

PART 6

Specifications / Scope of Work

6.1 General

St Helena is currently only accessible by ship. In November 2011 the UK Government agreed to fund an airport. Construction is nearing completion and operations are scheduled to begin in 2016. Once the airport is opened, Comair, a South African based scheduled airline, will commence weekly return flights from Johannesburg (O. R. Tambo International Airport) to St Helena. The St Helena Government (SHG) is therefore pursuing the development of a Service Level Agreement (SLA) with an aeromedical evacuation provider and/or a provider of secondary/tertiary healthcare within South Africa. It is anticipated that access to emergency medical evacuation by air via an aeromedical evacuation provider will also be available in 2016.

To access St Helena, the Royal Mail Ship (RMS) St Helena currently travels regularly between Cape Town, St Helena and Ascension Island. However, the RMS St Helena ocean passenger service is scheduled to cease in mid-2016, following the opening of the airport.

The role of the SHG Health Directorate is to deliver a high standard of health care to improve the health status and well-being of the population, with particular emphasis on the vulnerable and those members of our community who are 'at risk'.

The following health services are delivered by the Health Directorate on island:

- Community / Primary Care Services, including mental health
- Medical and Nursing services, including hospital services such as surgery, acute care, maternity and accident and emergency services. Medical officers resident on island include: general surgeon, obstetrician/gynaecologist, anaesthetist, internal medicine specialist and 2 general practitioners. Visiting medical specialities include: orthopaedic surgeon, oral maxilla facial surgeon, ophthalmologist and psychiatrist.
- Physiotherapy and Occupational Therapy services
- Dental services
- Environmental Health services
- Laboratory services including phlebotomy services, haematology and biomedical lab services, food and water testing services, pathology testing
- Pharmacy services
- Radiography services, including x-ray, ultrasound and a SOMATOM Scope 16-slice CT scanner (from early 2016).

At present the majority of patients requiring specialist secondary/tertiary care travel to Cape Town on the RMS St Helena. Only an extremely limited number of patients are transferred to the UK (usually via Ascension Island). It is unlikely that the number of patients transferred to the UK will change significantly in the foreseeable future. St Helena is likely to continue to remain reliant on accessing specialist secondary / tertiary care predominantly in South Africa.

In the preceding three years to July 2015, **the principal conditions necessitating transfer to South Africa (Cape Town) for diagnosis/treatment** have involved the following medical specialties (listed in descending order of frequency of occurrence):

- Cardiology
- Cancer/Oncology
- Neurology
- Orthopaedics
- Ophthalmology
- Urology
- Gastrointestinal
- Respiratory/Thoracic
- Vascular / Endovascular
- ENT
- Neurosurgery
- High Risk Obstetrics

Patients may, at times, require transfer to Intensive Care / High Dependency Units if it is clinically indicated, either on initial presentation to hospital or during their admission.

In the preceding three years to July 2015, the total number of patients transferred to Cape Town for diagnostic procedures / treatment has been in the vicinity of 120 - 160 patients per annum.

Of those patients, approximately 15 patients per annum would have met the criteria for an urgent aeromedical evacuation (medevac flight). Approximately a further 15 medically unstable patients would most likely have been unable to be transferred on the commercial flight and an additional 10 patients per annum would have met the criteria for a stretcher transfer on the weekly commercial passenger flight. It is envisaged the actual number of aeromedical patients will vary from 15 to 40 patients per annum.

It is proposed that any patient transferred via stretcher on the weekly commercial passenger flight will receive inpatient treatment in Johannesburg / Pretoria, due to the inherent logistical difficulties associated with arranging transfer from Johannesburg to another location in South Africa.

However, patients transferred via an urgent aeromedical evacuation (medevac flight) may not be confined to receiving treatment in Johannesburg / Pretoria, depending on the appropriateness of transferring the patient to another location in South Africa. It is likely however that in most instances patients retrieved from St Helena via an urgent aeromedical evacuation (medevac flight) will be transferred to Johannesburg / Pretoria / Cape Town.

Availability of an aeromedical evacuation service is required from St Helena for clinically unstable patients who require urgent transfer to a private healthcare provider in Johannesburg / Pretoria / Cape Town and possibly other locations including Namibia and the United Kingdom.

6.2 Objectives

1. The SHG Health Directorate is proposing to develop a comprehensive Service Level Agreement (SLA) with a private healthcare provider in South Africa. It is envisaged that this may include the possibility of implementing a 'preferred provider' arrangement for services which are provided at a negotiated rate.
2. The SHG Health Directorate is also proposing to develop a separate SLA which is envisaged to cover the following requirements:
 - a. The provision of an air ambulance medical evacuation capability, managed by a single point of contact. This single point of contact will be required to coordinate all logistics between the airport and the referral hospital
 - b. The management of a patient referral process and logistics covering transfers to and from hospitals in South Africa from medevac flights and scheduled airline services

6.3 Requirements

The party(ies) selected to provide the services will be evaluated on:

1. Overall costs for each element of the tender submission;
2. Physical location of private healthcare / private hospital facilities (including the proximity to air access);
3. The scope and level of hospital/technical facilities provided at each specified location;
4. The fee structure for treatment and services provided per patient at a specified private healthcare / private hospital facility (excluding any direct care costs for medical services provided, which are billed separately by the treating medical officer);
5. Demonstrated evidence of a high level of commitment to the quality of care provision by the private healthcare / private hospital facility (as evidenced by external accreditation / ISO certification / survey reports);
6. Availability of dedicated concierge / patient transport / ambulance transfer facilities for either the transfer of patients from St Helena who arrive at O. R. Tambo International Airport directly to a private healthcare / private hospital facility in Johannesburg / Pretoria where required, or alternatively the transfer of patients from St Helena who arrive at Cape Town International Airport directly to a private healthcare / private hospital facility in Cape Town.
7. Access to a pathology laboratory service (for those services unable to be performed on St Helena), including transfer of specimens from O. R. Tambo International Airport to the designated laboratory;

8. Access to a radiology reporting service (X-ray, Ultrasound, 16-slice CT Scan, MRI and other radiology methods);
9. Ability to deploy nursing / paramedical / medical personnel on the outbound commercial flight from O. R. Tambo International Airport to St Helena, to accompany medically stable patient(s) from St Helena to a private healthcare / private hospital facility in Johannesburg / Pretoria (Note: the expected duration of the flight time is 4-5 hours in each direction, with a one hour turnaround time at St Helena International Airport);
10. Possibility of transferring non-stretcher (i.e. either ambulant or wheelchair-bound) patients who arrive at O. R. Tambo International Airport to Cape Town to receive medical treatment in healthcare / private hospital facilities at that location rather than in Johannesburg / Pretoria.