

Princeton Healthcare Community Consultation  
Action Plan

Healthcare Issue or Idea	Action	Implementation	Responsibility
1. Physician shortage (“on call” physician shortage)	<ul style="list-style-type: none"> <li>continue recruitment campaign to hire doctors for Princeton</li> <li>work in cooperation with IHA, RDOS and Town to attract and retain doctors to Princeton</li> </ul>	<ul style="list-style-type: none"> <li>renovate existing clinic at PGH to efficiently accommodate four physicians and one nurse practitioner</li> <li>work with IHA to develop contracts that provide “bridge” financing for new doctors to the community</li> </ul>	<ul style="list-style-type: none"> <li>Susan Brown (IHA),</li> <li>Marilyn Harkness (Town),</li> <li>Brad Hope (RDOS)</li> </ul>
2. ER closures	<ul style="list-style-type: none"> <li>contract a minimum of four doctors with contractual obligations to do “on call” duty</li> <li>increase NP scope of practice to include ER duty</li> </ul>	<ul style="list-style-type: none"> <li>work with Town of Princeton, RDOS, and IHA to actively recruit doctors to establish a practice in Princeton</li> <li>survey Princeton doctors to determine effective ways to retain their services for longer periods</li> <li>work with IHA and BCMA to change rules regarding NP scope of practice</li> <li>see #1.</li> </ul>	<ul style="list-style-type: none"> <li>Susan Brown (IHA),</li> <li>Marilyn Harkness (Town),</li> <li>Brad Hope (RDOS)</li> <li>Dr. Eva Idanwekhai</li> </ul>
3. Outside administration - unclear responsibilities & lack of accountability	<ul style="list-style-type: none"> <li>establish community healthcare council with both advisory and decision making responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>research past efforts and present successful models</li> <li>work with Town of Princeton, Area H, and IHA to establish a framework for the CHC, to include organization, roles, and responsibilities</li> <li>establish an ongoing assessment mechanism to determine the effectiveness of the CHC and to provide for improvement to the model over time</li> </ul>	<ul style="list-style-type: none"> <li>Susan Brown (IHA),</li> <li>Marilyn Harkness (Town),</li> <li>Brad Hope (RDOS)</li> <li>Dr. Eva Idanwekhai</li> </ul>
4. Traveling distance for basic health services, e.g. x-rays, blood glucose monitoring, non stress tests	<ul style="list-style-type: none"> <li>inform residents of available services</li> <li>provide a wider range of basic health services within the community</li> <li>increase visiting specialist time, addressing specific community needs</li> <li>provide TeleHealth services at PGH</li> </ul>	<ul style="list-style-type: none"> <li>prepare and distribute health services information brochure to residents.</li> <li>make it easier to travel to services not available locally.</li> <li>work with local health professionals and IHA to identify services that should be added at the local level.</li> </ul>	<ul style="list-style-type: none"> <li>Ed Staples and (brochure);</li> <li>Brad Hope &amp; Lynn Pelly (transportation);</li> <li>Cherie Whittaker &amp; Susan Brown (specialist services, TeleHealth)</li> </ul>

