Called my ... temporary per Torngat Mountains
K Hawley George - with leave
November 5, 2024

Evans, Lela

From: Karen Stone <Karen.Stone@nlhealthservices.ca>
Sent: October 4, 2024 12:22 PM
To: Joanne Pelley; Evans, Lela; Ed Sharpe
Subject: RE: Urgent- patients bumped off flight with diabetic child at home. ;

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks, Joanne and Ed. Please keep me in the loop.
Karen

NL Health Services

Karen Stone, KC
Chief Executive Officer (Interim)
NL Health Services
70 O'Leary Avenue, St. John's NL A1B 2C7
t: *709-697-4946*
e: karen.stone@nlhealthservices.ca
w: NLHealthServices.ca

From: Joanne Pelley <Joanne.Pelley@centralhealth.nl.ca>
Sent: Friday, October 4, 2024 12:[redacted]
To: Evans, Lela <LelaEvans@gov.nl.ca>
Cc: Karen Stone <Karen.Stone@nlhealthservices.ca>
Subject: Re: Urgent- patients bumped off flight with diabetic child at home. ;

Thanks Lela. I have asked the team to ensure quick follow-up here. [redacted]

Joanne Pelley
VP-CNIO (interim)
Provincial Chief Nursing Officer
COO (Acting) Labrador Grenfell Zone
NL Health Services [redacted]

From: Evans, Lela <LelaEvans@gov.nl.ca>
Sent: Friday, October 4, 2024 12:05:51 PM
To: Joanne Pelley <Joanne.Pelley@centralhealth.nl.ca>
Subject: Fwd: Urgent- patients bumped off flight with diabetic child at home. ;

FYI, (as per [redacted] replacement for Sandy Penney)
Sent from my iPhone [redacted]

Begin forwarded message:

From: Ed Sharpe <ed.sharpe@lghealth.ca>
Date: October 4, 2024 at 12:04:23 PM NDT
To: "Evans, Lela" <LelaEvans@gov.nl.ca>, Sandy Penney <Sandy.Penney@nlhealthservices.ca>
Cc: "Ford, Suzanne" <SuzanneFord@gov.nl.ca>, "Cathy Fitzpatrick (Executive Offices)" <Cathy.Fitzpatrick@nlhealthservices.ca>, Karen Stone <Karen.Stone@nlhealthservices.ca>
Subject: Re: Urgent- patients bumped off flight with diabetic child at home. ;

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I will deal with the issue and look for a means to get them home.

Get Outlook for iOS

From: Evans, Lela <LelaEvans@gov.nl.ca>
Sent: Friday, October 4, 2024 11:27:56 AM
To: Ed Sharpe <ed.sharpe@lghealth.ca>; Sandy Penney <Sandy.Penney@nlhealthservices.ca>
Cc: Ford, Suzanne <SuzanneFord@gov.nl.ca>; Cathy Fitzpatrick (Executive Offices) <Cathy.Fitzpatrick@nlhealthservices.ca>; Karen Stone <Karen.Stone@nlhealthservices.ca>
Subject: Urgent- patients bumped off flight with diabetic child at home. ;

Ed,

I have been contacted by husband and wife patients [redacted] and [redacted] of Postville. They should have been scheduled to return home to postville today but now are bumped until Monday (actually this isn't accurate because we learned they aren't even scheduled to travel on Monday). This is not acceptable plus they are dealing urgent family issues at home.

[redacted] and his escort went to goose bay on Wednesday and had his appointment Thursday morning. They passed in their blue slips 1:30 pm Thursday so they SHOULD have been on this Friday's flight.

RT did not have them on the 'list to travel' today. They called and RT and RT told them that they can't get home until Monday. They told RT about their situation and RT repeated that they can't get home until Monday.

[redacted]s situation that he and his escort)wife) explained to RT:

[redacted] and escort [redacted] have [redacted] small children at home. They were confident that they would travel as scheduled because the weather forecast was 'good' therefore no weather delay. Their scheduled patient travel was to travel to goose bay on Wednesday and back to Postville on Friday. Also, they have competent parents (children's paternal grandparents) to look after their kids. One child is type 1 diabetic with an insulin pump.

The problem is that the insulin pump has to be changed out on Friday. For the last 2 nights that [redacted] and [redacted] have been away, their child has been having issues with insulin levels at night. This is a worrisome complication. Last night the child's level dropped to 2.1 at night. The grandmother and the parents were up most of the night talking via phone and video because his levels would not increase. Then it spiked over 20.

These parents, according to LGH patient travel criteria, should be traveling home today. They should not be stuck in goose bay until Monday. Plus, we have just learned, as I was writing this email, they are not on MONDAY's travel list either. How is this happening?

This is another example of the failure to live up to the promises made earlier this summer. Patients are afraid to travel now. Plain and simple. AFRAID.

I hope LGH gets all the patients home who should be traveling because I am sure it is not just [redacted] and [redacted] who is dealing with issues created by being bumped. I was just told that 40 extra blue slips came in last minute Thursday afternoon before the deadline according to RT - now more patients are bumped. But [redacted] and [redacted] had their slips in early on Thursday and they still got bumped

All of this should be prevented by the 'new' system. It has all the patients travel pre-booked in advanced so they should have know about all the patients. Plus if we were getting the promised 4 flights each Tuesday, Wednesday, Thursday, and 5 Flights on Mondays and Friday it should have prevented any backlogs. Did we get the promised flights leading up to today?

Patient travel should not continue to be harming our patients.

Regards,

Lela

Lela Evans
MHA Torngat Mountains
709-725-7453

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