



NOR-MAN Regional Health Authority Service Overview

The NOR-MAN Regional Health Authority (NRHA) was established April 1, 1997 under the provisions of The Regional Health Authorities and Consequential Amendments (Bill 49). This Act sets out the conditions under which Regional Health Authorities (RHAs) are incorporated, as well as defining the duties and responsibilities of RHAs and the Minister of Health. Both parties are responsible for policy, assessment of health status and ensuring effective health planning and delivery. It is the privilege of the Region, to provide health care services grounded in the needs of our communities.

2011-2016 NOR-MAN Regional Health Authority Strategic Framework

In November 2010 the NRHA Board of Directors adopted the following new strategic framework to guide our organization throughout the next five (5) years:

Our Vision - Healthy People in Healthy Communities

Our Mission - Working Together to Improve our Health

Our Values - We believe in a people centered health system based on the values of:

- Respect
- Compassion
- Integrity
- Teamwork
- Leadership

Our Strategic Direction:

- **Healthy People** - we are committed to providing quality health care and services that enable all individuals to pursue optimum health
- **Healthy Communities** - we are committed to partnering with our communities in addressing the broader influences of health
- **Healthy Workplace** - we are committed to striving to be an employer of choice
- **Healthy Organization** - we are committed to having sustainable and innovative systems that support healthy people, healthy communities and healthy workplaces

The NOR-MAN Regional Health Authority (NRHA) delivers a range of services through the following facilities: Flin Flon General Hospital, St. Anthony's General Hospital, Snow Lake Health Centre, St. Paul's Residence, Northern Lights Manor, Flin Flon Personal Care Home, Rosaire House, Primary Health Care – The Pas, Primary Health Care – Flin Flon (two sites), Cranberry Portage Wellness Centre, Cormorant Health Care Centre, and Sherridon Health Care Centre.

NRHA services are delivered based on the following ten provincial core services:

■ **Health Promotion / Education Services**

- To support individuals and communities to improve their health

■ **Health Protection Services**

- To protect residents from exposure to preventable disease and to reduce the spread of communicable diseases

■ **Prevention & Community Health Services**

- To deliver effective community based interventions that can prevent health problems from arising and/or reduce their impacts on individuals, families and communities

■ **Treatment, Emergency & Diagnostic Services**

- To offer high quality, cost effective treatment, emergency and diagnostic services

■ **Developmental and Rehabilitation Support Services**

- To develop services that help people to live productive lives in their communities

■ **Home-based Care Services**

- To promote the independence of individuals who require in-home health services or supports and prevent institutionalization

■ **Long Term Care Services**

- To provide personal and extended care services and ensure that the residents of the long term care facilities maintain optimal health and independence and receive dignified care in a peaceful end.

■ **Mental Health Services**

- Access to the full range of mental health services at a regional level, including wellness and prevention programs, community-based assessment and treatment, and in-patient treatment centre

■ **Substance Abuse/Addictions Services**

- To address the health related needs of young victims of FASD and prevent their occurrence and to intervene directly in the addictive process
- To provide a 28-day residential/day rehabilitation program for those seeking healing from all forms of addiction (substance and process), including group and individual therapy, assessment and referral

■ Palliative Care Services

- To provide care to people whose disease does not respond to curative approaches and to provide support to these individuals and their families during the end stages of illness

The NRHA has chosen to add Physician Services to our core service mandate:

■ Physician Services

- To recruit, hire and retain the number and type of physicians that are required to improve the health status of NOR-MAN residents

NOR-MAN Regional Health Authority 2010 Bed Map by facility:

Flin Flon General Hospital

- 42 Bed facility
 - 8 Obstetrical beds
 - 17 Adult Medical beds
 - 1 Bariatric bed
 - 1 Palliative Care bed
 - 6 Pediatric
 - 7 Surgical beds
 - 2 Special Care Unit beds

St. Anthony's General Hospital

- 40 Bed facility
 - 8 Psychiatric beds
 - 8 Obstetrical beds
 - 12 Adult Medical beds
 - 2 Pediatric beds
 - 5 Surgery beds
 - 3 Special Care Unit beds
 - 2 Palliative Care beds

Snow Lake Health Centre

- 6 Bed facility
 - 2 Acute Care beds
 - 4 Long Term Care beds (1 bed temporarily closed)

