

# Working for better health care SOONER

Report to Manitobans on health care services



## What's inside:

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Manitoba's health care priorities

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Wait time reduction progress to date

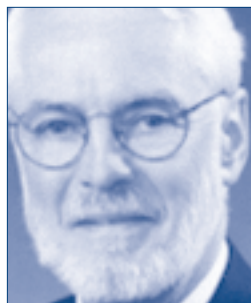
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Key action to further reduce wait times

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Information to help you access health services

# The first priority for health care – better care, sooner



Everyone who works in health care in Manitoba wants you to get the care you need – when you need it.

While we've been making good progress, we know wait times are still too long in some places.

That's why government is working with health care providers to reduce wait times for all vital health care services. We're using proven strategies and creating new innovations to reduce wait times – investing in more equipment, training more doctors and nurses, and making better use of every dollar we spend to provide better care closer to home for you and your family.

**Health Minister Tim Sale**

May 2006





# Improving health care services for all Manitobans

**Reducing wait times** for hip and knee surgeries and diagnostic tests such as MRI, CT and ultrasound scans by building on past successes in cancer care and cardiac care.

**Faster access to better care** through more doctors and nurses, new and expanded hospitals and community health centres, and access to diagnosis and treatment in more Manitoba communities.

**More health care dollars to patient care** by keeping administrative costs below national averages and streamlining processes so more dollars go where they are needed most – to patient care.

## Targeting resources to improve waits for vital services

Wait times are a challenge across Canada. In October 2005, Manitoba launched a new Wait Time Reduction Strategy to improve access to five priority areas agreed to by Canada's First Ministers:

- 1** Diagnostic tests such as MRI and CT scans
- 2** Cancer treatment
- 3** Cardiac care
- 4** Hip and knee replacement
- 5** Sight restoration (primarily cataract surgeries)



# Wait time reduction progress to date

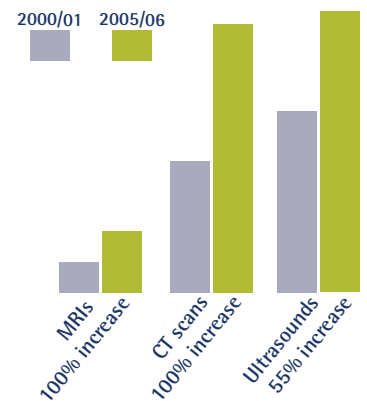
## 1 Diagnostic tests doubled in five years

MRI, CT and ultrasound scans provide high-resolution images of organs and systems in the body – a key tool in determining the cause of illnesses and the best treatment options.

### Measuring progress

Over the past five years:

- MRI procedures up 100% from 14,436 to 29,000
- CT scans increased 100% from 62,285 to 127,000
- Ultrasounds climbed 55% from 85,792 to 133,000
- New CT scanners in Portage la Prairie, Dauphin, Steinbach, Selkirk, The Pas, Thompson, Winkler/Morden, Brandon and Winnipeg

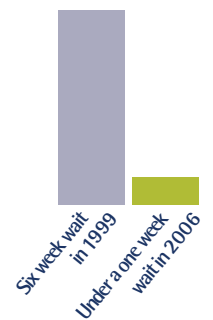


## 2 Waiting less than a week for cancer radiation therapy

The faster patients receive treatment for cancer, the better their chance of a full recovery.

### Measuring progress

- Seven years ago patients would have waited six weeks or longer for radiation therapy – today most receive the care they need in under a week.



## 3 Cutting waits and building excellence in cardiac care

Strengthening Manitoba's cardiac care services is a top priority. In 2003 Dr. Arvind Koshal of Edmonton conducted an extensive review of Manitoba's cardiac program. His recommendations to improve cardiac care included centralizing cardiac care at St. Boniface Hospital and hiring more cardiologists. This has been done. With two more cardiologists beginning work this fall, Manitoba's complement is increasing to 28, up from 17 in 1999.

### Measuring progress

- Hiring more surgeons, cardiologists and nurses, adopting centralized wait list management principles and investing in capital and technology has made Manitoba a leader in this area. Emergency cardiac surgery takes place without delay. By 2004, the wait list for non-emergency surgery had been reduced by 50%.







## 4 Hip and knee surgeries up over 40% in the last year – shorter wait times a priority

Hip and knee surgeries replace damaged joints with artificial joints, significantly improving the daily quality of life for thousands of Manitobans each year.

### Measuring progress

- In 2005/06 elective hip and knee replacement surgeries increased over 40% from the previous year. But with an aging population and demand increasing, wait times are still long for some people.



## 5 Cataract surgery waits improved – still more to do

Timely access to cataract surgery is essential to protecting many seniors' ability to live independently. More procedures are needed to further reduce wait times.

