



NOR-MAN Regional Health Authority Service Overview

The NOR-MAN Regional Health Authority 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.

The NOR-MAN Regional Health Authority (NRHA) delivers a range of services through the following facilities: Flin Flon General Hospital, St. Anthony's 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 to ensure that residents of long term care facilities maintain and improve their quality of life

■ 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, access to a residential addiction centre

■ 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

The NOR-MAN Regional Health Authority strives to deliver high quality programs and services throughout the region to ensure there will be "**Healthy People in Healthy Communities - Working Together to Improve Our Health**".

NOR-MAN Regional Health Authority 2009 Bed Map by facility:

Flin Flon General Hospital

- 42 Bed facility
 - 6 Obstetrical beds
 - 18 Adult Medical beds
 - 7 Pediatric beds
 - 8 Surgical beds
 - 2 Special Care Unit beds
 - 1 Palliative Care 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 units are currently closed)
 - 2 Palliative Care beds

Snow Lake Health Centre

- 6 Bed facility
 - 2 Acute Care beds
 - 4 Long Term Care beds

Flin Flon Personal Care Home

- 30 Bed Facility
 - Level III & IV

Flon 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)

Rosaire House

- 20 bed residential addiction centre

NRHA Acute Care Service:

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Aboriginal Liaison/Interpretative Services	✓	✓	
Chemotherapy	✓	✓	
Diagnostic Imaging - Radiology - Fluoroscopic Services - Ultrasound - CT	Itinerant ✓ ✓	✓ ✓ ✓ ✓	✓
Dialysis	4 stations	8 of 10 stations (operational)	
Emergency Services	✓	✓	✓
Infection Control	✓	✓	Itinerant
Dietitian Services	✓	✓	
Palliative Care Services	✓	✓	✓
Medicine	✓	✓	✓
Obstetrics	✓	✓	
Laboratory Services - Transfusion Medicine - Hematology including Coagulation - Chemistry including Urinalysis - Microbiology - ECG - Stress and Event recording - Holter Monitoring	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓
Operating Room/Surgery - emergent surgery - elective surgery - day surgery	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
Pharmacy Services	✓	✓	Itinerant
Psychiatric Unit		✓	
Special Care Unit	✓	✓	
Occupational Therapy	✓	Vacant	
Physiotherapy - Acupuncture – Pain Modality	✓	✓ ✓	
Respiratory Care	✓	✓	✓
Social Work		✓	

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Spiritual Care	✓	✓	
MBTelehealth Services:	✓	✓	✓
- Clinical Consultation	✓	✓	✓
- Surgery – pre-op			
- Surgery Follow-up			
- Dermatology			
- Oncology			
- Psychiatry/Mental Health			
- Wound Care			
- Pediatric Diabetes			
- FASD Assessments			
- Nutrition Assessments			
- Professional Education	✓	✓	✓
- Administration	✓	✓	✓
- Support for Patients, Families and Communities	✓	✓	✓
Northern Patient Transportation Program (NPTP) Office	✓	✓	✓
Medivac Services	✓	✓	✓

NRHA Emergency Medical Services

	NRHA Owned Ambulance Service	First Nation Owned Ambulance Service	Community Owned Ambulance Service
Flin Flon	Station		
Creighton	Serviced by Flin Flon		
Denare Beach	Serviced by Flin Flon		
Snow Lake			Station
Cranberry Portage	Station		
Sherridon	Serviced by Cranberry Portage		
The Pas	Station		
OCN	Serviced by The Pas		
Cormorant	Serviced by The Pas		
Grand Rapids	Station		
Easterville		Station	
Moose Lake	Serviced by The Pas		
Pukatawagan		Air Ambulance only	

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

- Community Clergy - Pastoral Care Services
- 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

Types of Physician Services provided in the NOR-MAN Region:

	Flin Flon General Hospital	St. Anthony's General Hospital	Snow Lake Health Centre
Family Practice	✓	✓	✓
Emergency Medicine	✓	✓	✓
Obstetrics	✓	✓	
General Surgery	✓	✓	
Anesthesia	✓	Itinerant	
Internal Medicine	Regional	✓	
Psychiatry	Regional	✓	Regional
Psychogeriatrics	Itinerant	Itinerant	Itinerant
Adult & Adolescent Psychiatry	Itinerant	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	✓	✓	✓

