



Winnipeg Regional
Health Authority

Office régional de la
santé de Winnipeg

WINNIPEG REGIONAL HEALTH AUTHORITY

WRHA Weekend Services

Administrative Procedure Manual

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Introduction

The Winnipeg Regional Health Authority (WRHA) Public Health provides weekend and statutory holiday services to postpartum families, communicable disease clients and public health emergencies within the Winnipeg Region. Weekend services are staffed by nurses experienced in Public Health Nursing and are supported by clinical standards and guidelines provided in the Weekend Services, Healthy Beginnings, and Communicable Disease Control Manuals.

A range of information have been included in this Weekend Manual as references for the public health staff providing services on weekends and statutory holidays. The Healthy Beginnings Postpartum Standards Manual is a companion document to the Weekend Services Manual 2008. Information and direction related to perinatal clinical practice questions and issues are located in the Healthy Beginnings Manual, while information and direction about the daily workings of the weekend services are located in this Weekend Services Manual.

The Healthy Beginnings Postpartum Standards and Clinical Practice Guidelines are to guide the Public Health Nursing postpartum practice seven days a week. At this time, two of the standards have been implemented: the Healthy Beginnings Postpartum Standard # 1- Contact # 1 and Standard 2-Home Visiting, and associated clinical practice guidelines.

Purpose

The purpose of weekend services is to respond to:

1. Hospital postpartum and infant referrals for **physician** attended births.
2. Transfers from community area public health nurses. Follow-up on weekends/statutory holidays is provided to postpartum families when the mother and /or infant may be at risk if public health nursing services were deferred to the next regular work day, and /or when in the professional judgment of the community area public health nurse, follow-up is prudent.
3. Referrals received during the course of the weekend or statutory holiday requiring follow-up, such as related to Breastfeeding Hotline calls or home phototherapy for newborns.
4. Communicable diseases and other urgent public health services requiring follow-up during the weekend or statutory holiday.

Sources of Referrals for Weekend and Statutory Holiday Services

Referrals may be received via fax from:

- A. Hospital Postpartum and/or infant referrals; Children's emergency department for home phototherapy follow-up (from Health Sciences Centre, Women's and St. Boniface)
- B. Community Area Public Health Nurses
- C. Breastfeeding Hotline
- D. Medical Officer of Health (CD Referrals)
- E. Team Manager On-Call
- F. After Hours Unit
- G. Midwifery

Weekend Services Central Intake Processes

- Collect the referrals from the fax machine located between the 2 intake desks and process as identified in the sections below.
- Fax number for this machine is 940-2635
- The back-up fax is located in the mailroom behind Central Intake and the fax number for this machine is 940-8409

Hospital Postpartum and Infant Referrals – Appendix A

Referrals are to be processed in the system and ready for PHN's by 9:00am

- Postpartum and Infant Referrals are received from HSC and SBGH overnight and are usually accompanied by a checklist/confirmation sheet from each ward.
- Ensure a confirmation sheet is received from each of the following 4 wards; if any are missing, call the ward immediately to confirm if there are any referrals and if so have them faxed over as soon as possible.

St Boniface General Hospital:

MCU3 (3A/3B) –	PH: <u>204-258-1450</u>	Fax: 204- <u>235-1215</u>
LDRP –	PH: <u>204-235-3112</u>	Fax: 204- <u>235-3122</u>

Health and Sciences Centre:

WRS3 (3 rd Floor) –	PH: <u>204-787-1493</u>	Fax: <u>204-787-1375</u>
LDRP -	PH: <u>204-787-3397</u>	Fax: <u>204-787-1146</u>

- Verify that all referrals are on the checklist, use a red pen to check off the appropriate column “Yes Received at Central Intake” or “No Not Received at Central Intake”. If a referral is missing from the list or was not received notify the respective ward immediately (phone and fax numbers are listed on the confirmation sheet).
- Sort the referrals into separate piles for
 - St. Boniface Referrals (Admin #1 to complete)
 - HSC Referrals (Admin #2 to complete)
- Check for duplicate faxes as sometimes the hospitals send them more than once. Use the most recent copy as additional information may have been added.
- Date stamp referrals, if additional pages are sent with a referral indicate the total number of pages in red pen in the top right hand corner of the referral and circle the number.
- Highlight Infant Referrals in pink
- Sort the referrals by address, for those with only a rural address place to the side to be processed once the referrals with Winnipeg addresses have been processed.
- Highlight in yellow any temporary Winnipeg addresses and be sure to add both the permanent address and temporary address in the database. A photocopy of the referrals with a permanent rural address should be made and added to the rural pile for faxing purposes once the Winnipeg referrals have been processed.
 - Proceed (with the Winnipeg referrals) to search if client already exists in the HPECD database, if not mark (in red pen) on the top left hand side of the referral “N.C.” for New Client and then proceed to register the client and open them for service. Refer to page 8 of the HPECD User Manual for detailed steps
<http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>

