



# Espanola Regional Hospital & Health Centre

Town of Espanola Recruitment Presentation



# Espanola Regional Hospital's Commitment

## We are a Health Care Campus

**We** deliver care & services through a patient centred collaborative care model through Hospital, Long Term Care Home, Family Health Team, Seniors Assisted Living, and Seniors Non-Profit Housing supports.

**We** are committed to providing access to core patient care services to Espanola and Area residents, as well as expanding our level of service to keep patient care closer to home.

**We** offer:

- Emergency Department (ED), MHA Crisis, Nurse Navigators and Acute Care Services,
- Diagnostic Imaging and Cardiac Testing – recent addition of contrast Echocardiograms and extension of outpatient hours,
- Out-patient Lab services – upcoming expansion of outpatient hours,
- Out-patient Physiotherapy services – Post-op joint replacement pathway as partners of HSN
- Primary Care Physicians and Family Health Team Programming,
- Supporting on-site services at the FHT, such as Geriatric Behavioural Supports, Telemedicine, Palliative Complex Care, Home Care, Audiology, Sleep & Respiratory Diagnostic Centre, Foot Care, Community Service Navigation, Rapid Access Addictions Medicine Clinic Specialist Clinics, Sleep Lab and Pulmonary Testing,
- Seniors Assisted Living and are partners in Non-Profit Seniors Supportive Housing,
- We continually advocate for the expansion, enhancement and coordination of our Rural Health Hub,
- We are continually making enhancements in our LTC Home to support quality of life for our residents,
- We are committed to education and training and have developed a Rural Simulation Program to enhance critical care education and training in our Emergency Department.

# How We are Serving our Community

## This past year we have:

- Cared for over 13,000 patient in our 24/7 Emergency Department.
- Admitted 702 patients through our Emergency Department.
- Cared for 70% of our admitted patients on our Acute Care Unit.
- Transferred 30% of our admissions to HSN or other tertiary facility for higher level of care. (e.g., Cariology, ICU, Surgery, Obstetrics, Psychiatry).
- Performed 119,400 outpatient & 55,000 ED/In-patient lab tests in and provided 155 blood transfusions.
- Performed 7525 x-rays, 5386 ultrasounds, 1057 Echocardiograms, 506 Stress Tests, 470 Holter Monitors + seen an average 120% increase in volume in all diagnostic modalities over the past 5 years.
- Provided Primary Care access for just over 4900 rostered patients at our Family Health Team through our 5 Physician Practices.

This year we hosted a visit with the Associate Deputy Minister of Health and delegation from Ontario Health.

We highlighted our Rural Health Campus Model and advocated for equity and access to care and services to meet the needs of our rural community.



## Espanola Regional Hospital & Health Centre

Caring for the Health of Our Community





# Health Care Landscape

The post covid environment has been extremely challenging for our health campus from both a health human resource and financial perspective.

Our vacancy rate for key positions such as ED Physicians, Nursing (Hospital, LTC, and FHT), Primary Care Nurse Practitioners, Physiotherapists and Social Work has put increased strain in our work environment. Vacancies in supporting departments such as HR, Finance, Dietary and Health Records have also impacted operations. This is not unique to our community and is being felt across small rural norther communities.

What we are seeing :

- More patients without access to primary care (1150 pts) and longer wait times to see specialists or access CT, MRI or specialized testing,
- Increased ED presentations for primary care needs, mental health & substance use, & chronic disease management,
- Increased surge in respiratory illness of all ages,
- Limited access to beds for specialized care and increased wait times for patients to be transferred to HSN,
- Increase in ED Substance Use and Overdose presentations (Espanola/Manitoulin area are three times the provincial average),
- Increased Alternate Level of Care Patients and delays in discharge related to HHR challenges in Home and Community Care sector,
- Increased RPN agency use in our LTC and Acute Care to support nursing vacancies and retain nursing staff,
- Financial impacts related to the cost of agency nursing, labour cost pressures, inflation costs for goods and services, which is consistent across our sector and impacts other sectors as well.

