



Richmond / Delta Collaborative Service Agreement

Term of Agreement: September 2003 – February 2004

1. General Surgery:

Richmond will provide the following:

- 1.1 One (1) elective OR day per week on Mondays* to a maximum of 3 inpatients per day (approximately 138 cases annually) as per Richmond's booking model.
 * Consideration will be given regarding alternate days due to statutory holidays to ensure equity.
- 1.2 The OR day will be assigned to the Delta surgeons from within the Richmond General Surgeons current OR allocation.
- 1.3 The general surgeons weekend call schedule will continue (5pm Friday to 7am Monday).
 - Richmond will provide emergent OR time for Delta on the weekend contingent upon resource availability (OR's, staff, bed availability).
- 1.4 For emergencies during the weekend (reference 1.3), Richmond and Delta patients will have equal access to services based on clinical priority.
 - If the emergent need is equal then OR / admission will be granted by determining who was the first deemed to be requiring admission.
 - If Richmond is unable to provide the resource then Bedline will be accessed.
- 1.5 Delta surgeons will continue to have locum privileges for the duration of the agreement.
- 1.6 Delta non emergent (urgent / elective) cases will need to be accommodated during the assigned OR day each week, and not on weekends. The Surgeons will be responsible for making substitutions to their elective slate.
- 1.7 Delta surgeons may be requested to take down their elective slate on Monday should the weekend activity from Delta (number of emergency general surgeries) impact the availability of inpatient beds.
- 1.8 Richmond residents having Day Care Surgery at Delta and requiring immediate inpatient surgical care (operating room) will be accommodated at Richmond.

Delta will provide the following:

1.9 For Richmond:

- One (1) Day of Day Care Surgery per week contingent on staffing availability (approximately 320 cases);
- One and one-half (1.5) days endoscopy per week contingent on staffing availability (approximately 350 cases);
- Shared weekend on call coverage;
- Richmond residents who have had Day Care Surgery at Delta and experience complications requiring overnight stay will be accommodated at Delta based on bed availability.

1.10 For Delta:

- 24 hour urgent / emergent care from Monday 0730 to Friday 1700 is provided by the FHA;
- Delta will establish a roster with other facilities within Fraser Health Authority to address this care requirement.

2 Historical Service Commitments

2.1 Orthopedics:

- Richmond and Delta patients will have equal access to service based on clinical priority.
- Delta staff to contact Utilization Management Nurse (UM nurse)/ Staff Support Co-Coordinator (SSC) to establish availability of resources.
- If Richmond has the capacity to assist then physician-to-physician contact in regards to transfer can occur.
- If Richmond does not have the resources to accommodate, then Delta ER utilizes Bedline for Delta patients and Richmond ER utilizes Bedline for Richmond patients.
- Delta will continue to repatriate ortho patients by post op day 3. If there isn't bed availability, FHS Access will facilitate a transfer to another facility within the Authority.

2.2 Obstetrics:

- ER patients at Delta requiring Obstetrical assessment will be seen in the on call Obstetricians office in Richmond as an outpatient if appropriate.
- As a direct admission to Richmond Maternity Services if a resource is available.
- If Richmond does not have the resources to accommodate, then Delta ER utilizes Bedline for Delta patients and Richmond ER utilizes Bedline for Richmond patients.

2.3 Gynaecology:

- ER patients at Delta requiring gynaecology services will be seen in the on call Gynaecologist's office if appropriate.

- If an ER consult is required resource availability must be confirmed prior to transfer.
- If Richmond does not have the resources to accommodate, then Delta ER utilizes Bedline for Delta patients and Richmond ER utilizes Bedline for Richmond patients.

2.4 **Pediatrics:**

- Paediatric patients presenting in Delta ER can be seen for assessment in the Pediatricians office or in Richmond's ER.
- Delta pediatric patients requiring assessment can be transferred to Richmond regardless of inpatient bed availability.
- If admission is required, and there are no beds available *Richmond* will contact Bedline and the patient will remain in Richmond's ER until an appropriate bed can be found

2.5 **Vascular:**

- Pacemaker insertions for Delta residents will be capped at the 01/02 and 02/03 volume of 29.
- For vascular emergency procedures, Delta will call BC Bedline and, if Richmond's vascular surgeons are on call and if resources are available, the care will be provided at Richmond.
- Resource impact on ICU will be monitored.

2.6 **Diagnostic Imaging:**

- Historical relationship between Brooke Radiology and Delta has been terminated.
- Richmond radiologists are no longer on call for Delta.
- Patients referred pursuant to the Richmond/Delta agreement for specialty services in Richmond will continue to have access to Richmond CT services.
- Otherwise, Peace Arch is the on-call facility for Delta's radiological needs.

2.7 **Emergency:**

- No anticipated increase to current volumes.

Services Not the Subject of This Agreement (Services provided within FHA centres):

- ENT
- Urology
- Ophthalmology
- Medicine
- Critical Care / ICU
- Mental Health

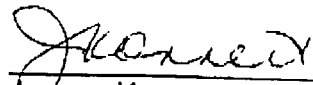
NB for all transfers to Richmond, potential or otherwise the Utilization Management Nurse or the Staff Support Coordinator must be contacted as the initial step. The contact pager number is 604-707-3819.

3 Performance Indicators	Annual Target
• Richmond LOS surgery	CIHI benchmark
• LOS ortho trauma	Discharge to Delta post op day 3
• # elective cases cancelled, Richmond/Delta	Zero
• # elective patients from Delta	138
• OR/PACU budget variance	Zero
• # emergent cases accepted from Delta on weekends	Tbd
• # surgical cases from Delta requiring ICU/Step-down post-op	2
• # daycare procedures for Richmond residents at Delta	320
• # endoscopy procedures for Richmond residents at Delta	350
• # ER visits for Richmond/Delta	Richmond 38,000 / Delta 21,000
• # pacemaker insertions for Delta residents	29


Monthly Performance Monitoring: Representatives of the Richmond/Delta Collaborative will meet monthly to monitor performance and resolve issues that may arise.

Six Month Review: In January 2004, the Richmond/Delta Steering Committee will conduct a review of performance indicators and issues related to this agreement and make recommendations as to the continuation, modification or termination of this agreement.

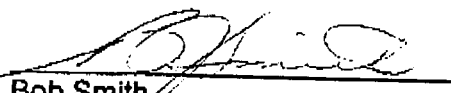
Intent of the Partners: While both partners have recognized the potential for contingencies based on resource limitations or excessive volumes that may exist from time to time, it is the intention of the partners to work together to ensure that the spirit and the function of this agreement is fully realized.



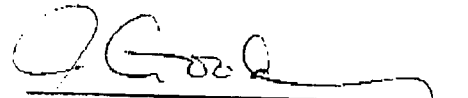
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