- For existing clients check demographics and update as necessary. Refer to page 14 of the HPECD User Manual
 - <http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>
Highlight in yellow any referrals that indicate mother will be seen by a midwife after discharge – list of midwives is listed under the Contact Information in Weekend Services Process binder and on bulletin board.
- In the “Register a Client” tab, once the client’s postal code is entered, refer to the “Community” field that should auto populate with the Community Area office the referral should be directed to. This information should be noted in the “Office” section (top right hand corner) of the referral form (again in red pen).
- Referrals having a permanent address in **Nunavut**, most likely will have a temporary address listed as 310 Burnell (which may not always be listed). Most likely these moms are staying at the boarding home (310 Burnell) temporarily and have been seen by our Prenatal Connections staff prenatally. If they were seen prenatally this will be identified in the HPECD database as a PC Prenatal in the Referral Summary tab. For these clients, a DTW nurse should be providing care on the weekends and the prenatal connections nurse will follow up with the client during the week. You may also need to refer to the nursing notes at the bottom of the referral as further information may be included there as to where they are staying as well. If mom was seen prenatally and is staying at 310 Burnell the chart should remain at 490 Hargrave for the prenatal connections nurse to review on Monday.
- For other Nunavut clients who may be staying at other temporary Winnipeg addresses and were not seen prenatally should be seen by the appropriate community area nurse.
- Copy all Nunavut referrals and place in Debra Litkovich’s mailbox for Monday morning.
- Check for dates of immunizations that may have been given, highlight them in yellow to fax to CD Unit at 204-940-2690 once the Winnipeg referrals are processed.
- Once the referrals have been processed, photocopy them and set the originals aside
- Hole punch the copies, enter the same highlights on the copies as on the originals, affix them to the front of the premade charts located in the black 2 door storage cabinet and place in numeric order on the tables in meeting room 119 **by 9:00am**
- **For twins, use one chart but add a second Families First Screening form (legal sheet) and a second care map. All forms are found in the small storage room off room 119 labeled “Weekend Services Supply Room”.**

Home Phototherapy Referrals and Labs – Appendix B

- These arrive separately from the postpartum and infant referrals (no confirmation sheet is sent with these referrals).
- Record the referral or lab report in the black binder located in the desk hutch labelled “PPR Log”.
N.B. Let PHN #1 know of any home phototherapy when she arrive as these need to be attended to asap
- Proceed to search if client already exists in the HPECD database, if not mark (in red pen) on the top left hand side of the referral “N.C.” for New Client and then proceed to register the client and open them for service. Refer to page 8 of the HPECD User Manual for detailed steps
<http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>

- For existing clients check demographics and update as necessary. Refer to page 14 of the HPECD User Manual.
<http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>
- In the “Register a Client” tab, once the client’s postal code is entered, refer to the “Community” field that should auto populate with the Community Area office the referral should be directed to. This information should be noted in the top right hand corner of the referral form (again in red pen).
- Photocopy and set originals aside
- Hole punch copies and place on a 3 page booklet (premade booklets are located in the black 2 door storage cabinet) and add to referrals in meeting room 119 **by 9:00am**

Breastfeeding Hotline – Health Links/Info Santé - Appendix C

Breastfeeding hotline referrals are sent to Weekend Services on weekends and statutory holidays

- Date stamp and indicate number of pages received with the number circled in red at the right hand top of the page.
- Proceed to search if client already exists in the HPECD database, if not mark (in red pen) on the top left hand side of the referral “N.C.” for New Client and then proceed to register the client and open them for service. Refer to page 8 of the HPECD User Manual for detailed steps.
- For existing clients check demographics and update as necessary. Refer to page 14 of the HPECD User Manual
<http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>
- In the “Register a Client” tab, once the client’s postal code is entered, refer to the “Community” field that should auto populate with the Community Area office the referral should be directed to. This information should be noted in the top right hand corner of the referral form (again in red pen).
- Photocopy and set originals aside
- Hole punch copies and place on a 3 page booklet (premade booklets are located in the black 2 door storage cabinet) and add to referrals in meeting room 119 **by 9:00am**

Variance Transfers between Community Areas and Weekend Services - Appendix D

Community Area offices will complete a Variance Transfer form for current clients requiring Public Health follow up on the Weekends and fax variance transfer form and selected client chart pages to the Weekend Services office site.