Rosaire House

- 20 bed 30 day residential addiction centre

Flin Flon Personal Care Home

- 30 Bed Facility
 - Level III & IV

Flin Flon Northern Lights Manor

- 36 Bed Facility
 - Level III & IV
 - 1 Respite Care bed (included in total number of beds)

St. Paul's Residence

- 60 Bed Facility
 - Level III & IV
 - 1 Respite Care bed (included in total number of beds)

NRHA Acute Care Service:

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Aboriginal Liaison/Interpretative Services	✓	✓	
Chemotherapy	✓	✓	
Diagnostic Imaging <ul style="list-style-type: none"> - Radiology - Fluoroscopic Services - Ultrasound - CT 	✓ ✓	✓ ✓ ✓ ✓	✓
Dialysis	4 stations	10 stations	
Emergency Room Services	✓	✓	✓
Infection Control	✓	✓	Itinerant
Dietitian Services	✓	✓	Itinerant
Palliative Care Services	✓	✓	✓
Medicine	✓	✓	✓

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Mental Health Occupational Therapist		✓	
Obstetrics	✓	✓	
Laboratory Services			
- Transfusion Medicine	✓	✓	
- Hematology including Coagulation	✓	✓	✓
- Chemistry including Urinalysis	✓	✓	✓
- Microbiology	✓	✓	
- ECG	✓	✓	✓
- Stress and Event recording		✓	
- Holter Monitoring	✓	✓	
- EEG		✓	
- Paternity Testing		✓	
Operating Room/Surgery			
- emergent surgery	✓	✓	
- elective surgery	✓	✓	
- day surgery	✓	✓	
Pharmacy Services	✓	✓	Itinerant
Psychiatric Unit		✓	
Special Care Unit	✓	✓	
Support Services			
- Dietary	✓	✓	✓
- Housekeeping	✓	✓	✓
- Laundry	✓	✓	✓
Occupational Therapy Services	✓	✓	
Physiotherapy	✓	✓	
- Acupuncture – Pain Modality		✓	
Respiratory Care	✓	✓	Itinerant
Social Work		✓	
Spiritual Care	✓	✓	Itinerant
MBTelehealth Services:			
- Clinical Consultation	✓	✓	✓
- Surgery – pre-op	✓	✓	✓
- Surgery Follow-up	✓	✓	✓
- Orthopedics – Adult	✓		
- Gastroenterology	✓	✓	✓
- Nephrology	✓	✓	✓

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
- Dermatology	✓	✓	✓
- Oncology	✓	✓	✓
- Psychiatry/Mental Health	✓	✓	✓
- Wound Care	✓	✓	✓
- Pediatric Diabetes	✓	✓	✓
- FASD Assessments	✓	✓	
- Nutrition Assessments	✓	✓	✓
- Speech Therapy – Adult	✓	✓	✓
- Speech Therapy - Special Pediatric Populations	✓	✓	✓
- Pediatric – Ears, Nose, Throat	✓	✓	✓
- Professional Education	✓	✓	✓
- Administration	✓	✓	✓
- Support for Patients, Families and Communities	✓	✓	✓
Northern Patient Transportation Program (NPTP)	✓	✓	✓
Medivac Services	✓	✓	✓

NRHA Medical Clinic – Flin Flon

The medical clinic, situated on the 3rd floor of the Flin Flon General Hospital, consists of a reception area, patient waiting area, ten (10) consultation rooms, one (1) itinerant consultation room for visiting and itinerant physicians, one (1) Telehealth clinical consultation room, a nursing conference room, and medical record storage space. With the clinic being situated in our facility it will allow one-stop services for access to multi-disciplines situated within our facility. The new NRHA Medical Clinic opened on February 1, 2011 with the following key features:

Advanced Access	The NRHA is committed to increasing physician clinic efficiency, through the management and introduction of an advanced access model of care. Advanced Access will decrease patient wait times.
Electronic Medical Records	Efficiency of the physician and patient interaction increases with the implementation of the EMR as all pertinent information for the visit is available on the computer situated in the physician's office.

