

Messaging for Patient-Family Conversations

- Hi, my name is..... and I am with.....
- I am here to discuss a potential move for you to another hospital within the Region. Would you feel more comfortable if we included your family or caregiver in this conversation, either in person or over the phone?
- Right now, our Saskatoon hospitals are very full with many sick people. We also have people waiting in our emergency departments for a hospital bed.
- Because our Saskatoon hospitals are so full, we are looking to move those who are able to be safely transferred and cared for to another hospital outside of Saskatoon. You are one of these patients.
- There are six hospitals outside of Saskatoon where you could be transferred. The closest is in Rosthern, approximately a 30-minute drive away; the farthest is Wadena, about a two-hour drive away. The other four hospitals are in Humboldt, Lanigan, Watrous and Wynyard.
- This is an opportunity for you. These hospitals are quiet, fully-equipped to care for you, and have excellent staff members whom you will likely get to know well during your stay. The hospital and staff are fully prepared for your arrival and stay.
- We know this situation might not be perfect for your family; however, this is a way to ensure that everyone receives the right care at the right place at the right time, balancing what is best for your care and of others who require hospital care.
- We are trying our best to ensure everyone who needs a hospital bed and hospital care receives it.
- We will pay for your transportation to and from the other hospital, either with a family member or by ambulance, and you will retain your spot on the long-term care waitlist for placement.
- We will also pay mileage for a family member to visit you once a week, and will waive the first month of your long term care fees once you are placed.
- Questions?
- If you want to talk to someone about this further, we do have client representatives who will talk to patients and families who have concerns. You can contact them at (306) 655-0250 or 1-866-655-5066 or email at client.rep@saskatoonhealthregion.ca

Answers to possible questions from patients and families:

- When would I move?
 - As soon as possible. Likely within the next week.
- How long will I be there?

- o You will remain at this hospital outside of Saskatoon until you are placed in a long term care home. Over 85 per cent of people on the list are placed within three months.
- I am waiting for a special care home – Why can't I just move there?
 - o Our special care homes are very full in Saskatoon and there are no available spaces at the moment. We are very sorry you are experiencing this wait. As soon as a space becomes available, you will be moved to your new home.
- Why not hire more staff or open more beds within hospitals in Saskatoon?
 - o We have no more space to open additional beds within this hospital, and we have no more staff available. However, there are beds and staff available right now at our hospitals outside of Saskatoon.
- How long have the hospitals been full?
 - o We have had ups and downs over the past year, but are consistently full. With population growth in our city and province, and a growing number of patients waiting in hospital for a special care environment, we find ourselves in this situation. We have opened extra beds and brought in extra staff, but we are still full, and have people waiting for beds in our emergency departments.
- Are people abusing the emergency department? Is that why it is still full?
 - o No. Actually we have found that those who are coming into the emergency department are truly ill and do need our care. It's just a time of year where we are seeing a lot of really sick people.
- What if I don't want to go?
 - o We are asking for volunteers for this opportunity. We feel our hospitals outside of Saskatoon are an excellent alternative for those who can be safely transferred, and this will leave beds open in Saskatoon for those who are critically ill. We feel this is a win-win situation for all involved.