



NEWS RELEASE

Flin Flon & The Pas Emergency Department Review Recommendations Released Implementation team already underway

July 30, 2014 – The report of the Flin Flon and The Pas Emergency Department Review containing 31 recommendation has been received by the Northern Health Region, chief executive officer Helga Bryant announced today. She confirmed work is already underway implementing all of the recommendations.

“This review has its roots in the review of the former NOR-MAN RHA and became even more necessary as a result of the concerns of the community and our own staff,” said Bryant. “Part of its purpose was to create a roadmap for change that would ensure the highest quality emergency department services for the people we serve.”

The review was conducted by Emergency Physician, Dr Ted Kesselman and Emergency Nurse, Lori Ulrich RN, ENC (c). In addition to chart reviews and interviews with physicians, nurses and allied health staff, 544 residents of the Flin Flon and The Pas areas completed online surveys which were shared with the reviewers.

The review’s recommendation are grouped into seven key areas which include:

- Patient Centred Approach;
- Emergency Department Clinical Standards;
- Physician Practice and Shifts;
- Inter-professional Supportive Team Culture;
- Teamwork;
- Workplace Culture; and
- Education Support.

“Patient safety is a top priority for all staff in the Region and the recommendations coming from this review will help to improve the quality and safety of all patient visits to our Emergency Departments,” Bryant said. “I am committed to adopting all of the recommendations and in fact work is well underway making the improvements identified in the report without delay to help ensure safe, competent care for our patients.”

An implementation team, headed by the Ingrid Olson, Executive Director of Clinical Services, The Pas and area, Lois Moberly, Executive Director of Clinical Services, Flin Flon and area, and Dr. Brian Kuo, Head of Emergency Services, Flin Flon and The Pas, has been formed. The committee is already at work developing a plan to move forward with timely implementation of the recommendations. Their work is expected to continue throughout the balance of the year.

“At the end of the day this is all about meeting the needs of our patients and their families by providing timely access to high quality, compassionate health services in our Emergency Departments,” said Dr. Hussam Azzam, vice-president of medical services and chief medical officer. “Delivering on our vision of Healthy People in a Healthy North includes having the health services people can count on in an emergency.”

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Attachment: Review Recommendations

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Flin Flon and The Pas Emergency Department Review Summary of Recommendations

Patient Centered Approach

- Conduct training and outline expectations for all staff and physicians working in the Emergency Department on patient/family centered care.
- Seek ways to involve patients/families in Emergency Department related activities.

Emergency Department Clinical Standards

- When undertaking Emergency Department redevelopment projects, give consideration to function, workflow, safety, Emergency Department standards, and patient/family needs.
- Review staffing models that directly or indirectly impact the Emergency Department (professional, allied health, support staff). Ensure staffing is sufficient to support safe patient care.
- Reinforce triage practices as outlined in the Canadian Triage and Acuity Scale (CTAS) Guidelines.
- Implement electronic triage.
- Implement a falls management program.
- Establish clear processes/policy for the Special Care Unit.
- Conduct regular staff satisfaction and engagement surveys and patient satisfaction surveys.
- Implement mandatory Aboriginal cultural awareness education for all Emergency Department staff and physicians.
- Engage Aboriginal leaders/patients/families with Emergency Department Leaders/staff in brainstorming ways to improve relationships between the Aboriginal community and the Emergency Departments.
- Review issues associated with patient flow and identify opportunities for improvement.
- Ensure standardized equipment (adult and pediatric) is available on all NRHA code blue carts and in all Emergency Departments.
- Provide public education on how to access health information and services
- Conduct regular chart audits and reinforce and monitor the use of care maps. Explore the expanded use of pediatric protocols.
- Reinforce the need for discharge teaching, and access interpreter services as required.
- Continue to bring concerns related to physician access to WRHA consultants to the Provincial Medical Leadership Council.

Physician Practice and Shifts

- Hiring practices for Emergency Department physicians should result in safe, knowledgeable and professional practitioners.

- New Emergency Department physicians should receive sufficient orientation, support, mentoring, and evaluation.
- Advocate for a balanced remuneration model between Emergency Department and Primary Care Medical Practice.

Inter-professional Supportive Team Culture

- Assess overall team functioning, and develop performance indicators, role statements and goals.
- Establish a plan for after-hours and vacation coverage for appropriate allied health members such that a timely response by these services is ensured.
- Increase physician knowledge of resources and expertise available in Flin Flon and The Pas.
- Continue plans to hire NPs in Flin Flon and The Pas.

Teamwork

- Establish a formal orientation for all new Emergency Department staff (including agency nurses) and physicians in both Flin Flon and The Pas. Outline expectations related to teamwork, communication, collaboration, respect and accountability.
- Ensure all Emergency Department team members are appropriately represented in discussions and decisions involving clinical care.
- Reinforce processes whereby front line staff can communicate clinical concerns to nursing and physician leaders, and outline expectations regarding the timeliness of responses.

Workplace Culture

- Work with Emergency Department nurses and physicians to review each group's values, as well as unmet needs, and identify concrete ways to achieve NRHA's mission, vision, and values.
- Address issues related to staff safety.

Education Support

- Increase regional educator resources to help address Emergency Department educational needs.
- Use technology to support Emergency Department education.