



<p>Team Name: Senior Leadership Team</p> <p>Team Lead: Senior Leadership Team</p> <p>Approved by: Senior Leadership Team</p>	<p>Reference Number: ORG.1010.PL.001</p> <p>Program Area: Administration</p> <p>Policy Section: General</p>
<p>Issue Date: December 1, 2014</p> <p>Review Date:</p> <p>Revision Date: June 14, 2022</p>	<p>Subject: Suspension of Services</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Providers' Site to ensure the most current document is consulted.

POLICY SUBJECT:

Suspension of Services

PURPOSE:

To provide a consistent approach and outline required communication for suspension of services

BOARD POLICY REFERENCE:

- Executive Limitation (EL2) – Treatment of Clients
- Executive Limitation - (EL3) – Treatment of Staff
- Executive Limitation (EL9) – Communication and Support to the Board

POLICY:

Southern Health-Santé Sud, in fulfilling its mandate to provide health care services that meet industry standards and patient safety, may find it necessary to temporarily suspend services in a particular location. The decision to take this action is made after all other possibilities have been explored.

The Regional Lead or Senior Leader On-Call must approve Suspension of Services.

Site Manager or Designate completes the “Notification Suspension of Services Form” (ORG.1010.PL.001.FORM.01) and communicates information as indicated. A sample Notification of Suspension of Services Form is appended to this policy (ORG.1010.PL.001.FORM.02)

Prior to re-opening or re-establishing the service, there must be a reasonable expectation that services will be sustained and provided on a regular basis; meeting professional and health services standards.

DEFINITIONS:

Suspension of services: is a strategy initiated in consultation with the local care team including the Manager, Director, Medical Staff, and in consultation with the Regional Lead for approval deemed necessary to provide health care services that meet industry standards and patient safety. A Suspension of Service Is a temporary change in service that may vary in duration, is most likely to affect Emergency Departments or services or programs and occur as a result of:

- staff shortages
- any unexpected temporary change in service where a service or program is unable to meet required standards of practice in safe delivery of care to the client for a defined period of time

PROCEDURE:

For all Suspensions of Services:

1. Identify service(s) that require suspension, including time frame.
2. The Site Manager or designate completes the Notification of Suspension of Services Form and communicates information as directed on the form.
3. For suspensions that will result in the redirection of ambulances, suspension start as well as stop date and time must be documented on the form. Stop time may need to be estimated.
4. EMS will present to an Emergency Department, despite an Emergency Department Suspension of Services in exceptional circumstances as per EMS Redirection (diversion) Advisory (ORG.1010.PL.001.SD.02). Examples of exceptional circumstances include imminent delivery, unmanageable airway, or similar critical patient presentations.
5. Professional obligations require the provision of care to patients that self-present to the Emergency Department, despite Emergency Department suspension of services. See Suspension of Emergency Department Services-Nursing Care of Unscheduled patients who present (CLI.5110.PL.002).
6. In event of cancellation or revision to Suspension of Services, whether extending or shortening suspension, site manager or designate documents same on the original form to communicate changes as directed on the form.
7. Contingency plan ensuring the ongoing care of clients must be determined, communicated and documented.
8. Complete Suspension of Services Internal Memo (ORG.1010.PL.001.FORM.03) and distribute to affected staff and programs, i.e. physicians, lab. Forward to other neighboring sites, WRHA and Service Delivery Organizations, as applicable, given potential impact to their services, i.e. obstetrics, surgery, Intensive Care Units, Emergency Department services.
9. Complete Public Notice of Suspension of Services (ORG.1010.PL.001.FORM.04) and post in a prominent area at public entrances.
10. Original form and fax confirmation are provided to immediate supervisor.

For Suspension of Services over 72 hours:

1. CEO/Designate identifies a media spokesperson.
2. CEO/Designate engages the Communications Program to develop an “Information Bulletin”.
3. CEO/Designate sends notification in an “Information Bulletin” to: Governing Board, Regional Leadership Team, Media Sources, Manitoba Health (Communications, Liaison), RHAM, Members of Legislative Assembly (MLAs), School Divisions Rural Municipality (RM) Reeve/Council, First Nations.

SUPPORTING DOCUMENTS:

ORG.1010.PL.001.FORM.01	Notification of Suspension of Services Form
ORG.1010.PL.001.FORM.02	Notification of Suspension of Services Form Sample
ORG.1010.PL.001.FORM.03	Suspension of Services Internal Memo
ORG.1010.PL.001.FORM.04	Public Notice of Suspension of Services
ORG.1010.PL.001.FORM.04.F	Public Notice of Suspension of Services - French
ORG.1010.PL.001.SD.01	Suspension of Services Flowchart
ORG.1010.PL.001.SD.02	EMS Redirection (diversion) Advisory

REFERENCES:

CLI.5110.PL.002	Suspension of Emergency Department Services-Nursing Care of Unscheduled Patients who Present
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