



Celebrating TBRHSC's 20th Anniversary: *Tell us your story*



Name of your Program/Service:
Regional Trauma Program
Northwest Region Prehospital Care Program
Nurse Led Outreach Team
Upsala Nursing Station

Name and title of submitter:
Kerry Posselwhite, Manager

1. Briefly describe your program/service.

Northwest Region Prehospital Care Program (Base Hospital):

A **Base Hospital** is a hospital that has applied for and been designated as such by the Minister of Health and Long Term Care. A Base Hospital provides medical direction, leadership and advice in the provision of ambulance based prehospital emergency health care within a broad based, multi-disciplinary community emergency health services system in a specified geographical area. Base Hospital is a resource centre, facilitator assisting in ensuring that ambulance based pre-hospital care, and transportation is meeting each community's needs. The Base Hospital also functions in an advisory capacity to the Ministry of Health and Long-Term Care on matters relating to ambulance based prehospital emergency care.

Thunder Bay Regional Health Sciences Centre (TBRHSC) was designated as a Base Hospital by the Ministry of Health in 1986 (formerly the Thunder Bay Regional Hospital (McKellar & Port Arthur). At that time, the Base Hospital was involved solely with the Ontario Air Ambulance Program. The program expanded to include Land Ambulance in 1988 with the advancement of land ambulance paramedic skills from Basic Life Support (BLS) to Advanced Life Support (ALS) including semi-automatic defibrillation and the administration of Symptom Relief drugs. In 2008, Ontario Base Hospitals were realigned which resulted in a reduction of Programs from 21 to 7 and in 2009 the TBRHSC was designated as the Host Hospital for the Northwestern Region. Our core functions include On-Line Medical Direction; Certification and Medical Delegation at the level of Primary Care Paramedic (PCP) and Advanced Care Paramedic (ACP), a rigorous Quality Assurance Program to ensure the safe delivery of pre-hospital care and Medical Education to four Designated Delivery Agents (ambulance services) and over 440 paramedics.



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Trauma Program & Regional Trauma Network:

Thunder Bay Regional Health Sciences Centre (TBRHSC) is one of 11 designated Trauma Centre's in Ontario. The role of the Trauma Program is to coordinate all the resources necessary to care for injured patients admitted to the hospital, and ensure quality trauma care for patients with serious trauma, but also provide leadership in injury prevention, trauma research and trauma education. The Trauma Program provides coordinated specialized trauma care to patients in Thunder Bay and region. In addition to inpatient services, the trauma team provides outpatient trauma follow-up, expertise in wound care, and is involved with several strategies related to injury prevention.

The Regional Trauma Network (RTN) for the North West Region is a collaborative network that is currently being developed through the involvement of TBRHSC, the Lead Trauma Hospital for the North West, Critical Care Services Ontario (CCSO) and key stakeholders in the region who have a vested interest in trauma care.

The goal of this group is to implement system improvements through shared accountability amongst regional hospitals. This network is a collaboration using a "hub and spoke" model. With TBRHSC serving as the "hub" and regional hospitals within our catchment areas acting as "spokes" with the focus being on the active engagement of clinicians, administrators, EMS, Ornge and other trauma service representatives (see list below for stakeholders).

TBRHSC serves and supports the people of the North West Region including the following stakeholders: Lake of the Woods District Hospital (Kenora), La Verendrye Hospital (Fort Francis), Margaret Cochenour Memorial Hospital (Red Lake), Meno Ya Win Hospital (Sioux Lookout), Dryden Regional Health centre, Atikokan General Hospital, Wilson Memorial General Hospital (Marathon), Geraldton District Hospital, Manitouwadge General Hospital, The McCausland Hospital (Terrace Bay & Schreiber), Nipigon District Memorial Hospital, St. Josephs Care Group, the 4 EMS districts of Rainy River EMS, Northwest EMS, Superior North EMS, and Nootkamegwaning First Nations EMS.