- These are sent from the various community area offices for weekend nursing follow up.
- Date stamp and indicate number of pages received, with the number circled in red at the right hand top of the page.
- Indicate the Community Area office that sent the transfer in red at the top of the page as well.
- Be sure to check date of service, if for next day place in Sunday Follow Up basket.
- Enter these on the 2nd worksheet (titled “Follow-Up”) of the Weekend Services Tracking Log (found on the encrypted memory stick – **password is 1Password@atime**)
- Hole punch (these are NOT photocopied) and attach a 3 page booklet (premade booklets are located in the black 2 door storage cabinet) and add to referrals in meeting room 119 **by 9:00am**
- ***On Sundays, nurses will give referrals from Saturday that they did not get done, mark on worksheet and add: a new blue sheet and Progress Notes sheet***

Daily Comments Sheet - Appendix E

The form is intended as a communication tool between Weekend Services staff and the weekday staff and tracks the following information:

1. Referrals – number and type
2. Illnesses
3. Standby and overtime
4. Clinical issues, occurrences and recommendations
5. Administrative issues

Note: At the end of the weekend the form is put in the mailbox for the Senior Administrative Secretary.

Pull a Daily Comment Sheet from folder on tall filing cabinet and the admin are to indicate number of referrals received for Winnipeg follow-up:

- Postpartum referrals
- Infant referrals
- Breastfeeding Hotline Referrals
- Discharge Summaries
- Home Phototherapy referrals (Discharge Summaries and Home Phototherapies get recorded under “Other”. Make a copy and put to the side for future reference.
- **Provide PHN #1 with the Original Daily Comments Sheet (provide one on each weekend day), a Staff Planning Log Sheet (provide one each day) and 13 Chart Tracking Log Sheets (only provided on Saturdays) also found the tall filing cabinet. Put “Safe Visit Plans” binder (located in desk hutch) in meeting room 119 for nurses to reference.**
- Place red bins in room 119 as well for nurses to place completed charts in.

Reports – Appendix F

Once the Winnipeg referrals have been entered in the system

- Generate a **Referral Summary** report using the current date and start time of 0600 and end time of 0900 hours as your search parameters and save it to the first worksheet of the Weekend Services Tracking Log titled “Referral Summary” found on the encrypted memory stick – ***password is 1Password@atime***
- Print off both worksheets (Referral Summary and Follow-Up) and **provide them to the PHN #1 by 10:30am**

Once the rural referrals have been entered in the system

- Generate a 2nd Referral Summary report using (0600 to 1100 hours as your search parameters) compare this against the hospital confirmations to ensure everything that was received has been processed.
- Then add the report to the current Referral Summary Report from the previous Friday located on the encrypted memory stick.

Birth Episodes

Go back to the Winnipeg referrals and using the “Recent Clients” function in the HPECD database find the clients you previously created referrals for and proceed to create the birth episode for each under the “Perinatal Episodes” tab. Refer to page. 17 of the HPECD User Manual <http://www.wrha.mb.ca/extranet/publichealth/files/HPECDUserManual150513.pdf>

Once all the Winnipeg referrals (postpartum, infant, breastfeeding, home phototherapy, etc) have been processed they should be placed in the appropriate Saturday/ Sunday/Statutory Holiday City blue folder (located on tall black cabinet)

Rural Referrals

- Proceed to search if client already exists in the HPECD database, if not register them but DO NOT open them for service.
- For existing clients check demographics and update as necessary. Refer to page 14 of the HPECD User Manual.
- In the “Register a Client” tab, once the client’s postal code is entered, refer to the “RHA” (Regional Health Authority) field that should auto populate with the RHA the referral should be directed to. This information should be noted in the “Region” section (top right hand corner) of the referral form (again in red pen).
- Separate referrals by region
- The South Eastman and Interlake North Eastman (IERHA) region referrals should be faxed; once faxed, staple confirmation sheet to back of referrals and place in the appropriate Saturday/Sunday/Statutory Holiday Rural blue folder (located on tall black cabinet).
- The fax coversheet located in the black binder on the desk labeled “Fax Coversheets”
- All other rural referrals should be placed in the appropriate blue folder as well (located on tall black cabinet) to be processed by the weekday admin.

CD Referrals – Appendix G

- The Winnipeg referrals that included immunizations (highlighted in yellow earlier) are to be faxed to the CD Unit at 940-2690
- The fax coversheet located in the black binder on the desk labeled “Fax Coversheets”
- See Appendix G for examples.

