



SARS Provincial Operations Centre

April 23, 2003

MEMORANDUM TO: Hospital CEOs

RE: SARS -- SUPPLIES MANAGEMENT FOR OUTSIDE -GTA HOSPITALS

The Provincial Operations Centre (POC) continues to work with health care providers to help acquire the necessary supplies to deal with SARS. Detailed SARS information (latest POC Directives, Questions and Answers, etc.) can be obtained through the Ministry of Health and Long-Term Care website at:

www.health.gov.on.ca/login --- password sarsrep

GTA Hospitals – Hospitals Continue to Operate Under Code Orange

The POC has been working closely with GTA hospitals over the last few weeks to develop a management and distribution process for SARS supplies. The GTA area hospitals have been divided into a West Area and East Area. The lead GTA West coordinator is Richard Giesbrecht (Mt Sinai and UHN) and the lead GTA East Area Hospital coordinator is John King (St. Michaels). This co-ordination has resulted in a prudent supplies management process ensuring that excess supplies are not being acquired. GTA hospitals are asked to continue with these arrangements. This model has worked very well and has provided the blue print for a province – wide process.

Outside GTA Hospitals

The majority of hospitals outside the GTA are purchasing SARS supplies through their normal distributors. We are encouraging hospitals to continue with this practice to the extent possible. This process is not intended to replace the normal acquisition of supplies, but to ensure that no hospital has a supply problem.

For those hospitals that are unable to maintain the necessary SARS supplies, the POC has developed a co-ordinated supply management system across the Province. Outside the GTA area, the province is now sub-divided into 8 areas with a strategically placed facility (hospital/materials management service) in each area to act as SARS Supply Management Centre (see attached map).

These SARS Management Supply Centres will coordinate with the POC to:

- ❑ Collect data from hospitals to forecast demand requirements for SARS supplies;
- ❑ Assist in the interpretation of directives relating to SARS supplies;
- ❑ Assist hospitals in obtaining adequate SARS supplies; and
- ❑ Access the Provincial SARS Central Supply system if required.

All hospitals have been assigned to a SARS Supply Management Centre and will be contacted directly by their SARS Supply Area Coordinator within the next few days to further clarify the intent of this initiative. Hospitals are asked to provide timely and accurate information to the coordinators in order to properly forecast SARS supply requirements.

Attached is a listing of the SARS Supply Management Centres, with contact information for the SARS Supply Area Coordinators and their alternates. Should you have any questions, please contact the SARS Supply Area Coordinator located in close vicinity to your hospital.

Yours truly,

Original Signed

Allison Stuart
Executive Lead
Health – SARS
Provincial Operations Centre

SARS – SUPPLIES MANAGEMENT FOR OUTSIDE-GTA HOSPITALS
QUESTIONS AND ANSWERS
APRIL 23, 2003

Q.1. Are all Outside-GTA hospitals expected to use this process?

A.1. Outside-GTA Hospitals should continue to use their existing suppliers whenever possible for their SARS supplies. SARS Supply Management Centres have been made available to outside-GTA hospitals to ensure that SARS supplies are available at all times.

Q.2. What SARS supplies will be available to outside-GTA hospitals through SARS Supply Management Centres?

A.2. N95 masks (or equivalent), surgical gowns and eye goggles are being made available to outside -GTA hospitals who are unable to get them through their normal suppliers. Other supplies may be added on an as-needed basis.

Q.3. Is this a permanent arrangement for outside-GTA hospitals?

A.3. While this process has been developed to respond to a critical supply issue, the benefits of this increased collaboration will need to be considered by all players for possible applications in the future.

Q.4. Is the government reimbursing hospitals for SARS supply costs incurred?

A.4. Hospitals are being asked to track all SARS related expenses separately from their normal operations. Reimbursement of expenses is being developed and will be communicated at a later time.

Q.5. Who will be contacted at the hospital by the SARS Supply Area Coordinators?

A.5. The Ontario Hospital Association (OHA) has recently completed a SARS supply survey that identified a contact for each hospital. The SARS Supply Area Coordinators will be contacting those individuals identified at each hospital.

Q.6. Can hospitals get the exact supply through the SARS Supply Management Centres as through their own supply chain --- i.e., same manufacturer, style, etc?

A.6. Exact SARS supplies may vary slightly through each of the SARS Supply Management Centres. Hospitals are being asked to clarify purchasing requirements with their SARS Supply Management Centre before placing orders.