### Measuring progress

- Since 2000/01, Manitoba's investments have increased the number of cataract surgeries by 12%. Expansion in Brandon, Winnipeg's Pan Am Clinic and a new program in Portage la Prairie are helping seniors get the care they need.



## More areas where Manitoba is reducing wait times

**Pediatric dental surgery:** The number of children waiting for pediatric dental surgery has been reduced by 63% over the past year but there is still more work to do. The province is providing \$1.6 million to expand the Healthy Smile – Happy Child program which aims to prevent tooth decay and an additional 200 dental surgeries per year will be undertaken in the Burntwood Regional Health Authority.

**Pain management:** To reduce the wait time for pain management, \$5.6 million is being invested over four years.



# Key action to further reduce waits

Here's what you can expect from Manitoba's new Wait Time Reduction Strategy as we work to bring down the wait time for patients across the province.

**Priority: Expanding access to diagnostic procedures**

- Action:**
- Adding 20,700 MRI, 30,600 CT and 15,000 ultrasound scans over the next three years
  - Boundary Trails will be getting a new MRI unit, adding to existing services in Brandon and Winnipeg

**Priority: Reducing cancer care wait times even further**

- Action:**
- Coordinating intake of cancer referrals from family doctors to reduce wait times to see a cancer specialist
  - Expansion of radiation therapy services to the Westman region through a satellite clinic of CancerCare Manitoba in Brandon
  - Adding new community-based cancer programs in Deloraine and Pinawa

**Priority: Making Manitoba a leader in cardiac care**

- Action:**
- Investing \$52.5 million in a state-of-the-art cardiac care centre at St. Boniface General Hospital
  - Expanded screening and testing programs such as echocardiograms
  - Investing in new technology and equipment as well as heart disease prevention programs

**Priority: Adding more knee and hip replacement surgeries**

- Action:**
- 2,500 additional joint replacement surgeries over the next three years
  - Expanding the Centre of Excellence for Orthopedics model established at Concordia Hospital to Seven Oaks Hospital and Grace Hospital
  - Introducing cutting-edge technology such as computer-guided joint replacement to improve patient outcomes and reduce the need for future surgery

**Priority: Protecting and restoring vision**

- Action:**
- 5,000 more cataract surgeries over the next three years
  - Expanded treatment programs to provide early screening and prevention of macular degeneration



## What you can do to reduce your wait time

To help you or your family member get faster access to care, take these steps:

- 1 Talk to your doctor about referring you to a specialist with shorter wait times – some specialists have shorter wait times than others.
- 2 When you consult with your specialist, ask him or her about your procedure, current wait times and options for faster care.
- 3 Check the Wait Times website at [www.gov.mb.ca/health/waitlist](http://www.gov.mb.ca/health/waitlist). The website provides information updates on wait times for tests and treatment as well as commonly asked questions and answers. Or call your regional health authority for further information.

### Look for the shortest wait time

Wait times vary between facilities and specialists. The Manitoba Wait Time Information website can help you determine whether you can get the same test or treatment from a different facility, or if there is a doctor available with a shorter waiting list.

The province is currently working with its health care partners to coordinate the management of wait lists and to hire additional Wait List Coordinators. Wait List Coordinators provide information to patients and doctors to help them navigate the system and receive more timely care. For more information go to: [www.gov.mb.ca/health/waitlist](http://www.gov.mb.ca/health/waitlist).

### More surgeries, reduced waits with Rivers Rehab program

Hip or knee replacement patients from the Brandon area can receive post-operative rehabilitation in Rivers. This means surgical beds in Brandon are available sooner and doctors can perform more procedures and reduce wait times.

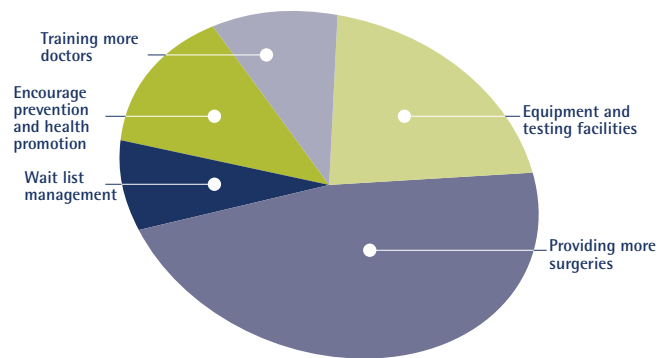
Since the program began in November 2005, Brandon has completed 33% more surgeries than in the same period last year, and the Riverdale Health Centre and the town of Rivers are welcoming the increase in patients and health care staff.



