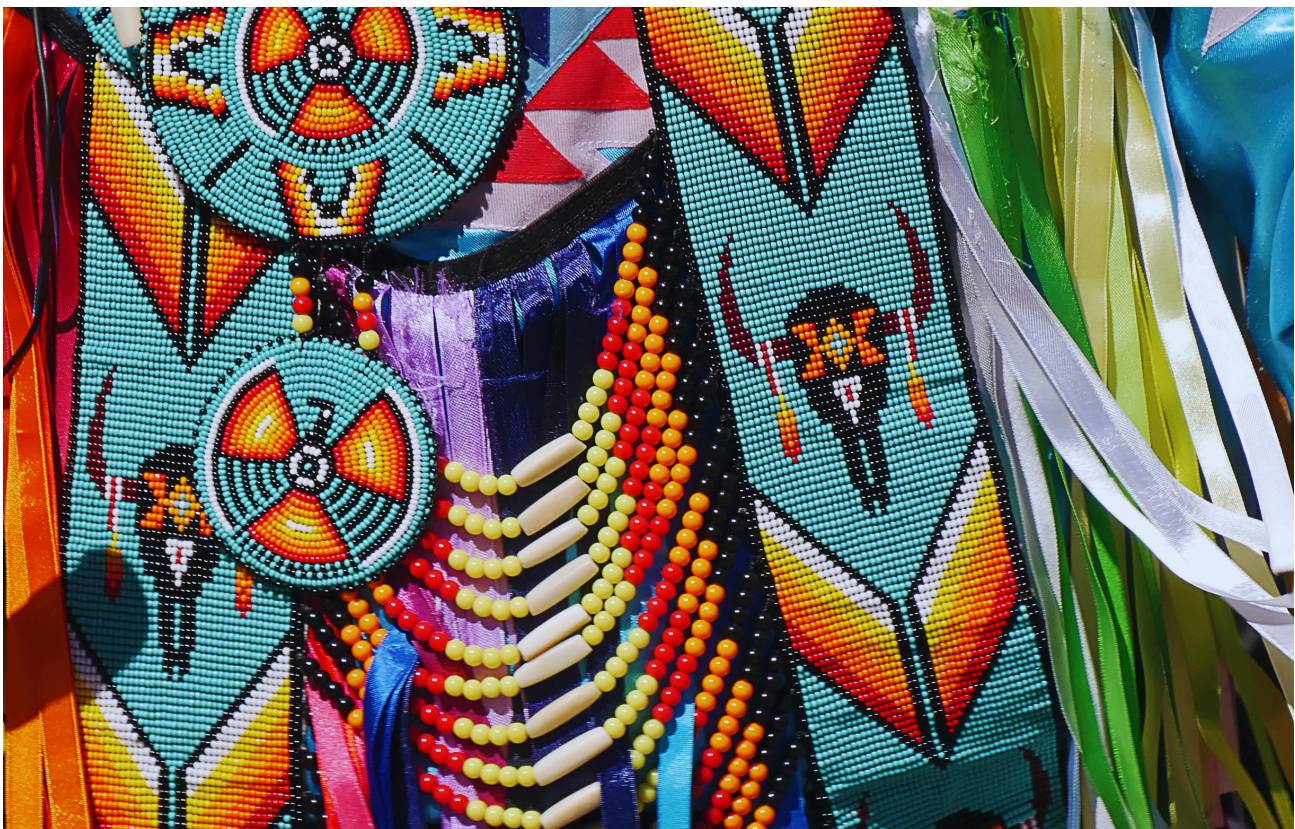
Funding is from the Ministry and controlled by Doctors of BC representatives.

# TERRITORIAL ACKNOWLEDGEMENTS

Island Health respectfully acknowledge the unceded traditional territory of the S̓k̓w̓x̓w̓ú7mesh (Squamish), Stó:lō and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh), x̣ʷməθkʷəỵəm (Musqueam) Nations and the traditional keepers of their land.

We recognize that many of us are uninvited guests on these lands.

With gratitude, we are fortunate to be able to gather for the Culture Conference on the unceded traditional territory of the Snuneymuxw, Snaw-naw-as, Stzuminus people; the traditional keepers of this land.