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5. Limitations on Nurse Practitioner scope of practice	<ul style="list-style-type: none"> <li>increase NP scope of practice to include ER duty</li> </ul>	<ul style="list-style-type: none"> <li>work with BCMA and College of Physicians and Surgeons (others?) to increase NP scope of practice</li> </ul>	<ul style="list-style-type: none"> <li>IHA (?)</li> <li>Janice Perrino (Hospital Board Chair)</li> </ul>
6. Shortage of healthcare professionals - difficult recruiting	see #1 Physician shortage	see #1	see #1
7. Under-utilization of the hospital	<ul style="list-style-type: none"> <li>recommendations from IH internal consultation</li> </ul>	<ul style="list-style-type: none"> <li>renovation of existing facilities</li> <li>encourage all health care components to operate out of PGH/Princeton Health Centre</li> </ul>	Susan Brown, Cherie Whittaker (IHA) Marilyn Harkness (Town) Brad Hope (RDOS)
8. Insufficient health promotion/ wellness programs	<ul style="list-style-type: none"> <li>develop brochure to inform public about available programs</li> <li>consult with Community Integrated Health Services, IHA</li> <li>work with the Okanagan Similkameen Health Living Coalition to enhance existing programs and develop new ones</li> </ul>	<ul style="list-style-type: none"> <li>distribute brochure to public</li> <li>promote healthy life styles through public education</li> <li>organize and administer programs aimed at developing healthy living in our community</li> </ul>	Dr. Gerry Karr (OSHLC) Betty Brown (IHA) Ed Staples (SOHC) Brad Hope (RDOS) Dr. Eva Idanwekhai
9. Effect of healthcare downsizing on rural economy	<ul style="list-style-type: none"> <li>develop a campaign to promote Princeton as a “healthy place to do business”</li> <li>work with SVPS, Chamber of Commerce, the Tourism Advisory Council (SVPS), the Town, and RDOS to present the community in an accurate and positive light</li> </ul>	<ul style="list-style-type: none"> <li>establish a working group to develop promotional ideas for the Town of Princeton and Area H</li> <li>implement ideas</li> </ul>	<ul style="list-style-type: none"> <li>Town of Princeton</li> <li>RDOS</li> <li>Chamber of Commerce</li> <li>TAC</li> <li>SVPS</li> <li>SOHC</li> </ul>
10. Emergency Medical Services (EMS) Issues	<ul style="list-style-type: none"> <li>upgrade paramedic levels</li> <li>conduct research to determine efficiencies and adequacies in EMS services</li> </ul>	<ul style="list-style-type: none"> <li>establish a working group to develop an improvement strategy for EMS</li> <li>implement recommendations stemming from research</li> </ul>	Rob Miller (Osprey Lake) Brent Hobbs (IHA) Spencer Coyne (SOHC)

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11. Lack of mental health services	<ul style="list-style-type: none"> <li>consult with Public Health Office and Community Services to determine available services and areas needing increases</li> <li>obtain statistically accurate information on present and future needs</li> </ul>	<ul style="list-style-type: none"> <li>advocate for improved funding at the provincial ministerial level</li> <li>expand and improve services where needed</li> </ul>	June Hope (SOHC) Joseph Savage (SOK Mental Health Manager) Lynn Pelly (PCS)
12. Lack of knowledge of available services	<ul style="list-style-type: none"> <li>provide information to community on available services</li> </ul>	<ul style="list-style-type: none"> <li>develop and distribute information brochure</li> </ul>	Ed Staples and PSS staff and students (brochure)
13. Poor continuity of care	<ul style="list-style-type: none"> <li>research what is needed in this area</li> <li>determine what is meant by “continuity of care”</li> </ul>	<ul style="list-style-type: none"> <li>improve continuity of care as needed</li> </ul>	IHA Princeton medical practitioners
14. Maternity care	<ul style="list-style-type: none"> <li>research present pre-natal and post-natal services available</li> <li>determine areas of improvement, e.g. stress testing capabilities</li> </ul>	<ul style="list-style-type: none"> <li>educate the public on services presently available through PGH; through Penticton Regional Hospital</li> <li>provide information and rationale for lack of full obstetric services</li> </ul>	Spencer Coyne Ed Staples Beatrice Bibby (Public Health)
15. Lack of resources for community services	<ul style="list-style-type: none"> <li>identify present resources and determine upgrades and improvements needed</li> </ul>	<ul style="list-style-type: none"> <li>increase/improve resources if needed</li> </ul>	Lynn Pelly Nienke Klaver
16. Limited walk-in clinic hours	<ul style="list-style-type: none"> <li>determine the extent of the limitations</li> </ul>	<ul style="list-style-type: none"> <li>increase/improve walk-in clinic resources if needed</li> </ul>	Nienke Klaver
17. Lack of patient education, e.g. health promotion, chronic illness	see #8,11, & 12.		
18. Limitations on paramedic scope of practice	<ul style="list-style-type: none"> <li>determine the extent of the limitations</li> </ul>	<ul style="list-style-type: none"> <li>increase/improve resources if needed</li> </ul>	Ed Staples Rob Miller
19. Transportation to and from services after an acute event	<ul style="list-style-type: none"> <li>determine the extent of this problem</li> <li>research needed</li> </ul>	<ul style="list-style-type: none"> <li>include information in brochure</li> <li>improve bus services to include Kelowna</li> </ul>	Brad Hope

