MEMO

DATE: 27 April 2020

TO: All Physicians and All Staff

FROM: Dr. Susan Shaw, Chief Medical Officer and John Ash – EOC Operations Chief

RE: Saskatchewan System Flow Coordination Centre – Physician Access Line and Bed Flow Coordination

As a single provincial system, the Saskatchewan Health Authority (SHA) is moving forward with plans to make the best use of all available resources to meet the expected high demand for health care services during the COVID-19 pandemic. We are implementing a consolidated Physician Access Line and bed flow coordination service into a single System Flow Coordination Centre (SFCC) that will be available starting 29 April 2020.

The SFCC will:
- Coordinate and streamline the process for physicians accessing specialists, acute care beds and transfer decision-making for all patients (COVID and non-COVID) and all hospitals province-wide.
- Operate at a provincial level for urgent access to all acute care specialists and bed coordination services.
- Work with local area hospitals to coordinate patient admissions and transfers.
- Enable us to see all of our patients and all of our bed capacity, and work together as a province to meet and care for patients in the right place, at the right time, as close to home as possible, to the best of our ability.

What does this mean for physicians?

All patient admissions and transfers – whether COVID or non-COVID patients - will be coordinated through the SFCC:
- Physicians will call a single telephone number (1-866-766-6050) to access any urgent specialist consult for admission and acute care bed in the province.
- Patient information and care needs will be articulated to the SFCC, and if needed, the caller will be connected to the needed specialist/receiving physician.
- As a team, patient care needs and plans will be matched to bed and service availability as close to the patient’s home as possible, improving patient access to the service he/she needs.

What does this mean for operations?

All acute admissions need to be called in to the SFCC at 1-866-766-6050. For admissions to your own hospital – please call the SFCC before bed assignment is confirmed, you may have outside patients needing admission / bed assignment to your hospital and we want to ensure bed assignments consider all incoming admission needs.

For acute patient transfers between hospitals, please call the SFCC to help arrange transfer coordination. The SFCC will support coordination of destination hospital, bed assignment and receiving Most Responsible Physician (MRP). Once plan is confirmed, sending teams will contact their area EMS Communication Centre for to arrange EMS Transport.
North EMS Communications Centre: 306-953-9800
Central EMS Communication Centre: 306-975-8802 or 306-975-8803
South EMS Communications Centre: Submit the on-line booking form Click Here: [SHA Employee Site – Forms]

See Appendix A which outlines visually the SFCC workflows.

Each service area has historical patterns of managing access to urgent on-call specialists, and acute care bed access. The SFCC will work with your local team as closely as possible to meet all of our patient care needs. Recognizing COVID-19 demand may require adjustments to our services, the SFCC team will stay up to date with any changes in service or disruptions provincially, to help providers make the best care transfer and bed placement decisions possible.

Thank you to the many physicians and staff that contributed to the design and development of the Systems Flow Coordination Centre over the past few weeks and months. This is an exciting step forward on our journey to better serve our patients across a united and unified health authority. We recognize that there is much change all around us and look forward to your ongoing support. And thank you for your ongoing commitment to our shared mission of Healthy People, Health Saskatchewan.
Appendix A: SFCC Workflow Map and EMS communications centre contact information.

**System Flow Coordination Centre (SFCC) Workflow Map**

- **Physician Wishes to have urgent consult with Specialist**
  - e.g. COVID, Critical Care, Medicine, Ortho etc.

  **Call System Flow Coordination Centre**
  - 1-866-766-6050

  **NOTE:** All phone lines recorded for quality assurance

- **Physician with acute care admission in any hospital**
  - e.g. Home hospital or Acute Transfer

  - Care teams with patients needing admission to own home acute care site

- **1 – Critical Care and Trauma**
  - RN Coordinator will ask Patient Care needs, urgency, and physician specialist connection request to start case file documentation
  - **Does caller need connection to specialist before admission?**
    - **YES**
      - RN Coordinator works with local hospital for bed assignment
    - **NO**
      - RN Coordinator connects calling physician with receiving specialist in a 3 way call. Team discusses patient care needs

- **2 – Regina or Saskatoon Specialist**
  - RN Coordinator completes documentation.
  - Case File document saved and is accessible to SFCC staff should it be required again if provider calls again

- **3 – Rural South Specialist and Bed Placement**
  - **Does Patient need admission to hospital?**
    - **NO**
    - **YES**
      - RN reviews with physicians transfer option/destinations that meet patient needs. Together transfer plan decided. If consulted specialist is not receiving MRP; RN Coordinator to add destination MRP to the call to discuss and accept care

- **4 – North Specialist and Bed Placement**

- **5 – Regina Admissions & Bed Placement**
  - Bed Placement Clerk Assigns Bed
  - Access to Utilization Coordinator Supervisor
  - Bed Placement Clerk Assigns Bed
  - Access to the “LINK” Non-urgent Specialist Consult service

- **6 – Saskatoon Admissions & Bed Placement**

- **7 – “LINK” Specialist Consult**

  **RN Identifies alternate location or escalates to local area leadership for resolution support**

  **Are there Barriers to Transfer?**
  - **YES**
  - Coordinator advises Sending team of confirmed transfer plans, Receiving MRP and Bed available
  - Sending team contacts Area EMS Communication Centre (South, Central or North) to request transport

  **NO**

  **Prior to patient transfer Sending Unit Calls Receiving Unit to do Nursing Handover Report and advises of transport ETA**

  **EMS Communications Center coordinates appropriate Ambulance for Transport and advises Sending team of same.**

**EMS Communications Centres:**
- North: 306-953-9800
- Central: 306-975-8802 or 306-975-8803
- South: Submit via the On Line Booking Form (Found on the SHA Employee website – Forms section)