Beadwork by Nudesignyork

# AGENDA

|   |                                 |
|---|---------------------------------|
| <p><b>REGISTRATION &amp; BREAKFAST</b><br/><b>Doors Open 8:30am</b><br/>Enjoy a light breakfast while you settle in for the day.</p>  | <p><b>8:30 -<br/>9:00am</b></p> |
| <p><b>WELCOME &amp; INTRODUCTIONS</b><br/>Dr. Sarah Lea, Medical Director, Education, Onboarding &amp; Leadership Development</p>   | <p><b>9:15 am</b></p>           |
| <p><b>KEYNOTE SPEAKER</b><br/>Dr. Don Wilson, Obstetrician/Gynecologist will share his expertise in integrating Indigenous practices and wisdom into healthcare environments to advance psychological safety.</p> | <p><b>9:30 am</b></p>           |
| <p><b>BREAK</b></p>   | <p><b>10:15 am</b></p>          |
| <p><b>PECHAKUCHA</b><br/>Dynamic Japanese presentation method designed to maximize the exchange of ideas while keeping the audience's attention.</p>  | <p><b>10:30 am</b></p>          |
| <p><b>DISCUSSION GROUPS</b></p>   | <p><b>11:30 am</b></p>          |
| <p><b>LUNCH BREAK</b><br/>Enjoy hot buffet lunch with coffee/tea service</p>  | <p><b>12:00 pm</b></p>          |
| <p><b>DEBATE &amp; DEBRIEF</b><br/><i>Psychological Safety interference in Health Care</i><br/>Jennie Aiken, Director Medical Staff Quality &amp; Improvement</p>   | <p><b>1:00 pm</b></p>           |
| <p><b>BREAKOUT SESSIONS</b></p>   | <p><b>1:40 pm</b></p>           |
| <p><b>BREAK</b></p>   | <p><b>2:45 pm</b></p>           |
| <p><b>TED TALK</b><br/><i>Connection and Burnout in Healthcare - Dr. Sarah Lea</i></p>  | <p><b>3:00 pm</b></p>           |
| <p><b>CLOSING &amp; REFLECTIONS</b></p>   | <p><b>3:15 - 3:45pm</b></p>     |

# ISLAND HEALTH & PSYCHOLOGICAL SAFETY

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The **Culture Conference: Psychological Safety in the Workplace** is an educational opportunity to create a firm foundation for promoting and maintaining psychological safety at Island Health for all medical staff.

This conference is geared towards medical leaders and future medical leaders and will provide actionable learnings and resources.

**The Keynote speaker, Dr. Don Wilson, will share *A Journey In Medicine*.**

As an Island Health Obstetrician-Gynecologist and member of the Heiltsuk Nation, Dr. Wilson reveals the intersectional experiences in Medicine from several perspectives, but primarily as a First Nation person, elaborating on the importance of finding work-life balance and how this journey is unique for all of us.

SHARE YOUR PERSONAL EXPERIENCES.

DISCOVER AND APPLY INSIGHTS, AND UNITE AS MEDICAL

LEADERS TO TRANSFORM WORKPLACE CULTURE.

# PRESENTERS

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## KEYNOTE SPEAKER



**DR. DON WILSON  
OBSTETRICS AND  
GYNECOLOGY**

Dr. Don Wilson is a member of the Heiltsuk Nation, with ancestral ties to the Haisla and Kitasoo-Xaixais Nations. He was born and raised in Bella Bella, BC, the home of the Heiltsuk people. He also has Irish settler ancestry on his maternal side. He has been practicing general Obstetrics and Gynecology since 2006, and currently lives and works as a locum tenens primarily in the unceded traditional territory of the K'omoks Nation on Vancouver Island. Dr. Wilson's professional interests include Indigenous Health, International Women's Health, LGBTQ+ health, and metabolic health with a focus on lifestyle and nutrition. Dr. Wilson has 4 adult children and 3 grandchildren who are the light of his life.

## EVENT HOST



**DR. SARAH LEA  
MEDICAL DIRECTOR  
EDUCATION,  
ONBOARDING &  
LEADERSHIP  
DEVELOPMENT**

Dr. Sarah Lea is a family physician and certified executive coach. Originally from Prince Edward Island, she completed her medical school training at Dalhousie University in 2010 and holds a Masters of Science in Community Health and Epidemiology. As a family physician specializing in maternity care and addiction medicine, Dr. Lea embraces vulnerability, empathy, and gratitude with her patients and colleagues. She is passionate about humanizing the healthcare experience for both patients and providers.