NRHA Ambulatory Care Clinic -The Pas

The ambulatory care clinic, located on the 2nd Floor of St. Anthony's General Hospital consists of a number of itinerant specialty clinics, our stress lab and a general clinic that handles patients with a physician referral. The general clinic is open daily and provides services such as dressing changes, minor operations, I.V. and antibiotic administration.

Other services provided through the 2nd floor ambulatory clinic include: a weekly fracture clinic; a child development clinic which is held three (3) times per year; a prosthetic clinic which is held six (6) times per year; a podiatrist clinic which is held four (4) times per year; a pediatric clinic which is held three (3) times per year; and a colposcopy clinic which is held six (6) times per year. Since the opening of the 2nd floor ambulatory clinic, we have seen a decrease in the number of presentations for clinic provided services in our emergency department.

Quality/Risk Management and Patient Safety

Improving the quality of our service is a continuous process and involves participation from ALL levels in our organizations. Continuous Quality Improvement is about individual departments, staff members, and management continually evaluating and questioning how we provide the best possible service with the goal of promoting patient safety and quality health care for all residents.

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre	Long Term Care	Primary Health Care Centre
Continuous Quality Improvement (CQI)	✓	✓	✓	✓	✓
Accreditation	✓	✓	✓	✓	✓
Patient Safety Education and Awareness program	✓	✓	✓	✓	✓
CI/CO Investigations	✓	✓	✓	✓	✓
Occurrence Reporting / Management	✓	✓	✓	✓	✓
Med Reconciliation	✓	✓	✓	✓	✓
Canadian Patient Safety Initiatives	✓	✓	✓	✓	✓
Patient Safety Committee	✓	✓	✓	✓	✓
Root Cause Analysis	✓	✓	✓	✓	✓
Failure Mode and Effect Analysis (FMEA)	✓	✓	✓	✓	✓

NRHA Emergency Medical Services

	NRHA Owned Ambulance Service	First Nation Owned Ambulance Service	Emergency Phone Number
Flin Flon	Garage		911
Creighton	Serviced by Flin Flon		911
Denare Beach	Serviced by Flin Flon		911
Snow Lake	Garage		911
Cranberry Portage	Garage		911
Sherridon	Serviced by Cranberry Portage		472-3666
The Pas	Station		911
OCN	Serviced by The Pas		911
Cormorant	Serviced by The Pas		623-4500
Grand Rapids	Station		639-4400
Easterville		Station	329-2563
Moose Lake	Serviced by The Pas		623-4500
Pukatawagan		Air Ambulance only	n/a

NRHA Volunteer Services

The following volunteer groups provide services in all NRHA Hospital facilities:

- Community Clergy - Spiritual Care Services
- Cancer Patient Transportation Service - operates in both Flin Flon and The Pas
- Flin Flon Health Auxiliary - operates a Book lending program, and members volunteer as Telehealth Greeters
- The Pas Health Complex Health Auxiliary - operates a Gift Shop
- Snow Lake Health Auxiliary - operates a Second Hand Store
- Volunteers throughout the Region assist with the following: Meals on Wheels, Birthday Parties, Special Events, Handi-Van Assistants, Bingo/Cards, Baking, Musical Entertainment, Friendly Visiting, Outings and Teas

Physician Services provided in the NRHA acute facilities

(Chart Key: ✓ Primary Location)

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Family Practice	✓	✓	✓
Emergency Medicine	✓	✓	✓
Obstetrics	✓	✓	
General Surgery	✓	✓	
Anesthesia	Itinerant	Itinerant	
Internal Medicine	Regional	✓	
Psychiatry	Regional	✓	
Psychogeriatric	Consultation	Consultation	Consultation
Adult & Adolescent Psychiatry	Itinerant	Itinerant	
Pediatrics	Itinerant	Itinerant	Itinerant
Pediatric Dental	Itinerant	Itinerant	
Radiology	Regional	✓	Regional
Endoscopy	Itinerant		
Physical Med & Rehab		Itinerant	Itinerant
Orthotics		Itinerant	
Ophthalmology		Itinerant	
Dermatology	Telehealth	Telehealth	Telehealth
Medical Officer of Health	Regional	Regional	Regional
VP Medial Services	Regional	✓	Regional

Physician Services provided in the NRHA community & long term care facilities

(Chart Key: ✓ Primary Location)

