



# 2009 Report to the Community



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*Healthiest people ~ Healthiest communities ~ Exceptional service*

# Welcome to the *Report to the Community*



*Maura Davies*, President and CEO  
Saskatoon Health Region

**W**elcome to Saskatoon Health Region's Report to the Community. On behalf of the Saskatoon Regional Health Authority and nearly 13,000 nurses, support staff, managers and volunteers and more than 800 physicians, we are proud to share with you stories about our people and some of the initiatives we have undertaken over the past year. This report is one of the ways by which we remain transparent and accountable to our community.

Our vision is to help shape the healthiest people and healthiest communities, and to provide exceptional service.

We are committed to providing client- and family-centred care.

We are also dedicated to continuously improve the quality and safety of our care and our work environment.

Since the inception of our strategic plan in late 2006, Saskatoon Health Region has taken steps to transform the care and service experience for our patients, clients and residents; transform the work experience for our staff; develop partnerships to improve health for Aboriginal people; work to build a sustainable,

integrated system; and foster research and learning. In this report you will read about some of the initiatives we have already undertaken. Many others are in the early stages of implementation or planning. But mostly, you will find stories about people – real people who have experienced the health-care system and real people working in Saskatoon Health Region.

As you turn the pages of this report, you will also find statistics, financial information and an abridged directory of the services offered by the Health Region. We invite you to use the SaskTel phone directory's Green Pages to find more listings or to visit [www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca) to explore our services and programs.

We hope you enjoy reading a few of the stories about who we are and what we do. As always, we invite your comments and feedback. We invite you to work with us to improve your health and the health of our community as we strive to fulfill our vision of healthiest people, healthiest communities, exceptional service.



*Jim Rhode*, Chair  
Saskatoon Regional Health Authority

# H1N1 takes toll on Saskatoon woman

## *Saskatoon Health Region prepares pandemic plan*

When Twila Joyes woke up on the morning of May 22, 2009 she was shocked to discover she couldn't get out of bed regardless of how hard she tried. "I had a fever and was shaking," she says. "I couldn't get out of bed regardless of how hard I tried. At one point, I was dizzy and nauseous and flat on the floor of my bedroom trying to feel stable enough to get back to bed. My husband suspected H1N1 right away and made a doctor's appointment for me later in the day." A trip to the doctor resulted in a nose swab to test for the virus. But Joyes remained in bed, incapacitated, for five full days. It was June 2 when she got the diagnosis: H1N1.

Joyes doesn't know where she got the virus. She works in a high school and is exposed to hundreds of students each day. Her husband and two children are also exposed to many people each day.

Health officials recommend that everyone receives a vaccine against H1N1 in 2009. "Influenza can be a serious illness, one that takes its toll on people in schools, hospitals and other workplaces every year. Getting an influenza immunization (the "flu shot") is a safe and effective way to be protected from influenza," adds Dr. Johnmark Opondo, Deputy Medical Health Officer for Saskatoon Health Region. "Since the H1N1 virus is currently the predominate sub-type of circulating flu virus it is important that everyone receive the pandemic H1N1 vaccine when it is available to them."



*Twila Joyes with her husband Trevor, son Ryley and daughter Sydney.*

"The best way to help our community members remain safe during the H1N1 pandemic in the fall and winter seasons was to plan and prepare in advance," says Opondo. "Individuals can do their part by remembering some key points: wash your hands often; cough or sneeze into your sleeve, or if you sneeze into a tissue, throw it out right away and wash your hands; clean common surfaces regularly, stay home if you're sick; get your influenza vaccine; and stay informed about influenza from reputable sources."

*Please see "Pandemic" on page 4*

## **Pandemic influenza quick facts**

### *What is pandemic H1N1?*

Influenza A H1N1 refers to a subtype of influenza A viruses. This is a genetic mix of viruses that can cause sudden respiratory illness. A pandemic is a disease that spreads over the world. The term pandemic refers to the wide geographic spread of an infectious disease, not the severity of the disease.