Physician Name	Flin Flon	The Pas	Snow Lake	Specialists
Dr. Noel		✓		
Dr. Pinder		✓		
Dr. Brennan		✓		
Dr. Nahvi		✓		
Dr. Malik		✓		
Dr. Al-Shibani		✓		
Dr. Nguyen		✓		
Dr. Oliaei		✓		
Dr. Menzies		✓		
Dr. Sethi	✓			
Dr. Kucparic	✓			
Dr. Groenewald	✓			
Dr. Iskander	✓			
Dr. Shnishah	✓			
Dr. Shibany	✓			
Dr. Kinsley	Itinerant			Surgery
Dr. Fahim	✓			
Dr. Ahweng	Itinerant	Itinerant		Surgery
Dr. Anozie	Itinerant			Surgery
Dr. Debnath	Itinerant			OBS
Dr. Karimu	Itinerant	Itinerant		OBS/GYN
Dr. Mathew	Itinerant			Endoscopy
Dr. Singh	Itinerant	Itinerant		OBS / Surgery
Dr. Relling	Itinerant			OBS
Dr. Turner	Itinerant			Anesthesia
ROTA		✓		ER
ROTA		✓		Anesthesia
Dr. MacLeod			✓	
Dr. Skelly			✓	
Dr. Kostyk				Internal Medicine
Dr. Medd	Itinerant	✓		Psychiatrist
Dr. Rhyno	✓	Itinerant		Psychologist
Dr. Mabin		✓		Radiologist
Dr. Elliott	Itinerant	Itinerant		M.O.H
Dr. Landers	Itinerant			Psychiatrist Community Mental Health – Adults -
Dr. Chochinov	Consultation	Consultation		Psychiatrist Community Mental Health – Adults
Dr. Skinner	Itinerant	Itinerant		Psychiatrist Community Mental Health – Child & Adolescent
Dr. Campbell	Consultation	Consultation		Psychiatrist Community Mental Health –Seniors

Public Health Inspector:

The following NOR-MAN communities receive Public Health Inspector Services through Manitoba Health & Healthy Living:

- The Pas
- Snow Lake
- Sherridon / Cold Lake
- Moose Lake
- Grand Rapids
- R.M. of Kelsey
- Flin Flon
- Cranberry Portage
- Cormorant
- Easterville
- Wanless
- Unorganized Territory

NRHA District Health Councils (DHC) are active in the following communities:

The NOR-MAN Regional Health Authority has seven 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 an active District Health Council.

✓ Flin Flon	✓ The Pas / OCN	✓ Snow Lake
✓ Snow Lake		✓ Easterville
✓ Cranberry Portage / Sherridon	✓ Cormorant / Moose Lake	

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 setting.** 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 in health promotion and prevention.

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

- Infant/Child
- Youth/Women's
- Men's
- 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	✓	✓	✓	✓	✓	✓
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	✓	✓				

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
- Get Better Together	✓	✓	✓			
Chronic Disease Prevention	✓	✓	✓	✓	✓	✓
Chronic Disease Prevention Initiative	✓	✓	✓	✓		✓
Clinical Breast Exam	✓	✓	✓	✓	✓	✓
Communicable Disease Follow-up	✓	✓	✓	✓	✓	✓
Companion Care	✓	✓	✓	✓		
Congregate Meal Program	✓	✓				
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	✓	✓	✓	✓	✓	✓
FAS Mentor Program	✓	✓				
FASD Assessments/Services and Counseling		✓				
Harm Reduction Strategy (in development)	✓	✓	✓	✓	✓	✓
Health Education Programs	✓	✓	✓	✓	✓	✓
Health Promotion Programs	✓	✓	✓	✓	✓	✓
Healthy Aging Clinics	✓	✓	✓			
Heart Health Programs	✓	✓				
Hepatitis C Counseling	✓	✓	✓	✓	✓	✓
Hepatitis C Education	✓	✓	✓	✓	✓	✓
Hepatitis C Testing	✓	✓	◆	✓		
HIV Counseling	✓	✓	✓	✓	✓	✓

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
HIV Education	✓	✓	✓	✓	✓	✓
HIV Testing	✓	✓	◆	✓		
Home O ₂ Program	✓	✓	✓	✓	✓	✓
Home Care Appeal	✓	✓	✓	✓	✓	✓
Home Care – Nursing	✓	✓	✓	✓	✓	✓
Home Care Services	✓	✓	✓	✓	✓	✓
Home Care Supplies and Equipment	✓	✓	✓	✓	✓	✓
Home IV Program	✓	✓				
Home Nutrition Program	✓	✓	✓	✓	✓	✓
Home Phlebotomy	✓	✓				
Home Support	✓	✓	✓	✓	✓	✓
Immunization Programs – Institutes and Facilities	✓	✓	✓	✓	✓	✓
Immunization Programs - Schools	✓	✓	✓	✓	✓	✓
Influenza Vaccine Clinics	✓	✓	✓	✓	✓	✓
Injury Prevention Education	✓	✓	✓	✓	✓	✓
Integrated Supported Housing		✓				
Menopause Counseling	✓	✓	✓	✓	✓	✓
Menopause Education	✓	✓	✓	✓	✓	✓
Mental Health – Assessment Services	✓	✓	✓	✓	✓	✓
Mental Health – Housing Support	✓	✓	✓	✓	✓	✓
Mental Health – Promotion / Psychoeducation Services	✓	✓	✓	✓	✓	✓
Mental Health – Referral Service	✓	✓	✓	✓	✓	✓
Mental Health – Therapy / Counseling / Support Services	✓	✓	✓	✓	✓	✓
Midwifery Services		✓				
Mobile Mammography Program	✓	✓	✓			
Nutrition Information / Education	✓	✓	✓	✓	✓	✓
Ostomy Program	✓	✓	✓	✓	✓	✓
Palliative Care Services	✓	✓	✓	✓	✓	✓
Parenting Education	✓	✓	✓	✓	✓	✓
Pediatric Speech Language	✓	✓		✓		
Personal Care Assistance	✓	✓	✓	✓	✓	✓