# More health care professionals. More tests. More surgeries. More innovation.

Here's how your tax dollars will be invested to improve health care through the Wait Time Reduction Strategy:

- Training and hiring more health care professionals, including doctors, technologists and clinical assistants over the next two years (**\$12.4 million**). Manitoba is a pioneer in using clinical assistants to work with doctors in providing patient care.
- Completing more diagnostic tests by buying more equipment and expanding the hours of operation at facilities (**\$25.5 million**).
- Providing more hip and knee, cataract, pediatric dental and other surgeries (**\$57.1 million**).
- Innovation in wait list management to better match patients with the care they need (**\$10.5 million**).
- An expansion of prevention and health promotion programs and new approaches to primary care (**\$17.2 million**).



Breakdown of \$122.7 million total Wait Time Reduction Strategy budget

## Developing state-of-the-art facilities for specialized care

Pan Am Clinic is a unique Manitoba creation. Nationally recognized for its innovative approach to health care, Pan Am is an outpatient medical facility providing a variety of vital health care services under one roof. In its first year of operation the urgent care centre at Pan Am treated 20,000 patients. The Clinic also performs minor surgeries, specializes in joint care and offers physiotherapy services. Most recently, Pan Am became the site of the first MRI unit in a community setting in Manitoba and offers increased efficiencies by operating extended hours.





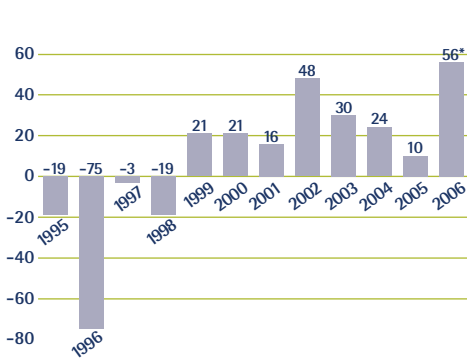
# Training and hiring more doctors and nurses

No matter how many new facilities or pieces of equipment Manitoba invests in, health care professionals are the key to helping you get the care you need.

That's why the Physician and Nurse Recruitment strategies launched in 2000 are so important. Those strategies reversed the outflow of doctors and nurses Manitoba experienced in the 1990s and increased Manitoba's supply of doctors by more than 200 and nurses by more than 1,300 since the late 1990s.

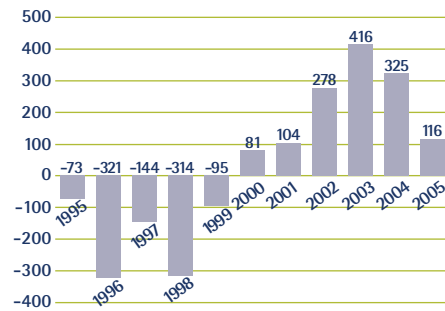
- The number of spaces in the University of Manitoba Medical School has been expanded from 70 spaces in 1999 to 100 in 2006. Manitoba is now beginning to see the results of these investments as it takes seven to 10 years to graduate a doctor from medical school.
- There are over 150 new specialists practising in Manitoba since 1999.
- The number of nurses working in Manitoba is up 9.4% – and nursing vacancies have been cut by almost half from their high in 2002.

Net gain of doctors annually



\*Interim, as of March 1, 2006  
Source: College of Physicians & Surgeons of Manitoba

Net gain of nurses annually



Source: Nursing Colleges

## Attracting and keeping more doctors in Manitoba

There is a shortage of family doctors and specialists across North America, and this is particularly true for rural and northern communities. To address this challenge, the Manitoba government has established incentive programs to encourage doctors trained in the province to practise here, including additional incentives for doctors interested in establishing a rural practice. Depending on the level of assistance students receive, they in return commit to practising family medicine or specialized medicine in Manitoba for one to four years.

Manitoba established the first medical licensing program in Canada to help foreign trained doctors obtain licences to practise in the province. This program has been expanded in the past year.



# Helping you find the care you need

## What you can do to find health care for your family

It can be difficult to find a family doctor. That is why the province has established services to help you find a doctor, or deal with non-urgent health concerns.

- The Family Doctor Connection line, 786-7111 in Winnipeg or toll-free at 1-866-690-8260, will tell you whether there are doctors in your area who are accepting new patients.
- For health concerns or questions, call Health Links-Info Santé, 788-8200 in Winnipeg or toll-free at 1-888-315-9257. A registered nurse will answer your questions, offer advice and help you find the care you need.
- You can also check the *infohealth Guide* online at [www.gov.mb.ca/health/guide](http://www.gov.mb.ca/health/guide) for a range of health and contact information.

## Healthy living and health promotion

Healthy living and health promotion are key components of the government's Wait Time Reduction Strategy. Whether it's promoting healthy heart programs, preventing falls that can cause hip fractures or expanding successful provincial programs such as Healthy Smile – Happy Child, the province is investing in prevention today so that fewer Manitobans are waiting tomorrow.

