

6600-1 (CO 4 HSOTU)

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**BRIEFING NOTE - PMO RX2000 - CF HEALTH SERVICES
NEW CIVILIAN PERSONNEL IN HEALTH CARE CLINICS**

AIM

1. The aim of this Briefing Note is to provide an update on new civilian personnel who have been brought into a number of Air Force Health Care Clinics. These personnel are contract employees of MED EMERG INTL INC, the third party provider for in-garrison civilian health care services.

BACKGROUND

2. One of the major initiatives of PMO Rx2000, the Re-Org of the CF Health Services, is the reform of the current Health Care Clinics. This reform of in-garrison care is extremely complex, with many inter-related components. Some of these components will be addressed by the Primary Care Renewal Initiative (PCRI) which will develop a patient-centred in-garrison clinic model that can be adapted to each CF Health Care Clinic according to size and environmental requirements.

3. This clinic model will undergo a comprehensive trial from Apr to Jul 02 at four sites. The designated Air Force site for this trial is 3 Wg Bagotville. The aim of this trial is to evaluate the clinic model and provide proof of concept to this initiative. This new clinic model will be validated by the Canadian Council on Health Facilities Accreditation in order to benchmark the standard of care delivered to CF personnel with existing Canadian standards. The new clinic model will then be implemented across Canada following a schedule developed by the PCRI Implementation Team.

DISCUSSION

4. In order to prepare the current Health Care Clinics for this accreditation process and to address some existing shortfalls, there have been a number of civilians brought into some of our present clinics as contract employees of MED EMERG INTL INC, the third party provider for in-garrison civilian health care services. The contracts for these personnel have been centrally funded by CFMG HQ at no cost to the Air Force except for small infrastructure adjustments. The following paragraphs will provide a brief description of the type of employment and role of each of these contract employees.

Case Manager

5. The Case Management Program has been established to improve continuity of care and respond to the needs of CF personnel and their families. The concept was given unanimous approval by the SRB in Jun 01. Personnel eligible for the Case Management Program include members being released for medical reasons, members who have been assigned a Temporary Medical Category and members who have complex care needs.

6. Case Managers, all of whom are civilian Registered Nurses, and a part-time administrative support individual, have been hired by MED EMERG INTL INC to provide support at Greenwood, Bagotville, Trenton, Winnipeg and Cold Lake. Another search for candidates will shortly be conducted at Comox to hire a Case Manager beginning Fall 02. It should be noted that the Case Manager in 14 Wg Greenwood will also provide support to 5 Wg Goose Bay and 9 Wg Gander. As well, the Case Manager in 8 Wg Trenton will also provide support to 22 Wg North Bay. Finally, the Case Manager in 17 Wg Winnipeg will also provide support to 15 Wg Moose Jaw.

7. It should be noted that this is a new role with new functions. This Nurse will provide a “link” service between various existing programs and will not, therefore, replace any current military or civilian position.

Health Records Technician

8. Accurate and complete Health Records are essential to the proper administration of the CF Health System. Lack of qualified and accountable health records personnel has led to many difficulties in the past. As a result, SRB approved in Jun 01 the funding for qualified Health Records Technicians (HRTs) in a number of locations.

9. HRTs, all of whom hold a certificate in Health Records Management, have been hired by MED EMERG INTL INC to provide support at Goose Bay, Greenwood, Bagotville, Winnipeg and Cold Lake. Another search for candidates is presently being conducted at Trenton, Moose Jaw and Comox to hire HRTs. The HRT functions in 9 Wg Gander will continue to be provided by a Med A.

10. It should be noted that the Health Records functions had previously been completed by a Med A. The hiring of a civilian to fulfill this role has, therefore, allowed this Med A to return to clinical duties, thereby enhancing the clinical support in the Health Care Clinic.

Pharmacists and Pharmacy Technicians

11. There is a shortage of Pharmacists in the CF and, in the Air Force, only the positions in Bagotville, Trenton, Winnipeg and Cold Lake are filled by military Pharmacists. There are empty military positions in Greenwood, Trenton (second position), Cold Lake (second position) and Comox. It should be noted that neither Nurses nor Med As are able to dispense medications for any prolonged period of time due to Medico-Legal liability issues. The hiring of civilian Pharmacists and Pharmacy Technicians in a number of locations has, therefore, been authorized by CFMG HQ.

12. A full time Pharmacist has been hired by MED EMERG INTL INC to provide support at Greenwood. It should be noted that a full time reservist provides Pharmacy services at Comox. Part time Pharmacists have been hired to provide support at Goose Bay, North Bay, Winnipeg (to backfill Maternity Leave), Moose Jaw, Cold Lake and Comox. Full time Pharmacy Technicians have been hired to provide support at Greenwood, Trenton, Winnipeg, and Cold Lake. A part time Pharmacy Technician has been hired to provide support at Comox.

13. It should be noted that the Pharmacy Technician functions had previously been completed by a Med A. The hiring of a civilian to fulfill this role has, therefore, allowed this Med A to return to clinical duties, thereby enhancing the clinical support in the Health Care Clinic.

Medical Receptionist

14. The first contact most patients have in the Health Care Clinic is with the individual at the Medical Reception desk. It is essential that this individual project a professional, competent image at this critical first contact. As a result, the hiring of civilian Medical Receptionists in a number of locations has been authorized by CFMG HQ.

15. Full time Medical Receptionists have been hired by MED EMERG INTL INC to provide support at Goose Bay, Greenwood, Bagotville, Winnipeg, Moose Jaw, Cold Lake and Comox. Another search for candidates is presently being conducted at Trenton to hire a Medical Receptionist.

16. It should be noted that the Medical Reception functions had previously been completed by a Med A. The hiring of a civilian to fulfill this role has, therefore, allowed this Med A to return to clinical duties, thereby enhancing the clinical support in the Health Care Clinic.

CONCLUSION

17. The above paragraphs describe fully 35 new hires into the various Health Care Clinics of the Air Force. These individuals have all been hired by MED EMERG INTL INC, the third party provider for in-garrison civilian health care services. Aside from small infrastructure adjustments, these hires have occurred at no cost to the Air Force.

18. These personnel are in addition to the numerous civilian clinical and administrative personnel currently employed in the Health Care Clinics. This situation represents a positive early step in the implementation of PMO Rx2000 since these new personnel will both professionalize and enhance the operation of our Health Care Clinics.

RECOMMENDATION

19. It is recommended that the Commander 1 CAD and other appropriate staff be advised of this situation regarding these new civilian personnel in Air Force Health Care Clinics.

Prepared by: LCol RF Folkmann, CO 4 HSOTU Winnipeg, 5731

Responsible Branch Head: BGen PL Brennan, 1 CAD HQ A1, 4029

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