	Flin Flon Primary Health Care Centre	The Pas Primary Health Care Centre	Long Term Care
Psychiatry – Dr. Medd	Regional	✓	Regional
Psychiatry – Dr. Landers	Itinerant		
Psychiatry – Dr. Skinner	Itinerant	Itinerant	
Psychogeriatric – Dr. Campbell	Consultation	Consultation	Consultation

Physician Services available by community:

(Chart Key: ✓ **Primary Location**)

Physician Name	Flin Flon	The Pas	Snow Lake	Moose Lake	Specialists
Dr. C.T. Noel		✓			
Dr. Pinder		✓			Surgeon
Dr. Nahvi		✓			
Dr. Rhoma			✓		
Dr. DoulatyariAzar		✓			VP Medical Services
Dr. Malik		✓			
Dr. Nowasad		✓			
Dr. Golchin		✓			
Dr. Oliaei		✓			
Dr. Elhers		✓		Itinerant	
Dr. Nguyen		✓			
Dr. Macleod			✓		
Dr. M. Noel		✓			
Dr. Sethi	✓				
Dr. Kucparic	✓				
Dr. Mahdi	✓				
Dr. Shnishah	✓				
Dr. Thwala	✓				
Dr. Elyas	✓				
Dr. El Masry	✓				
Dr. Intwala	✓				
Dr. Siddiqi	✓				
Dr. Kinsley	Itinerant				Surgery
Dr. Albert Ahweng	Itinerant				Surgery
Dr. Anozie	Itinerant				Surgery
Dr. Kumbharathi	Itinerant				Anesthesia
Dr. Barkman	Itinerant				Anesthesia
Dr. R. Singh	Itinerant				Anesthesia
Dr. Sulaiman	Itinerant				Anesthesia
Dr. Neufeld	Itinerant				Anesthesia
Dr. Karimu	Itinerant	Itinerant			OBS/GYN
Dr. Mathew	Itinerant				Endoscopy
Dr. M. Singh	Itinerant	Itinerant			OBS / Surgery
Dr. Debnath	Itinerant				OBS
Dr. Iskander	Itinerant				ER
Dr. Surajballi		Itinerant			Anesthesia
Dr. Derksen		Itinerant			Anesthesia/ER

Physician Name	Flin Flon	The Pas	Snow Lake	Moose Lake	Specialists
Dr. Kuo		Itinerant			Anesthesia/ER
Dr. Hawaleshka		Itinerant			Anesthesia
Dr. Skead		Itinerant			Anesthesia
Dr. Al-Mustadi		Itinerant			Anesthesia
Dr. Engel		Itinerant 4 x per year			Podiatrist
Dr. Moddeman		Itinerant 3 x per year			Pediatrics
Dr. Botha		LOCUM			ER
Dr. Friz		LOCUM			ER
Dr. Whyte		LOCUM			ER
Dr. Kumka		LOCUM			ER
Dr. Montoedi		LOCUM			ER
David Holter		Itinerant			Prosthetic Specialist
Dr. Kostyk	Regional	✓	Regional		Internal Medicine
Dr. Medd	Regional	✓	Regional		Psychiatrist
Dr. Rhyno	✓	Regional	Regional		Psychologist
Dr. Mabin		✓			Radiologist
Dr. Elliott	Regional	Regional	Regional		M.O.H
Dr. Keddy-Grant	Telehealth	Telehealth	Telehealth		Dermatologist
Dr. Landers	Itinerant				Psychiatrist Community Mental Health – Adults
Dr. Skinner	Itinerant	Itinerant			Psychiatrist Community Mental Health – Child & Adolescent
Dr. Campbell	Consultation	Consultation	Consultation		Psychiatrist Community Mental Health –Seniors

Public Health Inspector

The following NOR-MAN communities receive Public Health Inspector Services through Manitoba Health's Public Health Inspector office located in The Pas:

- The Pas
- Snow Lake
- Sherridon / Cold Lake
- Moose Lake
- Flin Flon
- Cranberry Portage
- Cormorant
- Easterville

- Grand Rapids
- R.M. of Kelsey
- Wanless
- Unorganized Territory

*** First Nation communities receive services through their Environmental Health Office, which is located on Opaskwayak Cree Nation***

NRHA District Health Councils (DHCs)

The NOR-MAN Regional Health Authority has six (6) active District Health Councils (DHCs) in the region. DHCs are an important link between the communities they represent and the NRHA Board of Directors and staff. The purpose of each District Health Council is:

- ✓ to advise and assist the NRHA Board on community health issues and concerns;
- ✓ to actively participate in local health initiatives;
- ✓ to be a liaison between their community and the NRHA.

