

Vision: “Healthy People, Vibrant Communities, Care for All”

The Travel Health and Tropical Medicine Services team works on a cost-recovery* basis with individuals, families, high-risk travel populations and community partners to promote safe travel and to prevent and/or treat travel-related and other infectious diseases, injury and environmental risks through the provision of pre-travel health assessment and education, immunizations and preventative medications, and post-travel specialist consultations.

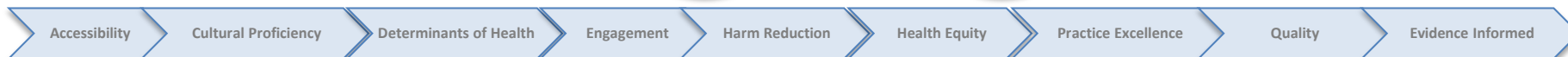
Travel Health and Tropical Medicine Services - Strategic Priorities, 2013-2018

10 Key PPH Strategic Approaches
Applied Public Health Research
Collaboration & Partnership
Community Development
Health Assessment
Health Communication
Healthy Built & Social Environments
Healthy Public Policy
Outreach
Public Health Clinical Practice
Surveillance



Key PPH Strategic Priorities (2012 – 2017)
Applied Public Health Research
Health Equity Promotion
Health Communication
Healthy Built & Social Environment
Healthy Public Policy
Public Health Information Systems
Program Monitoring

Guiding Principles



*In a cost-recovery (not-for-profit) model, income generated must fully cover services and products (including vaccines) that are not publically¹ funded. The delivery of these services further enables the Travel Health and Tropical Medicine Services team to realize its vision.

Improved Efficiency, Appropriateness and Communication of Services

Goal #1 : Review current processes to identify opportunities to be more efficient

1. Engage a process engineer to map out current procedures and conduct a workflow analysis.
2. Develop and pilot a time tracking tool to determine the actual time required to deliver travel health services.
3. Explore scheduling options available to maximize available human resources and workload requirements. (i.e.; sick coverage; managing follow up visits)
4. Set up standardized processes and procedures to deliver travel health services.

Goal #2: Identify opportunities to leverage technology to maximize efficiency

1. Pull together a working group (that includes a member from CSIS) to review how current workflow processes could be improved by leveraging EMR to work better for travel health services.
2. Explore bar code scanning and other electronic options to manage immunization inventory.
3. Regularly update computers to ensure they are current.

Goal # 3: Review existing services and opportunities to examine concordance with existing vision and strategic priorities and revise service /business plan as appropriate

1. Prepare and discuss briefing note with PH program team in support of broadening the delivery of immunization services.
2. Enlist the support of a business graduate student to work with the team to develop a business model that manages the tensions of income generation/cost-recovery while supporting the team's vision.
 - Explore and learn from other models of travel health service delivery in other jurisdictions
3. Explore new service opportunities to fill gaps between NACI recommendations and Manitoba Health vaccine coverage where greatest potential public health impacts exist.
4. Ensure that high quality and safe care is considered, maintained, and prioritized in all efforts to improve efficiency of services.

Reaching and Engaging (Individuals, Families, and Priority Populations)

Goal #1: Revisit newcomer/visiting friends and relatives (VFR) travel health strategy and opportunities to improve communication and accessibility

1. Leverage existing and new opportunities while exploring opportunities for funding health promotion activities (e.g. PH prevention and promotion budget proposal)
2. Develop a plan for equity focused prevention, travel health promotion, and service access
3. Incorporate lessons learned from equity impact assessment
4. Consider re-framing VFR terminology

Goal #2: Identify priority populations and develop targeted strategies for each

1. Review existing and available evidence on travel related health harms experienced by populations in the Winnipeg Health Region (eg. Geosentinel, Canadian Network of Public Health Intelligence, WHRA Epi Stats/Communicable Diseases).
2. Explore opportunities for funding health promotion activities
3. Review language access and cultural capacity to meet needs of diverse clientele

Work Environment, Human Resources and Capacity

Goal #1: Develop plan to effectively manage change regarding the preparation of Registered Nurse Prescribers (RN(P)) with attention to both internal and external supports

1. Keep RN (P) issues as a standing agenda item in team meetings to share updates, enhance planning, and remain active in requesting information from stakeholders.
2. Develop a logic model to map out anticipated elements of change management for preparation of RN(P)'s
3. Prepare and submit briefing note to elicit program support for staff support and lost revenue to clinic during RN(P) preparation

Goal #2: Develop and maintain surge capacity to deal with fluctuating client volumes

1. Prepare and discuss briefing note with senior management that promotes alternate staffing models
2. Explore opportunities to engage volunteer services

Goal #3: Enhance and maintain positive work environment and staff morale

1. Engage staff in team building events
Hold annual Travel Health Team Day with strength based facilitated workshop and fun activity.