

Urban Locum Program Peer Coaching and Support

ULP locums can access *and* provide peer coaching/support across a variety of activity types and topics.

Schedule

A tentative schedule of monthly meetings and small group sessions, including topics, will be provided at the start of each year to ensure that locums can prioritize their time according to preference/needs.

Activities

MONTHLY MEETINGS

Monthly meetings are a space to explore topics that focus primarily on the foundational skills that support locums in their day-to-day work and operations under the ULP (e.g., billing, scheduling, community resources, and patient and host management).

These sessions will rotate between in-person (2 hour) and virtual (1 hour) and will include opportunities for locums to share with and learn from other program peers, as well as hear from and connect with other community family physician guests.

SMALL-GROUP SESSIONS

Small-group sessions are a space to explore topics/skills that extend past ‘foundational skills’ to further enrich locums in their careers and interests (e.g., EMR training, patient case management, subspecialties, or starting a practice).

There can be up to one pre-scheduled small group learning session each month, depending on interest and availability.

ONE-ON-ONE COMMUNICATIONS

One-on-one peer coaching and support is available for locums who wish to engage directly with their locum peers or other community family physicians. These sessions can be done in person, via phone, email, or virtually. For example, peers and locums may decide to meet in a clinic, a coffee shop, or arrange a call.

Locums can facilitate one-on-ones on their own or reach out to program staff if they would like assistance finding a peer coach.

Locums seeking 1:1 support can bill up to two hours each month via Connecteam. If extra time is needed, please contact blitt@victoriadivision.ca to request more time.

Locums are responsible for communicating to non-locum physician peer coaches that they receive sessional remuneration for their time and either forward the [ULP sessional form](#), or ask program staff to do so on your behalf.

Examples:

- Discussions with other locums (e.g., overcoming challenges, sharing experiences, efficiencies).
- Discussions with other Family Physicians (e.g., sub-specialties, clinical questions, joining a clinic).
- Discussions with host clinics (e.g., what worked/didn't work, workflows, joining a clinic).

Collaborative engagement

There are a wide variety of thoughts, opinions, and interests - and approaches to structuring work and life in the physician community. As a retention strategy, it is important that locums feel safe and supported to express their views about structuring their work and determining work/life balance.

Those providing peer support/coaching should work to create a safe, inclusive, and supportive environment for locums through:

- Listening.
- Being objective, nonjudgmental, and supportive.
- Fostering a sense of safety and trust.
- Being honest, open, and fully present.

Tracking time

Connecteam Application

We ask that all physicians track and submit their coaching/support time using the Connecteam application timesheet. All time is compensated at the current sessional rates.

How to complete a Connecteam timesheet in the mobile app:

1. Click on timesheet icon
2. Click on timesheet box (bottom right)
3. Click on day of shift
4. Click on add a new request
5. Click on add a shift request
6. Click on the job select MENTORSHIP
7. Enter shift start & end times
8. Add a note to provide details re. the FP coach name and topic of discussion

At month's end, program staff will send out a quick task in Connecteam to remind people to review and submit their timesheets.

Physician peer coaching

Locums are asked to submit their peer coaching time via Connecteam, including the peer coach's name(s) and the topic(s) discussed.

Locums are also asked to communicate with their physician peer coaches that they receive sessional remuneration for their time. Download the [ULP sessional form](#) to email, or ask program staff to forward it on your behalf.

Please do not track time spent on program evaluation activities (e.g., surveys) on your Connecteam Timesheets. This is paid by Doctors of BC and will be tracked and distributed separately.

If you have any questions, please email urbanlocumprogram@victoriadivision.ca or call 1-778-265-0473.