

## MEMORANDUM

**TO:** All Health PEI Staff and Physicians  
**FROM:** Jamie MacDonald, Services Reinstatement Team chair  
**DATE:** June 11, 2020  
**SUBJECT:** Services reinstatement at Health PEI

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As PEI moves forward with the response to COVID-19, the PEI health system is easing back into services that were placed on hold with our initial response to the virus. The health response needs to ensure that services are reinstated in a safe, co-ordinated process across the health system, reflective of each stage of the Renew PEI, Together plan.

The Services Reinstatement Team (SRT) has been established to guide this ease-back process, while also taking in to account the many innovative transitions in health services implemented due to the COVID-19 pandemic preparations. This team includes physicians, operations leaders, and representatives from the Department of Health and Wellness.

SRT is committed to timely responses for implementation of programs. To date, plans for the following services have approved and services have been reinstated, either in full or to some degree:

- Primary Care
- PCH Surgical Services and Endoscopy
- PCH Ambulatory Care Services
- QEH Surgical Services
- QEH Ambulatory Care Services, including Endoscopy
- HPEI Laboratory Services
- HPEI Diagnostic Imaging Services, including Breast Screening
- Obstetrics/Gynecology Clinics
- Community Mental Health & Addictions

Other services have been re-instated as a phased in approach, as some staff remain redeployed in areas such as cough and fever clinics.

Service plans include consideration for physical distancing, usage of personal protective equipment and medications, and placing a priority on providing services those who require them most urgently.

The SRT will work with Health PEI, Department of Health and Wellness, and all sectors, in a coordinated approach to monitor, evaluate, and support access to services. It will work in collaboration with community groups, business leaders, government and non-government agencies to support principles of engagement and partnerships

In performing its duties, the SRT will link with the COVID-19 Joint Response Team through the Operations Branch to guide operational planning as it relates to surge requirements and other pandemic plans. The team will also provide comprehensive review of opportunities arising from pandemic plan, to develop a “new norm” proposal for some services/programs.

### **Template for future service plans**

The SRT has developed a fillable template that should be used by all services who are providing service reinstatement plans and who are updating SRT on progress with the plans. The template accompanies this email and will be available on Staff Resource Centre. Completed plans can be sent to [vmlange@gov.pe.ca](mailto:vmlange@gov.pe.ca).

### **Staff Survey**

The next phase of the SRT work includes hearing from more leaders and staff. Please complete the short survey for leaders within Health PEI, which can be reached by clicking <https://servicesreinstatementteamsurvey.questionpro.ca/>. We invite you to share your perspective on new and innovative practices, what has worked well, challenges and opportunities for the delivery of care.

We look forward to working closely with dedicated staff across Health PEI as we establish our “new normal” as an organization ensure we continue to offer high-quality, safe health care to Islanders.

Sincerely,

Jamie MacDonald, Chair, SRT