### *What are the symptoms of H1N1?*

- Sudden onset of illness may include fever, cough, sore throat, muscle aches, joint pain, chills, fatigue or weakness.
- Vomiting and/or diarrhea may be present in children and seniors.
- Fever may not be prominent in people over 65.

Influenza A H1N1 is potentially a significant health threat to our community because most people have never been exposed to this virus before. Therefore everyone is susceptible and there is potential for widespread illness during this influenza season. The severity of illness individuals may experience is difficult to predict, but many individuals with even mild illness could stress the health-care system, disrupt regular work flow, and affect stability in the community.

"I was dizzy and nauseous and flat on the floor of my bedroom trying to feel stable enough to get back to bed."

Joyes says having undergone this experience has made her realize just how serious the influenza virus can be. "In Wakaw, Saskatchewan in 1918, my grandpa on my dad's side lost his dad, grandfather and infant brother all due to the Spanish Influenza. Thinking about that happening now - to lose three whole generations like they did in 1918 - is really shocking."

-Twillia Joyes

Now, she says her family will go on with life as normal during a H1N1 outbreak, but she says they will be vaccinated against both seasonal influenza and H1N1 this year.

## Pandemic influenza quick facts

### *What can I do to avoid getting influenza this year?*

- Frequently wash your hands with soap and water or use an alcohol hand gel containing at least 60 per cent alcohol.
- Cough and sneeze into your sleeve. If you sneeze into a tissue, immediately throw it away and wash your hands or use a hand gel.
- Keep at least two metres away from people who are ill.
- Clean commonly touched surfaces (doorknobs, keyboards, telephones, etc.) with a regular household cleaner.
- Stay home if you are sick with influenza or are feeling any symptoms.
- Get your annual influenza vaccination as well as the H1N1 vaccine.

### *When should I seek medical attention?*

Mild influenza-like illness does not usually require medical care - most people recover after approximately one week. However, like seasonal influenza, pandemic H1N1 may worsen underlying chronic medical conditions.

Seek medical attention if you have influenza symptoms and chronic conditions such as:

- heart disease
- kidney disease
- diabetes
- asthma and chronic lung disease
- liver disease
- blood disorders
- immunosuppressed (people taking cancer drugs or people with HIV/AIDS)
- neurological disorders
- renal disease
- excessive respiratory secretions (phlegm)
- children on chronic aspirin therapy as prescribed by a physician

Or if you have influenza symptoms and are

- pregnant
- morbidly obese

You should also seek medical attention as soon as possible for:

- difficulty breathing
- shortness of breath
- chest pain
- severe or persistent vomiting
- adults - high fever that lasts more than two days
- children - severe tiredness
- confusion or difficulty waking an ill person

# Looking forward to the Children's Hospital of Saskatchewan

When Michelle Miles rushed into Lloydminster Hospital with her three month old son A.J., she had no idea she was about to embark on a mother's worst nightmare. "He had stopped eating. He wasn't doing well. So, they admitted him into the hospital in Lloyd," she explains. "They thought it was just a little stomach bug or a virus. They kept treating him with antibiotics, but he wasn't getting any better."

She and her baby were airlifted to Saskatoon and rushed to the emergency department of Royal University Hospital (RUH) earlier in 2009. Her baby hasn't gone home since. Instead, Miles has tried to create a home environment for her baby in the hospital and a space for family by his bedside. That hasn't been easy. She struggles to find cupboard space to store personal belongings and the lack of sleeping accommodations for parents, especially in isolation rooms, makes for difficult conditions.

Since 1978, pediatrics has been located on the third floor of RUH. The unit is divided into two areas for children of different age groups. A hallway and steel doors create a physical divide. Pediatric and newborn intensive care is also separate. Post-partum is two floors up. Ante-partum, labour and delivery is on the fourth floor in a different part of the hospital.

A new children's hospital will change all that. Following the announcement by the Government of Saskatchewan in March that we will build a \$200 million Children's Hospital, planning has been moving ahead. A steering committee made up of senior leaders and physicians from health regions across the province, the University of Saskatchewan, and the Children's Hospital Foundation are working on those plans. "With such a great need for this facility, everyone is anxious to move ahead quickly with the planning and construction," says Jackie Mann, vice president acute care Saskatoon Health Region. "This is the largest capital project in the province's history. It's new territory for everyone and we want to do it right."

