

Watrous Health Services Communication Update Meeting
July 21, 2011 @ 1400 hours
Watrous Hospital Multipurpose Room

This is the first staff communication update meeting subsequent to the July 13, 2011 meeting.

Employees wishing to receive SHR updates electronically have the option of providing their email and phone information on sign up sheets in the staff dining rooms at Watrous Hospital and Manitou Lodge. Kerry Virtue has volunteered to be the contact person to start this process. SHR is initiating this line of communication in response to a request by an employee at the July 13th meeting.

Cathy Spencer relayed good news in that a physician will be starting in the Watrous Clinic on July 25th on a part time basis, and has indicated she will work up to 20 hours/week in the clinic. Also, we are pleased to announce that another physician will take over the care of our LTC residents and the lab standing orders.

However, effective August 2nd @ 0800 hours there is no physician on call and no Emergency Department services. Letters reflecting this information have been sent to all LTC residents/families.

Lori Hinz, Director of Rural Services, has reported SHR is looking at hopefully staffing Watrous Ambulance's second unit while we are without a physician on-call. This is dependent on manpower and finances.

After August 2nd, departments will see spare time. Each department is to come up with a plan. (i.e. cleaning, purging files, etc.).

For example, the Business Office has taken the 6 binders they had of standing orders and has reduced it to 1 binder). Management will be checking periodically on each department's progression in their plans.

SHR has reviewed the process for standby. As of August 2, 2011 @ 0800 hours, there will be no lab or hospital RN standby.

We are hopeful that we may have a locum physician by October. We continue to work with three other physicians who have expressed interest in the Watrous community. SHR would require 3-4 physicians in order to have our emergency department run 24 hours/day.

As of August 2nd at 0800, no 9-1-1 calls are to be transported to Watrous Hospital. If a patient presents at our doors, nursing staff are to assess the patient.

New LTC residents will be admitted under a nearby physician unless the resident has indicated another physician.

The changes we are facing will be a huge educational component for all the community. The Town of Watrous has been on board and working with SHR.

Physicians will possibly book procedures at Watrous hospital for removals, etc.

Questions:

Q: Will anyone make LTC rounds weekly?

A: The minimum standard is once every 4 weeks. This is the guideline and can visit up to once/week. At this time we are unsure of the plan.

Q: Will a physician look after Respite as well?

A: We believe so.

Q: If a patient presents at the clinic with chest pain, what process should the Watrous Medical Clinic staff follow?

A: Standard procedure would be to call 9-1-1. The physician in the clinic is not covering the emergency department. However, the Watrous Medical Clinic staff need to clarify this.

Q: Would the clinic physician continue in the clinic after new physicians start?

A: We do not have that answer. The clinic is not owned by Saskatoon Health Region.

Q: Will INR results be sent to out of town physicians or will they be reviewed at the hospital? Is a physician covering other standing orders besides the INR's?

A: We will need to clarify these

Q: Can suturing be done at the hospital?

A: We will need to clarify

Q: Can a patient on an ambulance transfer request to be taken to the hospital of their choice?

A: It would depend on the severity of the transfer. Ambulance staff would need to make that judgement call.

Q: If a child is injured and the parent is unsure of what to do, can the child be brought to the E.R. to be assessed?

A: The parent would need to make that decision, keeping in mind there is no physician available. It was suggested the parent could call the HealthLine for guidance.

Q: Can ambulance staff (after assessing the patient and deemed not emergent) give the patient the option of ambulance transfer or asking the patient if there is a friend/family member who can drive him/her to a hospital?

A: Yes.

Q: Will a flyer be distributed to the community informing residents of hours in the clinic?

A: The clinic is not SHR owned. That decision would be made by the Town of Watrous.

The next meeting will be called when further information is available.

Meeting adjourned at 1440 hours.