

Clinical and Preventive Services Plan Update

Presentation to the Association of Manitoba
Municipalities (AMM)

April 13th



Agenda

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Impact of COVID-19 and Brief Overview of Health System Transformation

COVID-19 Highlighted System Challenges

Emerging Pressures from COVID-19

The COVID-19 pandemic has changed how and where we access health services and made some of the challenges that have existed for a long time far more obvious.

- 1 **Limited ICU capacity and reliable emergency department services** outside of Winnipeg
- 2 **Increasing pressures on health human resources**
- 3 **Insufficient home and community care supports** for patients and families
- 4 **Lack of province-wide virtual care and telemedicine** options for accessing care
- 5 **Inequitable access to care for Indigenous, rural and northern Manitobans.**

Health System Transformation

In 2017, Manitoba launched Health System Transformation to improve the quality and accessibility of health services across the province. Below are some key accomplishments from Wave One.

Developed
Manitoba's first
provincial
**Clinical and
Preventive
Services Plan
(CPSP)**

Realigned
emergency
medical
services and
patient
transport

Developed
Manitoba's
Mental Health
and Addictions
Strategy

Realigned
responsibilities
across health
organizations

Why Now?

We all deserve reliable, safe health care when we need it and as close to home as we can get it. For too many of us, that's not what we're getting today.



The **COVID-19 pandemic** has put the spotlight on health care workers, health care and mental health services across Manitoba.



Manitoba has one of the **highest health care spending per capita in Canada** with over \$6B annually.



Our populations are changing in communities large and small. **An aging community means more chronic disease and longer-term conditions** that we can safely support at home – not in hospital.



Manitobans **experience poor health outcomes and lower life expectancy.**



There is **limited coordination of health services** among health regions and settings.



Manitobans' **access to emergency services, primary care and community-based care is not equitable or consistent** – it depends more on where you live than it should.

The Clinical and Preventive Services Plan

The CPSP Consultation Process

To develop the Clinical and Preventive Services Plan, we held consultations with **3,000** stakeholders in nearly **140** communities across the province, which included:

- ✓ **200+** Physicians
- ✓ **500+** Clinical Staff
- ✓ **500+** Community Leaders
- ✓ **150+** Boards of Directors and Leaders across Manitoba

Engagement also included:

- Multi-disciplinary teams, including physicians, nurses, allied health, emergency medical services, and diagnostics
- Mayors, Reeves and Councilors across the province through the Association of Manitoba Municipalities
- Many provider groups, including professional organizations and community health agencies
- Indigenous health leaders and Indigenous-led community organizations

What We Heard from You

We engaged with you, your members and your communities, and heard your priorities regarding improving the quality and accessibility of health services across the province.



Wait Times

Manitobans experience long wait times for specialty care and access to health services



Quality Care

Manitobans living in rural, remote, and Northern regions face challenges accessing high-quality care in a timely manner



Reliability

Manitobans' access to Emergency Departments is unreliable given inconsistent hours of operation and staffing challenges



ERS

In a medical emergency, reliable and timely paramedic response can save lives. Manitoba needs a 24/7 skilled workforce able to provide acute care and transport to, and between, hubs



Prevention

Manitobans are shifting focus from acute treatment of illness to prevention, with emphasis on chronic disease management and healthy aging



Virtual Care

Manitobans often must travel extensive distances for access to care, particularly for those in rural and remote communities

Patient-Focused Solutions and Priorities

CPSP is a made-in Manitoba plan. Our clinical experts have proposed patient-focused solutions and prioritized three areas of work:



Provincial Clinical Network

Delivering more services locally – using existing clinical services better, and investing in people, equipment and infrastructure



Home and Community Care Modernization

Modernizing and standardizing how we deliver home and community care



Targeted Practice Improvements

Finding and fixing the clinical areas where we must improve the quality of care and patient outcomes

CPSP: Patients at the Centre of System



Higher Quality Care & Improved Health Outcomes

- Creating networks of care based on living patterns of the population
- Providing clarity on where and how to get high-quality care in your community
- Shifting focus towards health outcomes for Manitobans

We are creating geographic networks of care, investing in new and renovated infrastructure, and building capacity within the system to better serve patients locally and in a coordinated manner.