Note: SARS Supply Management Centres will not be accepting returns of orders placed by hospitals for SARS supplies.

| SARS Supply Management Centres | |
|---|--|
| South West | London Health Sciences Centre/ St. Joseph's Healthcare London |
| Supply Centre: | C/o Healthcare Materials Management Services |
| SARS Supply Area Coordinator: | Mike Rosser Phone: (519) 453 7888, ext. 62225 Fax: (519) 455 0435 Pager: (519) 453 7888, pager number 16860 E-mail: mike.rosser@sjhc.london.on.ca |
| Alternate – SARS Supply Area Coordinator | Astrid Bowlby Phone: (519) 453-7888, ext. 62245 Fax: (519) 455-4495 Pager: E-mail: astrid.bowlby@sjhc.london.on.ca |
| South Central | Hamilton |
| Supply Centre: | Hamilton Health Sciences Centre |
| SARS Supply Area Coordinator: | Name: Len Kaufman Phone: (905) 521 2100 extension 74620 Fax: (905) 521 4954 Pager: E-mail: kaufman@hhsc.ca |
| Alternate – SARS Supply Area Coordinator | Name: Trevor Olson Phone: (905) 521-2100, ext 78700 Cell: (905) 520-1519 Pager: (905) 777-6885 E-mail: olson@hhsc.ca |
| Central | |
| Supply Centre: | Hospital Logistics Inc. |
| SARS Supply Area Coordinator: | Robert Cullen Phone: (905) 829-9622, ext. 2040 |

SARS Supply Management Centres

| | |
|---|--|
| | <p>Fax: (905) 829-4796 Pager: Cell: (416) 388-6844 E-mail: rcullen@hospitallogistics.ca</p> |
| Alternate – SARS Supply Area Coordinator | <p>Name: Cathy Waanders Phone: (905) 829-9622, ext. 2034 Fax: (905) 829-4796 Pager: E-mail: cwaanders@hospitallogistics.ca</p> |
| GTA – West | |
| Supply Centre: | University Health Network |
| SARS Supply Area Coordinator: | <p>Name: Richard Giesbrecht Phone: (416) 340-3673 Fax: (416) 340-5010 Pager: (416) 360-9415 E-mail: richard.giesbrecht@shss.on.ca</p> |
| Alternate – SARS Supply Area Coordinator | <p>Name: Frances Guglielmo Phone: (416) 340-4800, ext. 6321 Fax: (416) 340-5010 Pager: N/A E-mail: frances.guglielmo@shss.on.ca</p> |
| GTA – East | |
| Supply Centre: | St. Michael's Hospital |
| SARS Supply Area Coordinator: | <p>Name: John King Phone: (416) 864-5802 Fax: (416) 864-5752 Pager: (416) 685-9526 E-mail: kingj@smh.toronto.on.ca</p> |
| Alternate – SARS Supply Area Coordinator | <p>Name: Patti Greer Phone: (416) 864-5021 Fax: (416) 864-5752</p> |

SARS Supply Management Centres

| | |
|---|---|
| | <p>Pager: (416) 685-9414 E-mail: greerp@smh.toronto.on.ca</p> |
| South East | Kingston |
| Supply Centre: | Kinston General Hospital |
| SARS Supply Area Coordinator: | <p>Gord Manning Phone: (613) 548 2361 Fax: (613) 548 2311 Pager: E-mail: manning@kgh.kari.net</p> |
| Alternate – SARS Supply Area Coordinator | <p>Name: Kerry Smith Phone (613) 549 6666, ext. 4352 Fax (613) 548 6019 Pager: E-mail: smithk@kgh.kari.net</p> |
| East | Ottawa |
| Supply Centre: | Ottawa |
| SARS Supply Area Coordinator: | <p>Name: Guy Lemay Phone: (613) 737-8267 Fax: (613) 737-8951 Pager: (613) 715-7105 E-mail: glemay@ottawahospital.on.ca</p> |
| Alternate – SARS Supply Area Coordinator | <p>Name: Celia D’Aoust Phone: (613) 737-8437 Fax: (613) 737-8951 Pager: (613) 715-7778 E-mail: cdaoust@ottawahospital.on.ca</p> |

SARS Supply Management Centres

| | |
|---|--|
| North East | Hopital regional de Sudbury Regional Hospital |
| Supply Centre: | |
| SARS Supply Area Coordinator: | Name: Ken Gazdic Phone: (705) 523-7100, ext. 3260 Fax: (705) 523-7127 Pager: E-mail: kgazdic@hrsrh.on.ca |
| Alternate – SARS Supply Area Coordinator | Name: Allen McLandress Phone: (705) 675-8383, ext. 227 Fax: (705) 675-9133 Pager: E-mail: amclandress@hrsrh.on.ca |
| North | Timmins |
| Supply Centre: | Timmins and District Hospital |
| SARS Supply Area Coordinator: | Name: Tim Prokopetz Phone: 705-360-6030 Fax: 705-267-6314 Pager: E-mail: tprokopetz@tadh.com |
| Alternate – SARS Supply Area Coordinator | Name: Brenda Forster Phone: 705-267-6349 ext 5 Fax: 705-267-6314 Pager: 705-266-2089 E-mail: bforster@tadh.com |
| North West | Thunder Bay |
| Supply Centre: | |
| SARS Supply Area Coordinator: | Name: Derek Gascoigne Phone: (807) 343-7132 |

SARS Supply Management Centres

| | |
|---|--|
| | Fax: (807) 343-7167 Pager: (807) 624 -4357 E-mail: gascoigd@tbh.net |
| Alternate – SARS Supply Area Coordinator | Name: Glen Ritchie Phone: (807) 343-7167 Fax: (807) 343-7167 Pager: E-mail: ritchieg@tbh.net |