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20. Difficult road conditions in winter	<ul style="list-style-type: none"> <li>provide improved bus services where possible</li> </ul>		
21. Long waits in ER	<ul style="list-style-type: none"> <li>research needed to determine extent of this problem</li> <li>provide patients with appropriate assessment tools</li> <li>establish Healthcare Council</li> </ul>	<ul style="list-style-type: none"> <li>make improvements as needed</li> <li>work with healthcare professionals to make necessary improvements</li> <li>healthcare model becomes accountable to the Council</li> </ul>	IHA Town RDOS
22. Aging equipment - failures	<ul style="list-style-type: none"> <li>determine extent of equipment failures</li> <li>prioritize needs; set replacement schedule</li> <li>identify equipment requirements</li> </ul>	<ul style="list-style-type: none"> <li>start community fund raising campaign to purchase needed equipment</li> <li>work with IHA Capital Equipment Department to monitor equipment and identify replacement needs</li> </ul>	<ul style="list-style-type: none"> <li>Ed Staples</li> <li>Cherie Whittaker</li> <li>Susan Brown</li> <li>Janice Perrino</li> <li>Hospital Auxiliary rep</li> </ul>
23. Triage in ER	<ul style="list-style-type: none"> <li>research needed to provide evidence of problem</li> </ul>	<ul style="list-style-type: none"> <li>work with healthcare professionals to improve triage</li> </ul>	IHA
24. Lack of privacy for healthcare providers	<ul style="list-style-type: none"> <li>research what is needed in this area</li> </ul>	<ul style="list-style-type: none"> <li>work with healthcare providers to tackle this problem</li> </ul>	Dr. Idanwekhai
25. Lack of specialist services	see #4.		
26. EMS not always timely	<ul style="list-style-type: none"> <li>provide information to community, i.e. call 911</li> <li>see #10.</li> </ul>	<ul style="list-style-type: none"> <li>work with EMS staff to improve response time</li> </ul>	Rob Miller Spencer Coyne
27. Penticton Regional Hospital over capacity	<ul style="list-style-type: none"> <li>advocate for funding of upgraded facilities at PRH</li> </ul>	<ul style="list-style-type: none"> <li>work with Janice Perrino and Hospital Board to provide assistance with their campaign</li> </ul>	Nienke Klaver Janice Perrino
28. Demands placed on healthcare from resource industry, e.g. mine, mill	<ul style="list-style-type: none"> <li>maintain contact with Business Stakeholders Group</li> <li>research specific industry needs and shortfalls</li> </ul>	<ul style="list-style-type: none"> <li>work with Business Stakeholders Group to determine best ways to address their concerns</li> </ul>	Brad Hope Marilyn Harkness

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29. Outsourcing of food, laundry - quality of these services	<ul style="list-style-type: none"> <li>• work with Cherie Whittaker and hospital staff to determine most effective and efficient provision of service in this area</li> </ul>	<ul style="list-style-type: none"> <li>• work with Val Tregillus and consultation committee to influence model improvement</li> <li>• provide accurate information regarding services provided locally</li> <li>• insource services wherever possible</li> </ul>	Ed Staples Spencer Coyne
30. Lack of standardization for EMS protocols or evacuation protocols	<ul style="list-style-type: none"> <li>• research what is needed in this area</li> </ul>	<ul style="list-style-type: none"> <li>• work with EMS staff and administration to standardize protocols</li> </ul>	Rob Miller Spencer Coyne
31. Inability to find family physician	<ul style="list-style-type: none"> <li>• determine extent of problem</li> </ul>	<ul style="list-style-type: none"> <li>• provide information to public in Healthcare Services Brochure</li> </ul>	Ed Staples