Upsala Nursing Station (UNS):

Provides emergency care, non-urgent ambulatory care, primary care, vaccinations and health promotion/education for residents and visitors in the Upsala community. The Nursing Station is open 4 days a week. The majority of visits to the UNS are

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comprised
of aging community members greater than 65 years of age with chronic disease
and random highway traffic emergencies.

Nurse-Led Outreach Team (NLOT):

Nurse Led Outreach Teams (NLOT) are nursing teams (including Nurse Practitioners & Registered Nurses) with expertise in geriatrics and seniors' mental health who provide timely access to evidence based, quality care for older adults living with complex health conditions in the Long-Term Care (LTC) setting. NLOTs provide urgent mobile nursing services in Ontario LTC homes to respond to arising health care needs of LTC residents, and reduce unplanned transfers to emergency departments (ED) and hospital admissions. NLOTs also help to reduce the length of a hospital stay for residence by supporting early transitions between hospitals and the LTC environment.

NLOT provides integrated nursing and primary health care services to residents in the LTC setting with the goals of:

- Reducing visits to emergency departments
- Providing access to urgent outpatient services and in-home care
- Building capacity for the care of older adults living with complex health conditions in LTC
- Reducing hospital length of stay (LOS) and alternative level of care (ALC) by facilitating discharge planning and early repatriation to LTC
- Implementing best practices and innovation to optimize resident-centred care
- Working in collaboration with LTC medical directors and the Home's existing clinical team, NLOT teams may provide
- In-home clinical assessments and follow-up
- Direct comprehensive primary care, acute episodic and palliative and end-of-life care
- Advanced nursing care
- Consultations in-person or virtually
- Liaison with other system partners (e.g. diagnostic services, specialist physicians, acute care centres, emergency departments)
- Collaborative care planning
- Capacity building, education and resources to support complex nursing skills



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2. How has your program/service grown or evolved over the past 20 years?

NWRPCP

The program initially supported approximately over 200 paramedics for CME, medical delegation, oversight and QA/QI as of 2008 and supports nearly 500 paramedics in the northwest region.

Our program is currently in the process to provide oversight for new ambulance service in the spring of 2024.

Additionally, NWRPCP will have a satellite office space in Kenora to better support our western services.

Trauma Program

The Trauma Program and Regional Trauma Network continues to see continued growth in service provided to Thunder Bay and our regional partners:

- Fully supported Trauma Leader Program
- Trauma Medical Director
- 0.5 FTE Trauma Manager
- Full-time Nurse Practitioner to support in hospital care to trauma patients, which includes a trauma clinic for follow-up
- Two Regional Injury Prevention Leads for harm reduction and avoidable injury prevention education
- QA/QI Program
- 0.5 FTE Trauma Data Analysts
- Regional Trauma Education Programs (RTTDC; ATLS; TNCC; Stop the Bleed & TIIPS)
- Designated Lead Hospital for Ontario

Nurse Led Outreach Program

- Initially staffed with five NPs and one RN and now is staffed by seven full-time NPs and one RN.
- When inception of the program, NLOT only supported LTC and now support all Assisted Living and Retirement homes as well.

3. What is your most cherished accomplishment, milestone or memory?

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Thunder Bay Regional
Health Sciences
Centre

NWRPCP

1. Program expansion (satellite site) into Kenora and new prehospital medicine training and simulation center (44 Algoma St) for enhanced paramedic training/CME

Trauma Program

1. Trauma Website <https://tbrhsctraumaprogram.ca/> and TIIPS programming <https://tbrhsctraumaprogram.ca/programs/tiips/>
2. Rural Trauma Team Development Course (RTTDC Launch in Sioux Lookout

NLOT

1. Program expansion into Assisted Living and Retirement Homes. NP's provide a proactive approach to residents by performing wellness checks to obtain a baseline understanding of current health needs before the residents get to sick and require hospital accommodations.