"We know that some patients who require very specialized care will still have to travel out of the province," says Mann. "Other centres such as Edmonton have the population needed to develop and offer certain specialized pediatric services. We don't have the capacity to duplicate those centres of excellence."

"This new hospital is all about integration and a

*A.J. Miles  
has lived  
in the  
pediatric  
unit of  
RUH for  
more than  
half his  
life.*



seamless continuum of care," says Bette Boechler, director of Maternal and Children's Health Services, Saskatoon Health Region. "Although we are providing all of those services right now, we are providing them in several different places. For the mother this can be quite discomfoting. The last thing you want to do when you're in labour is move from bed to bed. The new hospital will change all that. We'll be able to offer many of these services to mothers in one location. This will make it easier on mom, easier on the baby, easier on staff. It will just be a better experience overall," says Boechler.

The new children's hospital will also see physicians specializing in gynecology, obstetrics and neo-natal care from the University of Saskatchewan and the Health Region working closely together. "The two institutions are integral to delivering top notch care to mothers and children," said Dr. Tom Mainprize, joint department head, Obstetrics and Gynecology. "Saskatchewan is growing fast. We have no choice but to plan carefully and methodically on this hospital and look closely at how we can integrate services. This is the only way this new hospital will work because it will have to serve a growing population for decades to come." And it will provide a more home-like environment for families like Michelle Miles' who find themselves having to create a home for their children in a hospital room.

For more information about the hospital, visit the "about us" section at [www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca).

# Career Pathing clears the way for opportunities

**K**imberly Quam is used to volunteering. As a young girl, she volunteered at the local hospital in the Alberta town where she grew up. "I started volunteering at about the age of nine years old," she recalls. "I used to read to patients or help them with the recreation programs." Now, Quam is looking forward to the day when she can help coordinate volunteers like herself. She works as an assisted daily living (ADL) recreation worker at Parkridge Centre in Saskatoon, but as part of her employment with Saskatoon Health Region, Quam is participating in the Career Pathing program to help set her sights on her future.



*Kimberly Quam (right) visits with Flo Henderson at Parkridge Centre where Flo is a participant in the Community Day Program.*

"Being an ADL recreation worker is great. I absolutely love my job, but I wanted to find out what other options there were for me in the Health Region," she says.

She connected with Donna Renneberg in the Career Pathing program. Saskatoon Health Region is one of the provincial test sites for Career Pathing which works with First Nations and Métis employees to plan a path to advance their careers. "People may start work in the Health Region in an entry position," says Renneberg. "But they may not know what opportunities exist for them beyond that job."



*Donna Renneberg*

Staff who consult Renneberg's office will sit down and explore their interests.

Renneberg helps them determine the possibilities within the Region. "It's important to help staff grow in their skills," she says. "It's especially important for Aboriginal staff

because of the potential for them to fill employment gaps presented by the rapidly retiring work force within the Region. The Career Pathing program provides this opportunity. When I see young people like Kimberly who are so motivated, it motivates me to want to do more."

Quam's goal is to work as a volunteer services coordinator and eventually a manager. She is taking correspondence classes through Mount Royal University in Calgary. She is also being mentored by the Region's manager of volunteer workforce. With three young children at home, life is hectic. "But this is my dream and I plan to pursue it," she says. "It's good for me and it's a good example for my children

that they need to pursue a post-secondary education and make the most of their lives. The Career Pathing program has allowed me to pursue a career rather than settle for a job."

# Rural recruitment

Lynzel Cornista finds it easy to call Wynyard home. She, her husband and daughter moved here from the Philippines. She came first in August 2008, and her family followed in February when Cornista passed her Canadian registered nurse exams.

"I was alone for three months until other Filipino nurses arrived here," she recalls. "I wasn't lonely because people treated me very kindly here. But it was hard being away from my daughter who was three years old at the time, and from my husband. And being away from my parents was also hard." But Cornista knew she had done the right thing coming to Canada.