Dr. Lea is a part-time physician, part-time coach, and full-time mama of three beautiful boys and two fur babies. She lives with her husband on the Lekwungen territory, spending her free time hiking, biking and generally enjoying the great outdoors.

# PECHAKUCHA

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PechaKucha, 'chit-chat' in Japanese, is a unique presentation style that utilizes storytelling through images, rather than text.

**THIS EXHILARATING SESSION PROVIDES A UNIQUE  
SPEAKER CHALLENGE:**

**EACH SPEAKER WILL HAVE 20 SLIDES, WITH EACH SLIDE  
DISPLAYED FOR ONLY 20 SECONDS.**

Presenters will use this time-boxed format to share their personal and professional experiences in the DEI realm and lessons they have learned along the way when faced with adversity or discrimination.

## PECHAKUCHA SPEAKERS



**ASTRID  
FRITZSCHE RM**



**CARRIE WATTS**



**DR. MARCUS  
GREATHEART**



**DR. JENNIFER  
WILLIAMS**



**DR. JENNIFER  
JEANS**

# PECHAKUCHA - BIOGRAPHIES

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## **ASTRID FRITZSCHE RM, MEDICAL LEAD, URGENT ANTENATAL RESPONSE**

Astrid Fritzsche is a Registered Midwife, and the Medical Lead for the Victoria Perinatal Service (formerly the AAU Prenatal Service), a “pop-up” emergency response to the crisis of unattached maternity patients in the South Island. Astrid completed a Bachelor of Science in Genetics and Biopsychology in 2005, as well as a Bachelor of Midwifery at the University of British Columbia in 2012, and is currently completing an MBA in Sustainable Innovation at the University of Victoria. Astrid is interested in healthcare provider retention; health systems change and interdisciplinary practice. She is a parent in a large queer family and hobby apiarist.

## **CARRIE WATTS, HEAD COACH, UVIC WOMENS BASKETBALL**

Carrie Watts is in her fourth year as the Head Coach of the Women’s Basketball program at the University of Victoria. She was a five-year student-athlete at UBC where she earned three degrees, including her Master’s of Kinesiology in Coaching Science. She represented Canada internationally, as both a coach and a player, and was recently inducted into the Basketball BC and UBC Halls of Fame.

## **DR. MARCUS GREATHEART, FAMILY PHYSICIAN, ADDICTION MEDICINE AND SOCIAL WORK**

Marcus Greatheart MD MSW brings a unique combination of skills, knowledge and training to his work as a family doctor in Campbell River. With over 25 years’ experience as a community educator and leader, and a Masters degree in Social Work, he works alongside some of most complex patients experiencing mental illness, addiction, and homelessness, using strengths-based and trauma-Informed practice through a social justice lens.

# PECHAKUCHA BIOGRAPHIES (CONT.)

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## **DR. JENNIFER WILLIAMS, GASTROENTEROLOGIST**

Dr. Jennifer Williams graduated from Memorial University Medical School and has been practicing gastroenterology since 2008. She is Chief Wellness Officer certified from Stanford Well MD and has held a number of leadership, wellness and advocacy roles including Director, Alberta Medical Association, where she was integral in the development of the AMA healthy work environments framework and founding member of the AMA Specialty Care Alliance. Since 2022, she has been a faculty and facilitator with the CMA. She is a founding member of Empowering HOPE and co-creator of SAFER leadership for humanity centered healthcare. She is passionate about cultural transformation by empowering humanity and leadership to promote wellbeing, belonging, and system level transformation. She believes in HOPE- intentionally weaving Humanity into healthcare to Optimize the Person Experience.

## **DR. JENNIFER JEANS, FAMILY PHYSICIAN, SENIOR'S HEALTH AND MENTAL HEALTH**

Jen (she/they) is a family doctor and coach, practicing specialized senior's health and mental health in Victoria, BC. She completed medical school at Memorial University of Newfoundland, residency with UBC, and the Graduate Program in Executive Coaching at Royal Roads University. In addition to her clinical work with Geriatric Specialty Services, Jen facilitates CBT groups with Mindspace, and instructs medical students at UBC's Island Medical Program. Through her work, she explores the intersections of psychology, self-awareness, communication, and well-being.