Each of the following NOR-MAN communities has or has the potential for District Health Councils.

✓ Flin Flon	✓ The Pas/OCN	✓ Snow Lake
✓ Cranberry Portage	✓ Easterville	✓ Grand Rapids
✓ Moose Lake - under development	✓ Cormorant - under development	✓ Sherridon - under development

NRHA Primary Health Care Services

The NOR-MAN Regional Health Authority delivers a wide range of community based programs and services referred to as “Primary Health Care”. **Primary Health Care is the most appropriate health care by the most appropriate provider in the most appropriate location.** Primary Health Care provides an alternative to accessing health care services through the hospital or physicians’ office. The move to a primary health care model of service delivery will improve an individual’s access to services and programs to ensure they receive the very best quality of care, giving them more involvement in their own care and offer an alternate location for seeking the care they need. NRHA Primary Health Care programs and services are designed using a community development / harm reduction approach with a primary focus on health promotion and prevention.

The NRHA has four (4) multi-disciplinary client-centred teams:

■ Infant/Child

■ Men

■ Youth/Women

■ Seniors

NRHA Primary Health Care Services include but are not limited to the following programs and services:

(Chart Key: ✓ Primary Health Care staff provided service / ◆ physician provided service)

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
24-hour Home Care	✓	✓	✓	✓		
Adult Day Program – SPORT/Fun Seekers	✓	✓				
Assessment/Care Planning & Coordination of Services	✓	✓	✓	✓	✓	✓
Audiology Screening (currently vacant)	✓	✓	✓	✓	✓	✓
Birthday Club	✓	✓				
Birth Control Options	✓	✓	✓	✓	✓	✓
Block Care Program	✓	✓				
Blood Pressure Monitoring	✓	✓	✓	✓	✓	✓
Blood Sugar Testing	✓	✓	✓	✓	✓	✓
Cervical Screening (PAP Tests)	✓	✓	✓	✓		✓
Child Development Screenings	✓	✓	✓	✓	✓	✓
Child Health Clinics	✓	✓	✓	✓	✓	✓
Chronic Disease Management Programs	✓	✓	✓			
- Heart to Heart	✓	✓				
- Ticker Challenge	✓	✓				
- Get Better Together	✓	✓	✓	✓		
Chronic Disease Prevention	✓	✓	✓	✓	✓	✓
Chronic Disease Prevention Initiative	✓	✓	✓	✓		✓
Clinical Breast Exam	✓	✓	✓	✓	✓	✓
Communicable Disease Follow-up	✓	✓	✓	✓	✓	✓
Community Trauma Post-Vention	✓	✓	✓	✓	✓	✓
Congregate Meal Program	✓	✓				

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
Co-Occurring Disorders Initiative (CODI)	✓	✓	✓	✓		✓
Diabetes Education	✓	✓	✓	✓	✓	✓
Diabetes Complication Assessments	✓	✓	✓	✓	✓	✓
Diabetes Risk Factor Assessment	✓	✓	✓	✓	✓	✓
Dietitian Counseling	✓	✓	✓	✓		✓
– Community	✓	✓	✓	✓		✓
– Diabetes/Chronic Disease						
Emergency Contraception (Morning after pill)	✓	✓	◆	✓		
Exercise Program – Movement that Matters	✓	✓				
Family First Home Visitors	✓	✓	✓	✓	✓	✓
Family Life Education	✓	✓	✓	✓	✓	✓
Insight Mentor Program (Stop FAS)	✓	✓				
FASD Assessments/Services and Counseling	✓	✓	✓	✓	✓	✓
Harm Reduction Strategy (in development)	✓	✓	✓	✓	✓	✓
Health Education Programs	✓	✓	✓	✓	✓	✓
Health Promotion Programs	✓	✓	✓	✓	✓	✓
Healthy Aging Clinics	✓	✓	✓			
Hepatitis C Counseling	✓	✓	✓	✓	✓	✓
Hepatitis C Education	✓	✓	✓	✓	✓	✓
Hepatitis C Testing	✓	✓	◆	✓		
HIV Counseling	✓	✓	✓	✓	✓	✓
HIV Education	✓	✓	✓	✓	✓	✓
HIV Testing	✓	✓	◆	✓		
Home O ₂ Program	✓	✓	✓	✓	✓	✓
Home Care – Nursing	✓	✓	✓	✓		
Home Care Services	✓	✓	✓	✓	✓	✓
Home Care Supplies and Equipment	✓	✓	✓	✓	✓	✓
Home IV Program	✓	✓				
Home Nutrition Program	✓	✓	✓	✓	✓	✓