This is also why provincial initiatives such as the nationally-recognized Chronic Disease Prevention Initiative (CDPI) are so critical: more healthy Manitobans means fewer people on wait lists, and a sustainable health care system that will be there for you and your family when you need it.



## Accessing health care **in your home and community**

No matter where you live in our province, the Manitoba government, together with regional health authorities, health professionals and health care workers, is making it easier for you to get the care you need:

### **From your home**

A number of health care services are just a click or call away:

- On the Internet, you can find Government of Manitoba websites to help you with everything from healthy lifestyle choices to specific health care services in your community. Your starting point is the *infohealth Guide* online at [www.gov.mb.ca/health/guide](http://www.gov.mb.ca/health/guide).
- For information on wait times for tests and treatment, or to find out how to obtain assistance from a Wait List Coordinator, go to [www.gov.mb.ca/health/waitlist](http://www.gov.mb.ca/health/waitlist).
- Our Health Links-Info Santé phone service, 788-8200 in Winnipeg or toll-free 1-888-315-9257, puts you in touch with a registered nurse who can help with a medical condition.

### **In your community**

- The Manitoba government has built new and expanded hospitals and community health centres over the past five years – providing a range of community services and programs, from mental health to immunization to chronic disease prevention.
- Call your regional health authority for more information – they're listed on the back cover of this brochure.

### **Bringing specialists to you**

- Telehealth brings together doctors and specialists through video conferencing – it means faster access for the patient without the hardship of travel.

## **Working to improve quality of life for seniors and their families**

Quality long-term care offers seniors independence, support, care and a connection to community. In Manitoba, up to 35,000 seniors a year receive home care services. As the population ages, more and more Manitobans and their families will rely on home care and long-term care services.

To help more seniors live in their own communities, a new long-term care strategy has been launched. Over the next five years, it will invest \$112 million in renovating or building more personal care homes in Winnipeg, Thompson and Neepawa, and \$15 million to expand community support programs for seniors.



# Your fridge **guide to health care**

Here are some key Manitoba health care resources, featuring phone numbers and websites for everything from preventive care to emergency services. Simply clip this page and attach it to your fridge, so you'll have these resources close at hand.

## Emergency medical conditions

Call 911

In communities without 911 service, consult your phone directory

## Non-emergency health conditions and questions

Call Health Links-Info Santé and a registered nurse will help you decide what to do: 788-8200 in Winnipeg or toll-free 1-888-315-9257

These include concerns such as a high fever in a toddler, blood pressure information, possible fracture/sprain, etc.

## Finding a family doctor

Call the Family Doctor Connection line: 786-7111 in Winnipeg or toll-free 1-866-690-8260

## Health care promotion and prevention services

Manitoba Healthy Living: [www.gov.mb.ca/healthyliving](http://www.gov.mb.ca/healthyliving)  
in motion active living website: [www.manitobainmotion.ca](http://www.manitobainmotion.ca)

## Flu & pneumonia shots

Find information online: [www.gov.mb.ca/health/flu](http://www.gov.mb.ca/health/flu)

## General health care resources

A good starting point for finding resources on a range of health services

*infohealth Guide* online: [www.gov.mb.ca/health/guide](http://www.gov.mb.ca/health/guide)  
The *infohealth* handbook is available by calling: 1-866-MANITOBA

## Wait time information

Find out more information on wait times online:  
[www.gov.mb.ca/health/waitlist](http://www.gov.mb.ca/health/waitlist)

## Community health services

Phone your regional health authority – they can help you find health services and programs in your area

Assiniboine Regional Health Authority (RHA): 483-5000 or 1-888-682-2253  
Brandon RHA: 571-8400  
Burntwood RHA: (204) 677-5350  
Central Manitoba RHA: 428-2000 or 1-800-742-6509  
Churchill RHA: (204) 675-8318  
Interlake RHA: 467-4742 or 1-888-488-2299  
NOR-MAN RHA: (204) 687-1300  
North Eastman Health Association: 753-2012 or 1-877-753-2012  
Parkland RHA: 622-6222 or 1-800-259-7541  
South Eastman Health: 424-5880 or 1-866-716-5633  
Winnipeg RHA: 926-7000

## 24-hour help lines province-wide

Klinik Crisis Line: 1-888-322-3019  
Domestic Violence Crisis & Information Line: 1-877-977-0007  
Farm and Rural Stress Line: 1-866-367-3276  
Gambling Help Line: 1-800-463-1554  
Child and Family Services: 1-888-834-9767  
Klinik Sexual Assault Crisis Line: 1-888-292-7565  
Kids Help Phone: 1-800-668-6868  
Teen Touch: 1-800-563-8336  
Youth Emergency Crisis Stabilization System: (204) 949-4777  
Manitoba Suicide Prevention Line: 1-877-435-7170