	Flin Flon	The Pas	Snow Lake	Cranberry Portage	Sherridon/ Cold Lake	Cormorant
Personal Care Home Placement	✓	✓	✓	✓	✓	✓
Postpartum Visits	✓	✓	✓	✓	✓	✓
Pregnancy Option Counseling	✓	✓	✓	✓	✓	
Pregnancy Testing	✓	✓	◆	✓	✓	✓
Prenatal Classes	✓	✓	✓	✓	✓	✓
Preschool Clinics	✓	✓	✓			
Psychogeriatrics Services	✓	✓	✓	✓	✓	✓
Reproductive Health Education	✓	✓	✓	✓	✓	✓
Respite Care	✓	✓	✓	✓	✓	✓
Retinal Screening Vision Program	✓	✓	✓	✓	✓	✓
School Health Programs	✓	✓	✓	✓	✓	✓
Self/Family Managed Care	✓	✓	✓	✓	✓	✓
Smoking Cessation Programs	✓	✓	✓	✓	✓	✓
Social Outings for Seniors (SOS)	✓	✓				
STD Education	✓	✓	✓	✓	✓	✓
STD Counseling	✓	✓	✓	✓	✓	✓
STD Testing	✓	✓	◆	✓		✓
STD Tracing	✓	✓	✓	✓	✓	✓
Suicide Prevention Initiative	✓	✓	✓	✓	✓	✓
Support to Seniors in Group Living (SSGL)	✓	✓				
Support Services to Seniors	✓	✓	✓	✓	✓	✓
Support Services to Senior Centres	✓	✓	✓	✓	✓	✓
Supportive Housing	✓	✓	✓	✓	✓	✓
Travel Health Program	✓	✓	✓	✓	✓	✓
Tobacco Reduction Programs	✓	✓	✓	✓		
Tobacco Prevention Programs	✓	✓	✓	✓	✓	✓
Walking Buddies	✓	✓	✓	✓	✓	✓
Well Baby Clinics	✓	✓	✓	✓	✓	✓
Well Teen Clinics	✓	✓	✓	✓	✓	✓
Well Women Clinics	✓	✓	✓	✓	✓	✓
Youth Health Services	✓	✓	✓	✓	✓	✓

Primary Health Care Services available on an itinerant basis in nursing station communities not operated by the NRHA:

	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	✓		✓	✓	
Diabetes Education Resource	✓	✓	✓		
District Health Councils	✓	✓	✓		
Health Education	✓	✓	✓	✓	
Health Promotion	✓	✓	✓	✓	
Heart to Heart				✓	
Home Care Services	✓	✓	✓		
Mental Health – Assessment Services	✓	✓	✓		
Mental Health – Housing Support	✓	✓	✓		
Mental Health – Promotion / Psychoeducation Services	✓	✓	✓		
Mental Health – Referral Service	✓	✓	✓		
Mental Health – Therapy / Counseling / Support Services	✓	✓	✓		
Mental Health	✓	✓	✓		
Midwifery			✓		
Mobile Breast Screening Services	✓				✓
Palliative Care	✓	✓	✓		
Retinal Screening Vision Program	✓	✓	✓	✓	✓
STD Case/Contact Tracing Support	✓	✓	✓	✓	✓
Tobacco Prevention	✓	✓	✓	✓	
Tobacco Reduction Programs	✓	✓	✓	✓	

NRHA Quality Scorecard

The NOR-MAN Regional Health Authority produces four Quality Scorecards yearly - Client/Community Focus, Responsiveness, System Competency and Worklife. These four components are the NRHA corporate “report card.” The NRHA Quality Scorecard reports on how our health system is doing (health system performance) and provides a vehicle for

the board, management and staff to monitor health system performance based on priorities set by our Strategic Plan.

NRHA Quality Scorecards (current and past) are available on our website at www.norman-rha.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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