Improved Access and Reliability

- Building primary care capacity and bringing services closer to home
- Making it easier for you and providers to access specialized care
- Reducing wait times for specialist appointments



Improved ERS and Virtual Care

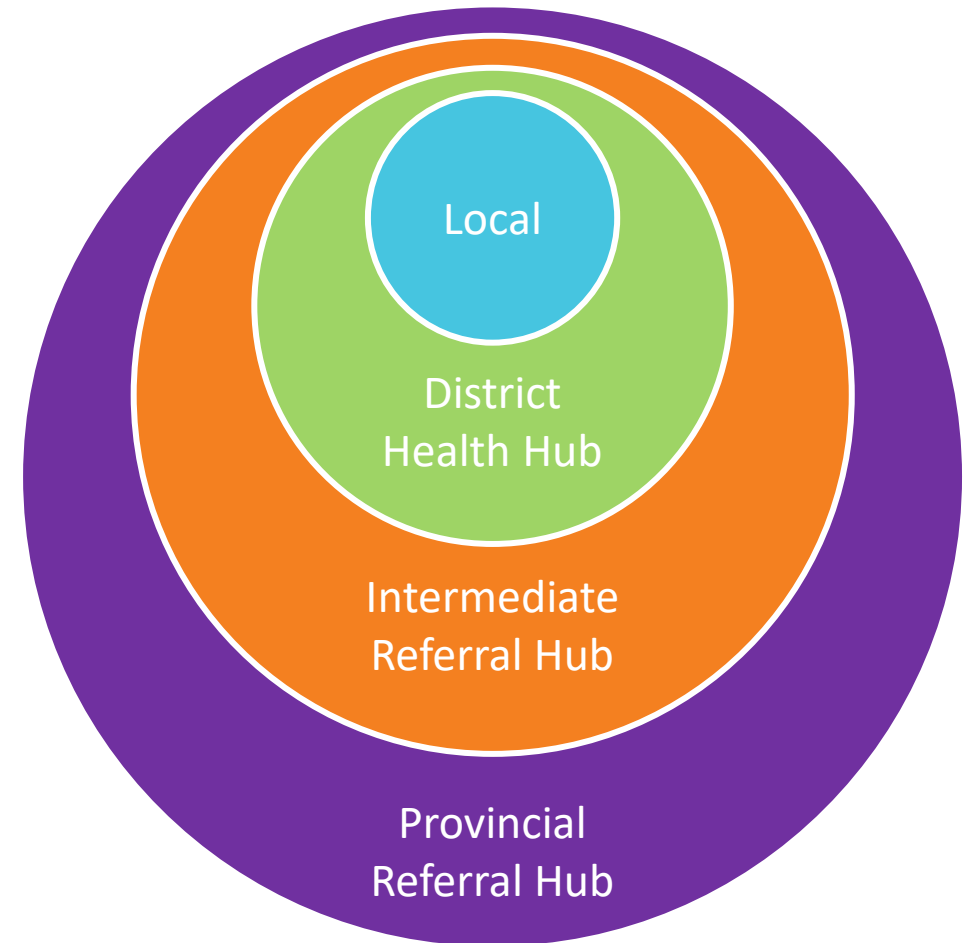
- Ensuring ERS and Emergency Departments are reliable and available for all Manitobans
- Leveraging virtual appointments to minimize travel where possible
- Using technology to ease sharing of information between care providers

The Provincial Clinical Network

We will use available human and infrastructure resources in smarter and more modern ways.

What it is:

- **Local:** Integrated network for prevention and screening, transitional care, community-based support and rehab, and primary and community care.
- **District Health Hub:** Integrated network for low-moderate acuity, variable volume general medicine, surgery interventions, procedures, post-acute treatment, and emergency services.
- **Intermediate Referral Hub:** Integrated network for moderate acuity and complexity medicine, surgery, critical care, and emergency services.
- **Provincial Referral Hub:** Provincial integrated network for high-acuity, highly complex medicine, surgery, critical care, and emergency services.



Home and Community Care Modernization

Helping Manitobans Live Well in Their Own Communities

1

A **new self-directed funding model** that provides more flexible care options and choice for Manitobans