Administrative Staff Roles and Responsibilities

The weekday administrative staff will ensure sufficient supplies are available through communication obtained from the weekend comments log sheet. In the unlikely event a supply shortage occurs due to unanticipated demand, HSC Nursing Supervisors are available 24 hours per day seven days a week.

- Contact HSC Paging (727-2071) – Ask for the Adult Medicine Nursing Supervisor and request the necessary supplies.
- Arrangements will need to be made for transportation of supplies from HSC.
- Advise HSC to send the bill to: Manager of Facility Supports and Services for Centralized Services at 2-490 Hargrave St.

- Document the need for supplies on the weekend communication log so that the appropriate Managers can be aware of the order and expect the invoice.

The Senior Administrative Secretary

- The Senior Administrative Secretary for Weekend Services site works Monday – Friday. Telephone No. 940-1774 and Fax no. 940-2690.
- Ordering and stocking supplies
- Checking equipment and arranging for repairs
- Addressing issues with transfers, couriers and fax
- Typing and distribution of the Daily Comments, Daily Comment Summary and Tracking Sheet that are submitted by the PHN#1 working weekends to the Weekend Services Management Team and Weekend Admin Secretaries
- Addresses operational issues and forwards the daily comments to the Weekend Services Management Team.

Central Intake Administrative Support

- Ensuring a sufficient supply of weekend charts are on hand
- Charging cell phones on Friday afternoon
- Restocking Weekend Nursing boxes
- Ensure extra toner for the fax machine is always on hand
- Ensure fax machine is stocked with paper

Part Time Weekend Administrative Support

- Administrative support is provided by three part-time administrative staff who are assigned to work all weekends and statutory holidays on a rotational basis.
- Hours of work are 07:30 to 10:30 – 2 weekends on and 1 weekend off rotation
- Telephone no. 940-2362 (voicemail password 940-2362) and Fax no. 940-2635
- Process referrals
- Create client charts and 3 page booklets for next weekend shift.

#Administrative Support for Weekend Services Management Team

- Provided by the Administrative Assistant to the Community Area Director in the Weekend Services Management Team.
- Position is responsible for general support to the management team, and creation and maintenance of the weekend services schedule.

Administrative Support Illness

If during the weekend/statutory holiday assignment the Administrative Support person becomes ill they should contact:

- **PHN#1 at 204-795-1520** when their illness becomes evident, or leave message on voice mail. PHN#1 can call other admin support to see if available for work. Those numbers are posted on the cupboard at the admin desk.
- **Manager of Facility and Support Services at 204-619-2078.**

Fax Machine and Fax Machine/Photocopier and Printers

Admin print to Printer/Fax #16 and nurses print to Printer #13

1. Make sure that the fax machines have paper and are working properly, according to the instructions with the fax machines.
2. If the fax machine gets low on paper during the weekend, add more paper before leaving. Paper is located on the floor in the general photocopy area.
3. If the fax machine requires toner, the cartridges are kept on top of the weekend admin cupboard. Place used cartridge in box and please write, "recycle".
4. Toner cartridges for the fax machine/photocopier in the general copy area are located on the counter in the general copy area. Place used cartridge in box and please write, recycle".
5. On weekends if the fax machine breaks down, the one located in the mailroom should be used and the corresponding fax number 204-940-8409, should be provided to hospitals to use until the postpartum fax machine can be repaired.

Supplies/Equipment

1. Office supplies are located in a drawer in the cupboard next to the photocopier/fax machine. The drawer is clearly labelled "stationary supplies". Any supplies you require regularly which are not in this drawer please e-mail the Senior Administrative Secretary or leave a voicemail at 204-940-1774.
2. Batteries for the pagers are located in the weekend services supply cabinet (black). There should be a spare battery in each PHN weekend kit.
3. Charge cell phone batteries every Friday, when necessary. The chargers are located by the Weekend Admin. Workstation.
4. Offices/workstations are designated for Weekend Services Staff and are indicated on the office floor plan map.

Public Health Nurses' Weekend Responsibilities

- Responding to all referrals received for weekend services.
- Contacting referrals according to Healthy Beginnings Postpartum Standards, and referral information by telephone and /or home visits as necessary.
- Having a primary focus on the health protective aspects of Standard 1: Contact 1 and Standard 2, prioritizing for the safety and well being of the infant and mother.
- Providing Home Phototherapy services, as described in WRHA Home Phototherapy Program binder.
- Ensuring strong linkage to the respective community area for the next phase of postpartum follow-up has been conveyed, so that the family is aware and expecting the community public health nurse to follow-up regarding community resources, education and ongoing support.

