



# SOUTH BRUCE GREY HEALTH CENTRE

CHESLEY | DURHAM | KINCARDINE | WALKERTON

## CHESLEY SITE EMERGENCY DEPARTMENT – REDUCED HOURS OF OPERATION

### FAQ

#### When will the Emergency Department hours be reduced?

- The reduced hours of operation will go into effect Saturday, September 21, 2019.
- The Chesley Emergency Department will be open daily from 8:00 AM to 8:00 PM, and closed from 8:00 PM to 8:00 AM.
- EMS (Ambulance) will be on bypass after 8:00 PM to transport patients who require Emergency Department services to the nearest 24/7 ER.

#### Where can I go to access emergency services between 8:00 PM and 8:00 AM?

If you are in need of immediate medical attention, call 9-1-1.

The closest 24-hour Emergency Departments to Chesley are listed below.

<b>Hanover &amp; District Hospital</b> 90-7th Avenue 519-364-2340 20 KM	<b>South Bruce Grey Health Centre – Walkerton</b> 21 McGivern St. W. 519-881-1220 26 KM
<b>South Bruce Grey Health Centre – Durham</b> 320 College Street 519-369-2340 36 KM	<b>Grey Bruce Health Services – Markdale</b> 55 Isla St. 519-986-3040 45 KM
<b>Grey Bruce Health Services – Southampton</b> 340 High St. 519-797-3230 41 KM	<b>Grey Bruce Health Services – Owen Sound</b> 1800 8th St. East 519-376-2121 47 KM

#### Will the inpatient unit be affected by the nursing staff shortage?

No. The inpatient unit (acute care beds, Seniors Centre of Care and Restorative Care) will be reopened on October 1 after being temporarily closed since July 22 for the replacement of the building's air-handling units and installation of a sprinkler system. We do not anticipate any staffing issues.



**SOUTH BRUCE GREY  
HEALTH CENTRE**

CHESLEY | DURHAM | KINCARDINE | WALKERTON

# CHESLEY SITE EMERGENCY DEPARTMENT – REDUCED HOURS OF OPERATION

## FAQ

### **Are the reduced operating hours a permanent decision?**

No. Reducing the Emergency Department operating hours in Chesley is an interim decision to allow time for the nursing staffing complement to be stabilized. Active recruitment and training will continue with the intent to resume 24-hour ER services.

### **Is reducing ER hours an indication that SBGHC intends to close Chesley Hospital?**

No. SBGHC has no intention of closing the ED on a permanent basis, or making it an urgent care centre or a long-term care home. A shortage of healthcare staff is driving this interim measure. SBGHC is committed to keeping all four of our sites strong and viable. This commitment is evidenced by the ongoing construction project in Chesley where \$2.7M is currently being invested in new air handling equipment and a full sprinkler system, and additional community funds have been directed to significant internal renovations in the ED and inpatient unit.

### **Why is it difficult to recruit nursing staff to Chesley?**

Recruitment and retention of Registered Nurses (RNs) is very challenging in rural communities. Nurses are required to develop a high degree of competency in a number of clinical domains and specialties, and new graduates can often be unprepared to work in a rural setting without significant orientation and mentorship.

### **Why will it take so long to reopen the department 24-hours?**

Health care human resource issues cannot be fixed quickly. We require this amount of time to recruit new staff and train them appropriately. Orientation for a new staff member in the Emergency Department is significant in order to develop the skills and confidence to provide quality, safe care.

### **Can nurses from other SBGHC sites be diverted to fill the void in Chesley?**

Nursing staff from other SBGHC sites have been filling shifts in Chesley for many months. The loss of a RN at any SBGHC site can present similar challenges at the other sites.

### **On average, how many ER patients in Chesley will be affected by this change?**

The highest volume of patients (85%) are seen during the hours of 8:00 AM to 8:00 PM. Typically, the volume of patients seen in the Emergency Department at the Chesley site during the overnight hours are very low. In some cases, there are no patients seen in the overnight hours.

**QUALITY HEALTH CARE – CLOSE TO HOME**