# DEBATE

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## THE SAFETY PARADOX: IS PSYCHOLOGICAL SAFETY IN MEDICINE MAKING US LESS SAFE?

Join us for a lively debate featuring faculty from the Physician Quality Improvement team as they tackle the provocative resolution: *"Be it resolved that the pursuit of psychological safety in healthcare may be inadvertently compromising true safety."*

### AFFIRMATIVE TEAM

The Affirmative Team argues that prioritizing psychological safety may unintentionally breed complacency. They'll ask: *"Are we too focused on making everyone feel safe, instead of ensuring real safety?"* Expect arguments about how avoiding tough conversations about performance and errors can undermine true accountability.

### NEGATIVE TEAM

The Negative Team defends psychological safety as essential for a resilient healthcare system. Without it, everyone will hesitate to report errors or challenge the status quo. They'll argue that while discomfort is inevitable, openness is key to progress and patient safety.

This debate will be filled with humor, insight, and friendly competition. The audience decides the winner!

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## MODERATOR



**JENNIE AITKEN**  
**DIRECTOR**  
**MEDICAL STAFF**  
**QUALITY &**  
**IMPROVEMENT**

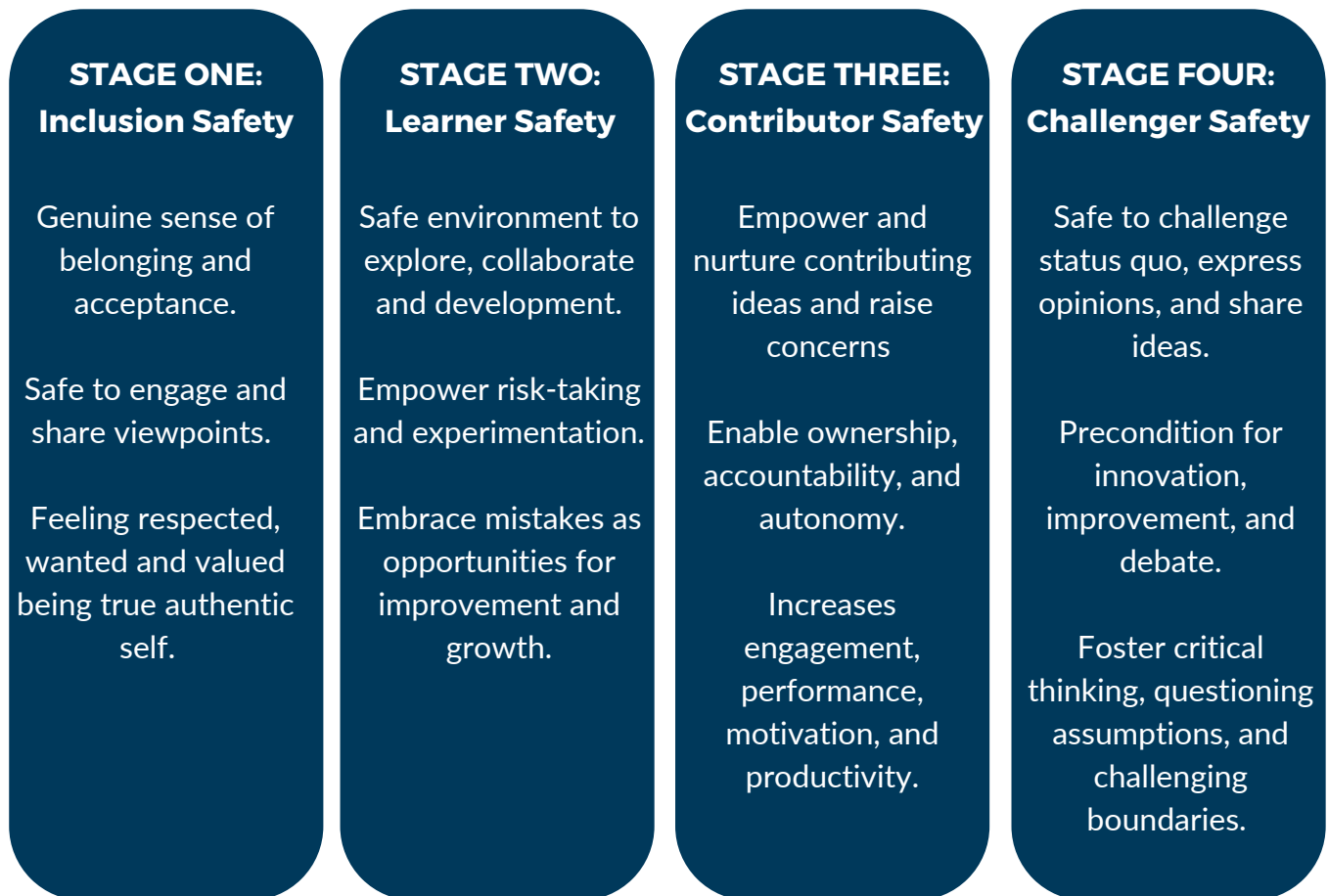
Jennie works with physicians as a Quality Improvement educator, team-builder and (to the dismay of her colleagues) an "idea-generating-machine" that is constantly looking to the next big opportunity to affect positive change in health care. She holds Masters Degrees in [Medical] History (Queen's University) and Dispute Resolution (University of Victoria) and is a sought-after speaker and facilitator for audiences across Canada. When she's not waving around post-it notes (she manages to do this on Zoom, too) you can usually find her on her mountain bike or chasing her six year old daughter.