PHNs are expected to bring their own equipment and supplies when working on the Weekend and Statutory holidays. Additional supplies and professional resources will be located in a designated area of the office marked "**Public Health Nursing Weekend Services Resources**". It will be the responsibility of the administrative support person to ensure there are adequate supplies for the weekend staff. The resource cabinet will store the following:

1. WRHA Public Health Weekend Services manual
2. Obstetrical /newborn reference text(s)
3. WRHA Healthy Beginnings Manual
4. WRHA Postpartum Care Map Binder
5. Documentation Binder
6. Caring for Yourself After Having a Baby –two copies
7. Caring for your Newborn Baby at Home- two copies
8. Red Book
9. Control of Communicable Diseases Manual
10. The Breastfeeding Answer Book
11. Medical dictionary
12. Contact Guide
13. Medications and Mother’s Milk- Hale
14. Dr. Jack Newman’s Guide to Breastfeeding
15. Healthy Beginnings Postpartum Standards Manual
16. Home Phototherapy Manual
17. Breast Feeding and Human Lactation – Riordan,
18. Dr. Jack Newman’s teaching sheets
19. Sphygmomanometer with large BP cuff
20. Weekend documentation forms: Breastfeeding Clinic forms; Postpartum Care maps; Progress Notes; Communicable Disease forms; Client Transfer forms; Working Alone Safety Assessment forms; Signature Verification forms; Public Health Statistic System records; Families First Screening forms; Variance Transfer Form’ blue transfer forms.
21. Communicable Disease paper updates and related supplies
22. Office supplies: pens, tape, staplers, paper, etc.
23. Small supply of clinical equipment; thermometers, probe covers, feeding cups, feeding tubes, hand cleanser etc
24. Pamphlets: only those pamphlets required to meet the immediate maternal self-care, infant care and feeding issues. PHNs are encouraged to bring along their preferred selection of handouts.
25. CD specimen supplies and lab requisitions.
26. Newborn Metabolic Screening supplies
27. Bilirubin blood sampling supplies
28. Breastfeeding clinic equipment and supplies: including 2 supplemental nursing systems; 1 Baby Weigh scale; 1 breastfeeding pillow; 1 breastfeeding foot stool; supply of sterile nipple shields

Note: Should you notice supplies running low or missing while working a weekend, please write a note about this on the supplies sheet inside the cabinet

What to do when Public Health runs out of supplies on the weekends

Whenever possible we will plan to have sufficient supplies available. However this may not always be possible. A supply shortage may occur when there is an unanticipated demand due to a disease outbreak.

The HSC Nursing Supervisors are available 24/7 on stats and weekends. On regular working days they are available from 16:00-08:00 hours. Contact HSC Paging (727-2071) – Ask for the Adult Medicine Nursing Supervisor and request the needed supplies. We are responsible to arrange for transportation of supplies from HSC and they will bill us for the requested supplies.

Staff requesting these supplies will need to inform the Team Manager responsible for coordinating Weekend Services, the Administrative Manager for Centralized services and the Communicable Disease Control Team Manager, in writing, to describe the supplies ordered. This way the admin staff will be aware of the order when the invoice comes in.

Pagers and Cellular Phones

Pagers will be supplied to each PHN working the weekend. PHN #1 will have an assigned cell phone with voice mail in order to ensure communication between week days and weekend PHN's. All other PHN's are expected to bring their weekday assigned cellular phones into weekend services. All weekend pagers will be housed at the designated Weekend Services office. Pagers will be numbered so that PHN # 2 will carry Pager # 2 etc. Pager numbers are listed in appendix B.

Student Experiences on Weekends

The following is based on the WRHA Public Health Practicum Student Orientation Manual section "Weekend Services Limitations to Nursing Students Experiences". Please refer to the Practicum Student Orientation Manual for the full text and rationale.

The overall role of students on weekends and statutory holidays is one of observation.

- On weekends and statutory holidays, a nursing student may observe and co-visit with their preceptor or designated PHN.
- Student nurses are not to initiate contact with clients nor provide unsupervised interactions.
- The public health nurse, prior to co-visiting, must obtain permission from the family for student involvement.
- Students are not to provide telephone assessment on the weekends and statutory holidays.

Temporary Swipe Cards

- Are available at the Weekend Administrative Secretary's desk and are stored in a binder titled "Weekend Swipe Cards" in the top hutch.
- Nurses are to sign them out and return the cards at the end of their shifts.
- A separate card is also available for the Stand-By PHN to sign out if called in to work.