



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911 route Mackenzie  
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

## **Public Notice – Service Level Update for the Period July & August 2024**

**June 20, 2024** – The NWT health and social services system continues to face pressures and service impacts related to a shortage of skilled workers in the NWT and across the country. Efforts continue to close staffing gaps through hiring of full-time residents, locum and casual staff. There is also work ongoing to implement immediate operational solutions to minimize staffing risks, and longer term work towards sustainable staffing.

To ensure community residents have the information they need to understand service levels throughout the summer, the HRHSSA will continue to identify service impacts and provide residents with notice of upcoming service changes. Residents can also check the status of service levels at [www.hrhssa.org](http://www.hrhssa.org)

### **Physician & Nurse Practitioner Services – July & August**

*Medical Clinic* - access to services will continue with a reduced number of Practitioners. No closure of services are planned at this time.

*Outpatients* - access will continue with a reduced number of Practitioners. No closure of services are planned at this time.

*Emergency Department* – Physician staffing will continue, with the exception of the period July 12<sup>th</sup> – 19<sup>th</sup> when virtual support will be provided. Recruitment efforts continue to secure a Physician in community during this time.

### **Ongoing recruitment efforts:**

- HRHSSA has implemented incentives specific to Nurse Practitioners for the months of July and August to support the Outpatient department, Inpatients and the Medical Clinic
- The Department of Health and Social Services has introduced increased incentives for locum Physicians during the summer months
- Medical Directives are in place to provide clear guidance to Registered Nurses in the absence of a practitioner
- HRHSSA has entered into a contract with Advanced Medical Solutions to staff two Advanced Care Paramedics in the community for July and August to support our Emergency department

HRHSSA will be scheduling our quarterly meetings with local stakeholders over the coming weeks, which will provide an opportunity for further community engagement.

Although this situation is difficult for our community, we ask that residents please remain patient and kind when working with our staff, particularly frontline and administration staff who are showing up every day and doing their best to meet everyone's healthcare needs.

As we continue to work with the Northwest Territories Health and Social Services Authority to recruit and develop mitigation strategies to avoid closures, the HRHSSA remains committed to keeping residents and community stakeholders informed and will post weekly updates throughout July and August as the situation evolves.

Thank you.