Date: May 18, 2021
To: CEOs, Health Service Delivery Organizations  
SDO Acute Care Leads; Acute Care Site Leads; Provincial Incident Command  
Patient Flow Committee
From: Dr. Brent Roussin  
Chief Provincial Public Health Officer  
Lanette Siragusa  
Chief Nursing Officer, Shared Health
Re: Supporting Acute Care Flow – Provincial Capacity Management

SDOs and Facilities - Please share this information with your Acute Care teams

As Manitoba hospitals respond to a significant increase in COVID-19 activity, patient flow is being prioritized to support the appropriate care of all patients and the management of beds across Manitoba, both within and between health regions. To ensure all Manitoba patients are provided with appropriate care during this time of significant demand on our province’s health system, capacity across acute care sites will be viewed provincially.

To address increasing demands – and appropriately respond to the needs of all patients requiring care, it is essential that our hospital sites preserve capacity, to effectively manage incoming patient volumes.

To monitor patient volumes and capacity across Manitoba, a provincial acute capacity tool has been developed and will be managed by the Provincial Acute Care Capacity, Demand and Flow Team. The tool will be updated daily and will identify available capacity across the acute care system (acute, low acuity, transitional care, etc.). Based on provincial capacity information, patient transfers will be initiated in a timely manner to maintain appropriate levels of acute care capacity. This includes the ongoing work to expedite Alternative Level of Care (ALC) transfers to Personal Care Homes (PCH).

When planning transfers, facilities with capacity closest to the patient’s home region will be prioritized as the receiving site. Repatriations of patients to their home community will continue to be prioritized. In all instances, patient transfers must align the patient care needs with the receiving bed/unit/facility's resources.

Please note the following:
Transportation/Transfers

To support expedited transfers, all costs associated with medical air and ground transportation will be temporarily waived. This includes services provided directly by Shared Health Emergency Response Services and its municipal, contracted and non-contracted transportation partners.

**No costs will be assessed to patients or their families for transfers that originate prior to May 31, 2021.** The fee waiver shall apply both to patient transfers to the receiving facility, and to repatriation of these patients should they require transfer back to their community of origin.

Patient/Family Resources

Our goal is to provide the best possible care to all Manitoba patients, in the appropriate setting. We understand patients and their families will have questions and some may have concerns. Resources have been developed to support your conversations with patients and their families.

Thank you for your ongoing support and effort as our province responds to the unprecedented demands of COVID-19.