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
Home Phlebotomy	✓	✓				
Home Support	✓	✓	✓	✓	✓	✓
Immunization Programs – Institutes and Facilities	✓	✓	✓	✓	✓	✓
Immunization Programs - Schools	✓	✓	✓	✓	✓	✓
Influenza Vaccine Clinics	✓	✓	✓	✓	✓	✓
Injury Prevention Education	✓	✓	✓	✓	✓	✓
Menopause Counseling	✓	✓	✓	✓	✓	✓
Menopause Education	✓	✓	✓	✓	✓	✓
Mental Health – Assessment Services	✓	✓	✓	✓		✓
Mental Health – Housing Support	✓	✓				
Mental Health/Health Promotions	✓	✓	✓	✓	✓	✓
Mental Health – Promotion / Psychoeducation Services	✓	✓	✓	✓	✓	✓
Mental Health – Referral Service	✓	✓	✓	✓	✓	✓
Mental Health – Therapy / Counseling / Support Services	✓	✓	✓	✓		✓
Midwifery Services		✓				
Mobile Mammography Program	✓	✓	✓			
Movement that Matters	✓	✓	✓			
Nutrition Information / Education	✓	✓	✓	✓	✓	✓
Palliative Care Services	✓	✓	✓	✓	✓	✓
Parenting Education	✓	✓	✓	✓	✓	✓
P.A.R.T.Y. Program	✓		✓	✓		
Pediatric Speech Language	✓	✓		✓		
Personal Care Assistance	✓	✓	✓	✓	✓	✓
Personal Care Home Placement	✓	✓	✓	✓	✓	✓
Postpartum Visits	✓	✓	✓	✓	✓	✓
Pregnancy Option Counseling	✓	✓	✓	✓	✓	✓
Pregnancy Testing	✓	✓	◆	✓	✓	✓
Prenatal Education/Classes	✓	✓	✓	✓	✓	✓
Preschool Clinics	✓	✓	✓	✓		
Psychogeriatrics Services	✓	✓	✓	✓		✓
Respite Care	✓	✓	✓	✓	✓	✓
Retinal Screening Vision Program	✓	✓	✓	✓	✓	✓

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
School Health Programs	✓	✓	✓	✓	✓	✓
Self/Family Managed Care	✓	✓	✓	✓	✓	✓
Sexual Health Education	✓	✓	✓	✓		✓
Smoking Cessation Programs	✓	✓	✓	✓	✓	✓
Social Outings for Seniors (SOS)	✓	✓				
STI Education	✓	✓	✓	✓	✓	✓
STI Counseling	✓	✓	✓	✓	✓	✓
STI Testing	✓	✓	◆	✓		✓
STI Tracing	✓	✓	✓	✓	✓	✓
Suicide Prevention Initiative	✓	✓		✓		✓
Support to Seniors in Group Living (SSGL)	✓	✓				
Supportive Housing		✓				
Travel Health Program	✓	✓	✓			
Tobacco Prevention Programs	✓	✓	✓	✓	✓	✓
Walking Buddies		✓				
Well Baby Clinics	✓	✓	✓	✓	✓	✓
Well Teen Clinics	✓	✓		✓		
Well Women Clinics	✓	✓	✓	✓		✓
Spiritual Care	✓	✓	✓			

The Pas Wellness Centre

The Pas Wellness Centre serves as an access point to NRHA health services that include a physiotherapy clinic and office space that currently houses both a Primary Health Care Nurse, and a Regional Community Health Developer/Healthy Living Coordinator. This partnership with the Town of The Pas has allowed us to move forward with our goal of reducing chronic diseases such as diabetes, heart disease and stroke. The Wellness Centre has become the focal point for positive change as our staff work with people in their journey towards making sustainable changes in their lives and improving their health in a supportive built environment.

