

Patient Transport

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Start Date: September 2009

Finish Date: April 2010

The volume of inter-facility patient transport provided by the WRHA Critical Care Transport Team has nearly doubled in the past seven years. Anecdotal evidence indicates substantial increases in the volume of transports by outside vendors as well (e.g., Medi-van, WFPS). As service consolidations have been implemented within the region, the demand for transport has increased. Because this has not been offset with additional resources at the same rate, a more efficient model is necessary to support this increasing demand.

Issues in need of investigation/resolution include:

- Identification of the most appropriate carrier to respond to different needs of patients
- Identification of the most appropriate escort to respond to different needs of patient
- An accurate assessment of demand and capacity to ensure an efficient and responsive service (includes wait times by patients, delays in off-loading patients, and use of inappropriate transport means (e.g., ambulances being used for transport of non-urgent patients), etc.

The goals of the Patient Transport project are to:

- Analyze the current state of patient transport within the Winnipeg Health Region;
- Identify and quantify key issues, weaknesses, and gaps in the current transport model;
- Design a new future state model that addresses root causes of the identified issues, optimizes efficiency and is responsive to patient needs, and
- Implement the redesigned model.