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# Health System Transformation

February 7, 2018

## Telephone Town Hall Highlights – Questions Asked

### Town Hall on Provincial Health Care Transformation

On January 18, more than 700 provincial health care staff dialed in to be a part of the provincial town hall on health care transformation. The call was hosted by Kelvin Goertzen, Minister of Health, Seniors and Active Living, Deputy Minister Karen Herd, Dr. David Peachey and Dr. Brock Wright.

If you were unable to participate in the call, the following are highlights of some of the questions asked by staff. To read the full transcript or listen to the audio of the call, visit: <http://www.gov.mb.ca/health/hst/index.html>.

### Why are deletions necessary?

When it comes to health care transformation, it's critical to ensure we have the right people in the right place to help patients. The right staffing mix needs to be there. Review of the staffing mix for many facilities was long overdue. Many hadn't been reviewed in years. As we make plans to ensure the right staffing mix is in place across the province, we will work to ensure there is as little disruption as possible. We understand it is always difficult facing a job disruption of any kind and we are making all efforts to minimize those difficulties.

To date, about 94 per cent of those who received deletion notices remain employed in the health system. This number is so high because we worked with organizations like the Manitoba Nurses Union to help reduce the impact of deletions. Jobs continue to be posted for nurses and nurse practitioners. For those displaced at the moment, there are more jobs coming on-line.

### Concerns of rural communities versus Winnipeg residents

In rural Manitoba, health care is viewed differently than in Winnipeg. In Winnipeg, it's about wait times. In rural Manitoba, it's about access. People in rural communities want to know that care is available when they show up. Regions have submitted plans on how they can contribute to health care transformation but provincial coordination is needed to ensure that one region's plan doesn't impact another.

One of the ways we're looking to coordinate services is through technology. For example, we are examining the feasibility of implementing a provincial emergency consultation service (PECS) to support doctors in rural Manitoba. This will allow remote support from emergency doctors in Winnipeg for doctors in rural Manitoba who many not have the same expertise. It will also allow rural docs to make decisions about transport of patients. Ultimately, this will improve services in rural Manitoba.

A number of emergency departments in northern and rural communities are on permanent suspension. In many, the care provided doesn't meet the definition of an emergency department. This is not a sustainable model. Rural and northern regions have different ideas on how to configure services. This planning process will bring these regions together to share ideas and develop a consistent plan. In addition, we need a strong EMS system in place. We also need to look at the model of care in the primary health care system in each community to ensure it is strong and doctors are engaged in health care system planning.

One of Shared Health's early efforts will be to look at all regional plans. A report evaluating services in rural areas is expected in late spring/early summer. This will be used to inform provincial planning.

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## **Mental Health and Addictions**

Under Shared Health, planning for all clinical and diagnostic services will be integrated as part of broader planning. A critical area of focus is on mental health and addictions and how we can better align services. VIRGO Consulting is preparing a report that will be ready March 31<sup>st</sup> and released shortly thereafter. With particular regard to addictions, it takes more than just one solution. We need to give people more options and we need to support communities as well. We want coordinated health services to enable staff to help the greatest number of people.

## **Share your input or questions on health care transformation**

During the town hall, Minister Goertzen invited all staff to share feedback and questions in the days to come by contacting the minister directly at: [minhsal@leg.gov.mb.ca](mailto:minhsal@leg.gov.mb.ca).

Responses and additional information will be posted on the new health system transformation website at: <http://www.gov.mb.ca/health/hst/index.html>.

Thank-you,  
Karen Herd  
Deputy Minister of Manitoba Health, Seniors and Active Living