

Collaboration for success

Saskatchewan Health Authority

Team Prince Albert, Team Battleford and Team Regina



Saskatchewan
Health Authority

North East (Prince Albert)
North West (Battleford)
Regina Palliative Care Services

Provincial Context

SASKATCHEWAN HEALTH AUTHORITY

VISION

Healthy People, Healthy Saskatchewan

MISSION

We work together to improve health and well-being.
Every day. For everyone.

VALUES

- **SAFETY:** *Be aware.* Commit to physical, psychological, social, cultural and environmental safety. Every day. For everyone.
- **ACCOUNTABILITY:** *Be responsible.* Own each action and decision. Be transparent and have courage to speak up.
- **RESPECT:** *Be kind.* Honour diversity with dignity and empathy. Value each person as an individual.
- **COLLABORATION:** *Be better together.* Include and acknowledge the contributions of employees, physicians, patients, families and partners.
- **COMPASSION:** *Be caring.* Practice empathy. Listen actively to understand each other's experiences.



PHILOSOPHY OF CARE: Our commitment to a philosophy of Patient and Family Centred Care is at the heart of everything we do and is the foundation for our values. This philosophy of care is in essence our culture – who we are, the shared purpose that brings us all together and how our patients and families experience care every day. Through meaningful engagement and co-creating mutually beneficial partnerships among employees, physicians, patients, families, clients and residents, together we ensure a seamless health system that supports *Healthy People, Healthy Saskatchewan*.



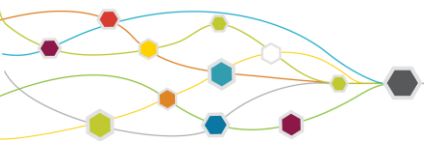
Addressing privacy

- Initially, the North spoke to our local Privacy officer regarding WCPR and to get clarification about confidentiality. We also informed our local officer that Regina also had a team, so both Privacy officers could communicate so the same message was sent throughout the Saskatchewan Health Authority.
- Both Privacy officers have attended rounds (either in person or through conference call) and have developed recommendations based on each site's rounds.
- Communication between all three teams and both Privacy officers will continue to ensure everyone is on the same page and that work standards that are developed work for all parties.



Consistent forms

- The Integrated North decided to standardize our forms from the beginning. I adapted the forms from Integrated Health to suit our needs.
- We ran some PDSA cycles to gain feedback amongst the team and edited the forms as needed. All forms remain in Draft Version.
- Regina developed their own forms adapted from Interior Health (which is rework – earlier collaboration could have prevented this).
- Our plan is to overlay all of our forms and standardize them across all sites, so we are all using these forms. We hope in doing so, when our future goal to expand WCPR provincially goes live, the forms will be standardized for the entire province.
- We will start the standardization portion on December 10th through Webex format.



Integrated North

- Collaboration between PA and Battleford (background/context)
- Experience of working with Team Regina



Partner Engagement

- Video made by Battleford team and being shared by other SHA teams
- Invitation to attend mock rounds
- Collaboration with Bridge to Home Project (Canadian Foundation for Health Care Improvement)



Plans for future collaboration

Saskatchewan Health Authority *HEALTH SYSTEM STRATEGIC PLAN (2019-2020)*

Better Health Better Care Better Value Better Teams

GOALS:

Goal 1: Connected care for the people of Saskatchewan

Establish collaborative teams of health professionals, including physicians, and community partners to provide fully integrated services to meet the health needs of individuals and communities, reducing reliance on emergency and acute care services.

STRATEGIES

- Improve team based care in the community
- Improve access to mental health and addiction services
- Enhance team based care in the hospital and ensure seamless patient care at all points in the health system

Goal 2: Deliver safe and high quality health care

Create a health system culture that promotes patient and staff safety.

STRATEGIES

- Enhance the culture of safety and continuous improvement
- Strengthen appropriateness of care
- Improve cultural responsiveness in the health care system

Goal 3: Establish physicians as leaders in the health care system

Physician knowledge and experience is essential to improve the design of health care services, and to promote shared accountability for health system performance.

STRATEGIES

- Enhance physicians' role in the management and governance of the health system

Goal 4: Improve system-wide coordination and alignment of services

Integrated business systems and standardized processes will enhance effectiveness and ensure Saskatchewan residents experience high quality care across the province.

STRATEGIES

- Integrate business systems and delivery of health services



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Lessons learned

- Earlier interactions
- Champions to spread the program
- Benefit of provincial momentum
- Implementation of practice changes such as WCPR's can be challenging work. It is important to reach out to others with shared experiences, for support and motivation to stay the course, and get a few good tips along the way!

