



Headed in the right direction

2010-2013 Strategic Directions

Our Values

**Respect
Excellence
Compassion
Collaboration
Stewardship**

Transform the care and service experience.

Transform the work experience.

Partner to improve health of the community.

Build a sustainable, integrated system.

Healthiest people ~ Healthiest communities ~ Exceptional service

www.saskatoonhealthregion.ca



Saskatoon Health Region Strategic Plan 2010-2013

Vision: Healthiest People, Healthiest Communities, Exceptional Service

Mission: We improve health through excellence and innovation in service, education and research, building on the strengths of our people and partnerships.

Values: Respect, Compassion, Excellence, Stewardship, Collaboration

Promise: Every moment is an opportunity to create a positive experience in the way we treat and care for people, in how we work and interact with each other, and in how we deliver quality service. We promise to seize every opportunity.

Strategic Directions:

Transform the Care and Service Experience Provide exceptional care and services that exceed client expectations and are consistent with best practices	Partner to Improve Health of the Community Improve the overall health of the population and reduce health disparities	Transform the Work Experience Create a workplace that optimizes capabilities, capacity, engagement and quality of worklife for providers and learners	Build a Sustainable, Integrated System Manage and align our resources to ensure sustainability of the health system
<ul style="list-style-type: none"> • Place clients and families first • Achieve timely access to services • Eliminate harm and avoidable deaths • Provide culturally safe and competent care with a focus on First Nations and Métis people. 	<ul style="list-style-type: none"> • Identify health needs and priorities with community partners • Focus on health promotion, protection and disease prevention • Collaborate with communities and governments to reduce disparities in health status • Begin implementation of the Aboriginal Health strategy 	<ul style="list-style-type: none"> • Work together to create safe, and supportive work places • Develop a highly skilled, workforce with a sufficient number and mix of service providers • Promote teamwork and interprofessional practice • Develop a diverse workforce, ensuring enhanced representation from First Nations and Métis populations 	<ul style="list-style-type: none"> • Maximize efficiencies and reduce waste • Strategically invest in facilities, equipment and information technology • Foster research, learning and innovation • Measure and report performance, benchmarking with high performing health systems and other industries

Saskatoon Health Region Strategic Plan 2010-2013

Vision Statement:

Healthiest People, Healthiest Communities, Exceptional Service

Healthiest People experience good physical, emotional, spiritual and mental health by taking responsibility for their own health and through the support of others. The experience of health changes over a lifetime.

Healthiest Communities value health and care for each other. Healthiest communities partner with governments, agencies and citizens to build and support capacity to improve health.

Exceptional Service is our commitment to provide the best possible care and service experience. We achieve this by collaborating with clients,¹ families² and colleagues³ to anticipate and address their needs in ways that are personal, professional and compassionate.

¹ Client means a person or organization that experiences services provided by Saskatoon Health Region. An internal client is an individual or department receiving services or supports from another Health Region department.

² Family means individuals who are connected by kinship, affection, dependency or trust.

³ Colleagues means health care providers, learners and staff from other agencies who jointly provide care to a client.

Saskatoon Health Region Strategic Directions, Goals and Objectives for 2011-2012

May 6, 2011



Vision: Healthiest People, Healthiest Communities, Exceptional Service

Mission: We improve health through excellence and innovation in service, education and research, building on the strengths of our people and partnerships.

Values: Respect, Compassion, Excellence, Stewardship, Collaboration

Promise: Every moment is an opportunity to create a positive experience in the way we treat and care for people, in how we work and interact with each other, and in how we deliver quality service. We promise to seize every opportunity.