2

Creating **new housing support options** in local communities

3

Increased **role and opportunity** for communities in providing care

4

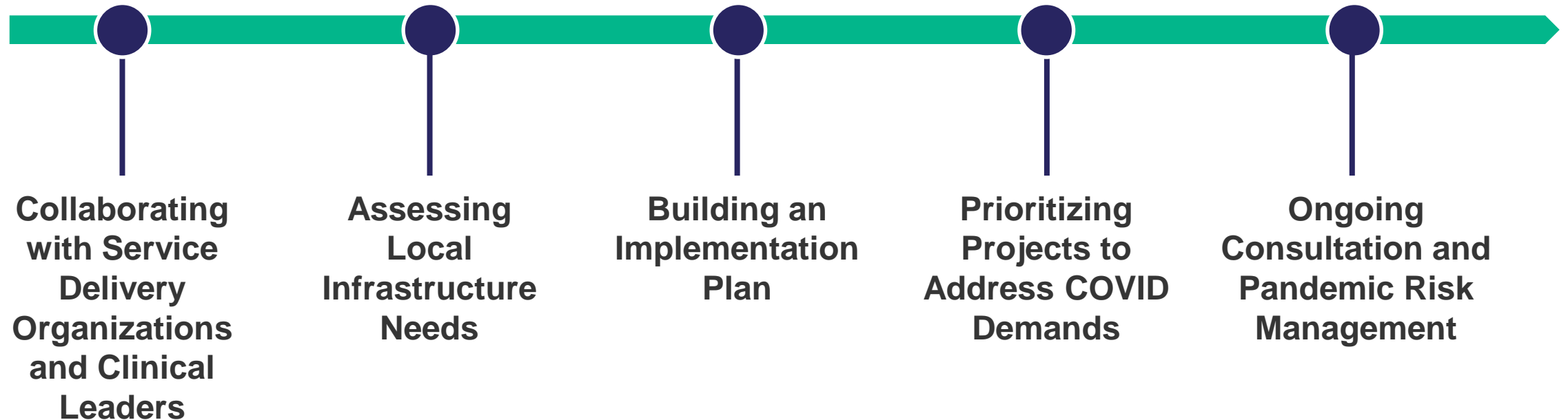
Enabling chronic and **complex patients to return from hospital sooner with the right supports**

5

Enhancing the **use of virtual care** including remote home monitoring

Implementation Planning

While COVID-19 has been the primary focus of the Health System throughout 2020 and into 2021, we have been working on the detailed planning to support implementation of the CPSP. We have continued to meet with clinical leaders, validate data, seek feedback, and have accelerated projects to support COVID response.



COVID-19 Accelerated Key Priorities of the Transformation

Manitoba is accelerating its health system transformation in response to the new pressures and emerging needs from the COVID-19 pandemic.



Home Monitoring

Establish home monitoring for mild and moderate COVID-19 patients, so they can safely recover at home while hospital capacity is freed up to care for the most ill Manitobans



Enhanced Virtual Care for Mental Health

Develop better digital access to mental health care, and enhance delivery of mental health care remotely



Home and Community Care

Implement innovative models of home and community care to reduce hospital demand, and transition some services from home care to community resources



Indigenous Engagement and Partnership

Support the implementation of the Indigenous Partnership Strategic Framework within the Wave II Projects

Historic Investment

Wave Two of the transformation and the implementation of CPSP represents the **largest health investment in Manitoba's history**, to deliver **Better Care, Sooner**.

\$810 million investment in Manitoba's health system

Our Plan includes:

1. Investments to strengthen care delivery in rural and remote areas.
2. Support for communities to work together to offer better care and more services closer to home.
3. Strategic investments in modern approaches to connected care, including remote monitoring, consultation, MBTelehealth, and health records.
4. Continued investment in and integration of diagnostics, emergency medical services and patient transport, and other support services.
5. Better integration of public and community health services with the needs of the population.

The Clinical and Preventive Services Plan will guide investments and shifts in care that will improve access and outcomes. Over the next five years, benefits will vary based on further local planning and investment but may include:



21,000 days

of inpatient care added to local communities



2,500 fewer patient trips

to Winnipeg because care can be provided closer to home



50,000 more in-person & 50,000 more virtual care

visits due to increased capacity in the home care system



800 patients annually

to benefit from new remote chronic care monitoring



1,000,000 Manitobans

able to participate in critical pre/post care surveys, and all Manitobans able to access lab results via a new secure patient service portal



800,000 Manitobans

served by acute care hospitals to benefit from our electronic care record

What CPSP Means For You

We are investing in integrated networks to better serve all Manitobans.



Patients, family members or caregivers will:

- Know where to go for the care you need
- Be connected to a local network of high quality care
- Get more care in your community and closer to home, including primary care providers and local services
- Get faster care to specialist consults with less travel
- Have easier consults using virtual care tools and providers with up-to-date information
- Have reliable emergency response services locally



Communities will:

- See investments in updated infrastructure and equipment including new/renovated health care facilities
- See more community-based services and programs to best serve the needs of your community
- Have more primary care providers and increased access to specialists to serve your community in-person and virtually
- Be part of a local geographic network of care working together to create a high-quality health care system

How We Will Communicate and Consult with You and Your Communities

Guiding Principles

As part of the Clinical and Preventive Services Plan implementation, we are planning a series of communications and community consultations over the Summer 2021.

We will:

- Keep communities, community leaders and the public **updated and informed**
- Consult with communities regarding the investments and service changes in advance – **no surprises**
- **Continue to collaborate** with Service Delivery Organizations, clinical and community leaders in implementing our plan
- Ensure **ongoing monitoring and assessment of COVID-19 impact** on timing of implementation

Our Request

To support our commitment, we're seeking your support:

- Creating a Municipal Advisory Committee / Working Group to advise and collaborate on the structure and sequencing of regional communication and consultation activities
- Seeking two representatives from each district

QUESTIONS