A wide range of programming is available through the Wellness Centre including:

Physiotherapy Services	<ul style="list-style-type: none"> - Out Patient Physiotherapy services - STEP program for cardio clients - Vestibular Therapy
Primary Health Care Services	<ul style="list-style-type: none"> - Ticker Challenge - Heart to Heart - Get Better Together! - Stress Management - Smoking Reduction / Cessation programs - Blood Pressure Clinics - Healthy Eating Information sessions - Healthy Cooking Demonstrations - Weight Management sessions - Goal Setting for Better Health - Healthy Messaging – Health Promotion/Health Education

NRHA Primary Health Care Services available in the following communities either through itinerant service delivery or by request.

(Chart Key: ✓ Primary Health Care staff provided service / ★ provided on request)

	Grand Rapids	Misipawistik Cree Nation	Easterville	Chemawawin Cree Nation	Moose Lake	Mosakahiken Cree Nation	Opaskwayak Cree Nation	Pukatawagan	Mathias Colomb Cree Nation
Chronic Disease Prevention Initiatives	✓	✓	✓	✓	✓	✓	✓		
Community Trauma Post-Vention	★	★	★	★	★	★	★	★	★
Diabetes Education Resource	✓	★	✓	★	✓	★	★		
District Health Councils	✓		✓		✓				
Health Education	✓	★	✓	★	✓	★	★		
Health Promotion	✓	★	✓	★	✓	★	★		
Heart to Heart	✓		✓		✓		★		
Home Care Services	✓		✓		✓				
Mental Health – Assessment Services	✓	★	✓	★	✓	★	★		
Mental Health – Promotion / Psychoeducation Services	✓	★	✓	★	✓	★	★		
Mental Health – Referral Service	✓	★	✓	★	✓	★	★		

	Grand Rapids	Misipawistik Cree Nation	Easterville	Chemawawin Cree Nation	Moose Lake	Mosakahiken Cree Nation	Opaskwayak Cree Nation	Pukatawagan	Mathias Colomb Cree Nation
Mental Health – Therapy / Counseling / Support Services	✓	★	✓	★	✓	★	★		
Midwifery					✓				
Palliative Care	✓	★	✓	★	✓	★	★		
Retinal Screening Vision Program	✓	✓	✓	✓	✓	✓	✓		
STI Case/Contact Support	✓	✓	✓	✓	✓	✓	✓		
Tobacco Prevention	✓	★	✓	★	✓	★	★		
Tobacco Reduction Programs	✓	★	✓	★	✓	★	★		
Suicide Prevention Initiative	★	★	★	★	★	★	★		

NRHA Long Term Care Services

	Northern Lights Manor	Flin Flon PCH	St. Paul's Residence
Adult Day Care Program	✓		✓
Respite Care Bed	✓		✓
Resident/Family Advisory Council	✓	✓	✓
Recreation Program	✓	✓	✓
Spiritual Care	✓	✓	✓
Hairdressing	✓	✓	✓
Nursing Service	✓	✓	✓
Meals Services	✓	✓	✓
Supper Club			✓
Special Event Meals	✓	✓	✓
Pub Nights	✓	✓	
Adopt a Grandparent Program	✓	✓	✓
Pet Therapy	✓	✓	✓
Community Bathing Program	✓		✓
Movement That Matters	✓	✓	✓
Birthday of the Month	✓	✓	✓
Special Events Programming	✓	✓	✓

NRHA Quality Scorecard

The NOR-MAN Regional Health Authority Quality Scorecard is currently being redeveloped to align with our 2011 -2016 Strategic Framework. With changes to our Strategic Directions and Strategic Priorities and the redevelopment of our indicators has made it necessary to redesign our Quality Scorecards.

We will continue to post past NRHA Quality Scorecards on our website at www.normanrha.mb.ca . If you have any questions related to our NRHA Quality Scorecard data please do not hesitate to contact us:

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