<p style="text-align: center;">TRANSFORM THE CARE AND SERVICE EXPERIENCE</p> <p style="text-align: center;"><i>Provide exceptional care and services that exceeds client expectations and is consistent with best practices</i></p>	<p style="text-align: center;">PARTNER TO IMPROVE HEALTH OF THE COMMUNITY</p> <p style="text-align: center;"><i>Improve the overall health of the population and reduce health disparities</i></p>	<p style="text-align: center;">TRANSFORM THE WORK EXPERIENCE</p> <p style="text-align: center;"><i>Create a workplace that optimizes capabilities, capacity, engagement and quality of worklife for providers and learners</i></p>	<p style="text-align: center;">BUILD A SUSTAINABLE, INTEGRATED SYSTEM</p> <p style="text-align: center;"><i>Manage and align our resources to ensure sustainability of the health system</i></p>
<p>Place clients and families first; and Provide culturally safe and competent care with a focus on First Nations and Métis people:</p> <ul style="list-style-type: none"> • Develop and begin implementation of a 10 year plan for patient and family centred care <p>Achieve timely access to services:</p> <ul style="list-style-type: none"> • Establish spine clinic • Implement other SkSI strategies to meet surgical volume and wait time targets • Repatriate deceased donor kidney transplants to ensure full range of surgery and 	<p>Identify health needs and priorities with community partners:</p> <ul style="list-style-type: none"> • Implement first steps of rural health strategy to support and partner with all communities ready to engage in joint health service planning, including but not limited to: Watson, Wakaw/Cudworth, Nokomis, Lanigan, and Watrous <p>Focus on health promotion, protection and disease prevention:</p> <ul style="list-style-type: none"> • Participate in priority projects of the Saskatchewan Population Health Council, with emphasis on Phase One implementation of SHR HIV strategy 	<p>Work together to create safe and supportive work places:</p> <ul style="list-style-type: none"> • Continue implementation of the SHR Workplace Excellence plan, collaborating with employees to improve their health as well as our organization's workplace and financial health, resulting in reductions in sicktime and WCB time lost <p>Develop a highly skilled, workforce with a sufficient number and mix of service providers:</p> <ul style="list-style-type: none"> • Focusing on employee, workplace and financial health, continue 	<p>Maximize efficiencies and reduce waste:</p> <ul style="list-style-type: none"> • Implement operational efficiencies to achieve SHR 2011/12 budget targets • Develop a multi-year SRHA-approved strategy to spread Lean across the care continuum • Implement Lean in redesign related to Emergency Optimization), Home Care, Lab and hospital discharge planning • Participate in provincial shared services and procurement <p>Strategically invest in facilities, equipment and information technology:</p> <ul style="list-style-type: none"> • Implement capital project plans for: <ul style="list-style-type: none"> ▪ RUH Pharmacy

Saskatoon Health Region Strategic Directions, Goals and Objectives for 2011-2012

May 6, 2011

<p>nephrology services available to patients in SHR</p> <ul style="list-style-type: none"> • Meet provincial target for numbers of assessed hospital patients awaiting LTC transfer • Enhance capacity to respond to surges in demand for clinical care • Implement priority projects related to SCH redevelopment <p>Eliminate harm and avoidable deaths:</p> <ul style="list-style-type: none"> • Enhance medication safety • Implement <i>SHN!</i> Falls Prevention bundle in 100% of LTC facilities • Continue implementation of surgical site infection bundle • Improve communication among care providers and with patients and clients at all points of care provision transfer • Implement IHI global trigger tool in acute care to inform focus for quality and safety improvements 	<p>Collaborate with communities and governments to reduce disparities in health status:</p> <ul style="list-style-type: none"> • Finalize the Health Care Equity Audit framework in the pilot areas of Public Health (immunization), Chronic Disease Management (diabetes care), and Psychiatry (suicide attempt) <p>Begin implementation of the Aboriginal Health strategy:</p> <ul style="list-style-type: none"> • Support the Provincial MOU on First Nations Health and Well-being process by ensuring alignment of our SHR initiatives with the intent of the MOU • Establish and engage the Aboriginal Health Council in providing guidance on building a representative workforce, planning the Children's Hospital and developing a culturally safe and competent environment 	<p>implementing SHR plan to reduce overtime</p> <p>Promote teamwork and interprofessional practice:</p> <ul style="list-style-type: none"> • Complete rollout of Releasing Time to Care on all medical and surgical wards • Begin to introduce The Productive Operating Theatre (TPOT) in at least one operating theatres Develop and begin implementation of strategy and program for physician engagement and physician and dyad leadership development <p>Develop a diverse workforce, ensuring enhanced representation from First Nations and Métis populations:</p> <ul style="list-style-type: none"> • Implement the Awaken the Power of Change: 2010-14 Representative Workforce Action Plan 	<ul style="list-style-type: none"> ▪ Watrous/Manitou Lodge redevelopment ▪ Parkridge remediation ▪ Major VFA improvements ▪ SPH Surgery renovation) <ul style="list-style-type: none"> • Plan for Children's Hospital • Plan for new MRI and service delivery/research PET • Further develop electronic health record Implement voice recognition for dictation • Implement bed management system <p>Foster research, learning and innovation:</p> <ul style="list-style-type: none"> • Implement Saskatoon Centre for Patient-oriented Research • Develop capacity in health systems research and program evaluation <p>Measure and report performance, benchmarking with high performing health systems and other industries:</p> <ul style="list-style-type: none"> • Develop and communicate portfolio-specific annual plans and balanced scorecards
--	---	---	---