



October 14, 2018

Mr. Ron Farrell Chair  
North East LHIN  
555 Oak Street East, 3rd floor  
North Bay, ON  
P1B 8E3

Dear Mr. Farrell

**RE: Non-Urgent Patient Transfer Service**

This letter is in response to a letter we received October 3, 2018. For your convenience the letter is attached.

The Manitoulin-Sudbury District Services Board (DSB) provides Paramedic Services to eighteen (18) municipalities plus Territories Without Municipal Organization (TWMO) across 45,000 square kilometers with a total population of 36,246 with a municipal population of 28,107 and an Indigenous population on First Nation of 8,139.

The Manitoulin-Sudbury DSB has been operating a Non-Urgent Patient Transfer Service funded 100% by the NE-LHIN since March 11, 2013. This service has been operating for 68 months and all involved are extremely satisfied with the service they are receiving. We provide monthly statistics to the NELHIN that demonstrate the efficiency and value for money being provided by this Non-Urgent Patient Transfer Service. The current annualized cost to operate this service is \$399,979.

In order to develop a permanent Non-Urgent Patient Transfer System, the Manitoulin-Sudbury DSB, along with Cochrane DSSAB and Algoma DSAB agreed to work together with the NELHIN.

We can appreciate the Cochrane DSSAB fears that should the contract not be awarded at this time, the provincial funding will be withdrawn but we also need to make sure the service works for all parties, **particularly for patients involved.**

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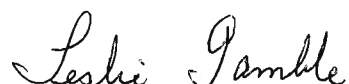
We do agree that the system designed is not perfect, but in our case, the system we currently have operating does work. The proposed system was developed based on the flawed recommendations of a consultant who did not understand the intricacies of delivering a Non-Urgent Patient Transfer Service in rural Northern Ontario. The Manitoulin-Sudbury DSB has delivered a Non-Urgent Patient Transfer Service for 68 months and we do know what will work in our catchment area.

In our case, the new system sees a multi patient unit leaving Elliott Lake and Mindemoya daily both stopping in Espanola to pickup patients. Based on this system and the proposed 12-hour shift, there is no way for either multi patient unit to complete 2 return trips on a daily basis. This leaves all patients requiring services in the afternoon without any transportation and the staff operating the multi patient unit will be under utilized by approximately 5 hours per day. Over the past 2 years we have raised these exact concerns, but we have not been heard.

The Manitoulin-Sudbury encourages the NELHIN to modify the terms of the RFP and ensure the proposed new system will actually work for all parties involved.

I would like to request a meeting to discuss this further. Please contact our CAO, Fern Dominelli at 705 222-7777 or by email at [fern.dominelli@msdsb.net](mailto:fern.dominelli@msdsb.net).

Sincerely,



Les Gamble  
Board Chair

cc: Christine Elliott, Minister of Health and Long-Term Care  
Robin Martin, Parliamentary Assistant, Minister of Health and Long-Term Care  
NE LHIN Board of Directors  
Dave Pope, Chair Espanola Regional Hospital & Health Centre  
Terry Olmstead, Chair Manitoulin Health Centre  
Jeremy Stevenson, CEO- NE LHIN  
Cochrane DSSAB  
Algoma DSAB