# DISCUSSION GROUPS

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During the discussion groups, participants will be asked to share their personal experiences of psychological safety using Timothy Clark's 4 Stages of Psychological Safety.

This process will help participants by identifying ways to build psychological safety with medical staff by creating an environment where employees feel included, fully engaged, and encouraged to contribute their best efforts and ideas.



The 4 Stages of Psychological Safety, by Timothy R. Clark

Timothy R. Clark ( March 3, 2020) *The 4 Stages of Psychological Safety*, <https://insight.randomhouse.com/widget/v4/?isbn=9781523087686&title=The%204%20Stages%20of%20Psychological%20Safety&author=Tim%20Clark&width=600&refererURL=penguinrandomhouse.ca>,

# RAFFLE

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## GIFT BASKET RAFFLE

We are excited to be raffling three unique gift baskets, in exchange for donations to the local food bank in Nanaimo! To enter the raffle, we ask that you please bring a non-perishable food item or by cash donation. Gift basket items include amazing swag donated by Doctors of BC and a variety of items sourced across the Island from Indigenous artists and shops.

The Loaves & Fishes Community Food Bank are committed to serving as many people as possible. Currently over 15,000 people in more than 44 communities, including 15 Indigenous communities, across Vancouver Island benefit from the food Loaves & Fishes provides, free of charge. More information on the Loaves & Fishes Community Food bank can be found [here](#).

To enter the gift basket raffle, donate either a non-perishable food item the day of event or use the QR code to make a cash donation. Please include ISLAND HEALTH when making a cash donation on their website.

### HIGH DEMAND FOOD ITEMS:

- Canned Proteins (tuna, peanut butter etc)
- Pastas and pasta sauce
- Canned fruits and vegetables
- Breakfast cereals
- Snacks like granola bars for kids



For more information please scan QR code.

**THIS EVENT IS COFUNDED BY DOCTORS OF BC AND ISLAND HEALTH**



# RESOURCES

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## DIVERSITY, EQUITY AND INCLUSION (DEI)

The DEI Program works proactively with all Island Health Departments to address systemic barriers and create a healthcare system that is an inclusive and safe environment for everyone. Supporting and incorporating DEI with a focus on medical staff by educating, guiding, and championing behaviors into core organizational systems.



**MJ HARRIS**  
**MEDICAL DIRECTOR**  
**DEI**



**CHANDRA BERKAN HOZEMPA**  
**DIRECTOR**  
**DEI**

## PROGRAMS AND SERVICES

[Physician Health Program](#)

[Contributing to a Culture of Safety](#)

[Clinical Debriefing](#)

[CUSP2 Resource](#)

[Critical Incident Stress Management Services](#)

[Wellness and Ability Management Program](#)

[Employee & Family Assistance Program \(EFAP\)](#)

[Enhanced Medical Staff Enhances](#)

# Mount Benson A & B

Located on upper level off of Newcastle Island Lobby.