# Recruitment Priority

## Emergency Department and Acute Care

Prior to the pandemic the Emergency Department and Hospitalist schedules were stable with minimal to no vacancies.

Since the pandemic we have seen a significant increase in physician vacancies for ED shifts and Hospitalist vacancies are being experienced as well.

In 2024:

- 20% (116) of our ED shifts were vacant when the On-Call Physician calendar was posted.
- 19 of those shifts were filled less than 72 hour of the shift and posed high risk for ED closure
- 7 of those potential closures were avoided by accessing physicians from outside our region.

Physician coverage is essential to keeping our ED and Inpatient unit open. The recruitment support you provide allows us to bring physicians to our community and show case our health campus and physician model.

We offer flexible opportunities to work in Primary Care with options for Hospitalist, Emergency Department and LTC work to support a preferred physician practice.

## Primary Care

We continue to have challenges in recruiting Physicians and Nurse Practitioners to our Family Health Team as many new physicians are choosing locum opportunities to determine where they want to settle.

We are having to offer robust incentives to support attracting physicians to our community.

These incentives include:

- Interest free loan with an earned incentive grant for a 1 to 4-year return of service.
- Memberships to Espanola Complex, Boogie mountain and Golf Course for each year of a four-year return of service.
- Free rent at Espanola and Area FHT to set up a practice and access to a multi-disciplinary team to support patient care.
- Use of Hospital owned house to support transition to the community.
- Northern and Rural Recruitment incentives provided by the MOH that go directly to the physician.

We currently have vacancies for two full-time Family Physicians at the Family Health Team and 2 NP positions.

The incentives we are offering to fill those 4 positions this year would cost the hospital \$70,000.

# Town of Espanola Partnership

Through Town Councils' support you are directly contributing to improving access to care and the enhancement of services across our Health Campus.

## *Your contributions have helped to support:*

- Recruitment incentives for the Emergency Department Nurse Practitioner, which directly contributes to the recruitment and retention of ED and Hospitalist Physicians and supports the gap in Primary Care for unattached patients.
- Recruitment campaigns for essential frontline nursing positions.

## *Your commitment to health care has supported two delegations with the Ministry of Health that resulted in:*

### **MHA Withdrawal Management Bed Funding which has enabled us to support a Crisis Worker in our Emergency Department**

- A crisis worker in our Emergency Department has been instrumental to the expansion of service we provide to our MHA patients and supports our recruitment and retention efforts of physicians. Complex assessments & referrals are often needed to support MHA patients in the community or to enhance care when patients are waiting to go to HSN our Schedule One Facility for Psychiatric Services.

### **A delegation with the Minister of Health in 2023 to advocate for a CT Scan**

- This has supported a Stage One Submission for CT services and a capital expansion of our campus to support a CT Scan,
- Ontario Health North has endorsed our submission and now sits with the Ministry of Health for approval,
- A CT Scan in our hospital would not only provide care closer to home, but it would also be a recruitment tool for physicians and support advanced medical learner opportunities.

## *Our collaborative partnership has supported many initiatives:*

- The Community Safety Well-Being Plan,
- Community of Care Leadership Planning Table,
- Health Canada Emergency Treatment Fund Expression of Interest to increase access to crisis, mental health and substance use services,
- Exploration of opportunities to collaborate on seniors housing initiatives.

# Recruitment Focus



Physician and Health Care Practitioner Recruitment is essential to supporting the community of Espanola in providing care to patients across the continuum of care.

The Town of Espanola's contribution helps to cover recruitment incentives and activities. We sincerely appreciate the opportunity to work with the town to attract new health care providers to our community.

Our ask is to match last years commitment of \$20,000

We thank you for the opportunity to present this information to Espanola Town Council and hope for your continued support to meet the health care needs of our community.