Cornista, who works at the Golden Acres Care Home in Wynyard, is one of about 100 internationally-educated nurses to come to Saskatoon Health Region from the Philippines. About 15 per cent of the nurses were placed in rural facilities. Like many of the other nurses, she is able to support her family back home. "I can give them what they need and support my parents, and we have a better life in Canada," she says.

The recruitment program, launched in 2008, saw the recruitment of 96 internationally-educated nurses to Saskatoon Health Region over several months.

Saskatoon Health Region focused on ethical recruitment practices developed by the Region prior to arriving in the Philippines. All of the new recruits went through rigorous and intense testing prior to the interviews. After a successful interview, they were offered positions.

"We wanted to ensure that at the end of this process, we had the best possible candidates and I think we accomplished that," says Bonnie Blakley, vice-president, People Strategies for Saskatoon Health Region.

While recruitment of these new nurses helps address the workforce challenges the Region faces, it represents only one piece of a four-part recruitment strategy.

The Region also recruits local nursing students, the First Nations and Métis workforce and candidates from other Canadian provinces.



*Lynzel Cornista is a registered nurse at Golden Acres Special Care Home in Wynyard.*

The Region also works to recruit physicians to rural Saskatchewan in collaboration with initiatives established by the Ministry of Health as well as its own initiatives. "We have worked closely with local communities to recruit physicians from Saskatchewan, other parts of Canada and abroad," says Kelvin Fisher, director, Rural Health and Planning for Saskatoon Health Region. "The Region is very encouraged with the support we have received from rural communities who have recognized the important role they play in both the recruitment and the retention of physicians. The partnerships we have developed with these communities have been an integral factor in our success to date." The Health Region has recruited seven new physicians to rural communities.

Lynzel Cornista understands well the challenges of uprooting one's life and moving to a new country, and the importance of the support from her new

community. "My colleagues at Golden Acres and the Health Region staff have supported me. Whenever I have questions, they help me. They treat me as an equal."

For information about Saskatoon Health Region jobs, see the "join our team" tab at [www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca).

# Focusing on quality, safety and patient-centred care

Julie Klinger lives on a farm near Jansen, Saskatchewan with her husband, Bernard and her three children: seven-year-old Jade, two-year-old Adam and four-week-old Quinn. Her family has accessed the health-care system several times over the past number of years. "I have relatives in long term care both in Lanigan and Nokomis," she says. "Whenever we visit or have questions about their care, we get the information we need, and the staff there takes really good care of them." Most recently, Klinger was in Saskatoon's Royal University Hospital where Quinn was born. "I had the best nurse ever - Monica. She talked to me like I was a person, not a patient. She told me everything they were doing and she anticipated my questions. She was friendly and bubbly. She made me feel at ease."

Saskatoon Health Region is committed to delivering quality, safe, patient-centred care. Initiatives such as Client and Family Centred Care help to ensure patient voices are heard in all aspects of the care we deliver. The Family Advisory Council for the Maternal and Children's Services portfolio was established in late 2008 as part of that department's aggressive approach to



8 *Quinn, Julie and Adam Klinger at Lanigan Hospital.*

ensuring a client-centred approach to the delivery of care. Families place a high importance on how they are treated and spoken to. Awareness workshops allowed families to participate in a family panel and to address staff after a critical incident to make them aware of the impact the incident had on the family and how staff could have better handled the situation with the patient and family.

"These are the types of initiatives that help us improve our service," says Maura Davies, President and CEO of the Health Region. "We're hearing from many members of the public that overall, the care they or a family member received was 'very good' but we still have work to do to be exceptional. We will continue to improve the service we provide to our patients, clients and residents.

"During a 'job shadowing' experience in the operating room of Saskatoon City Hospital last year, I was impressed by the focus on patient safety, including the 'time out' before the surgery commenced to confirm that we had the right patient and everyone knew what surgery was being done on what side. I was pleased to see careful counting of every screw and instrument used in this orthopedic procedure."

A combination of human resources and the right infrastructure help deliver exceptional service. "Building improvements and new facilities are needed at some point in any health organization," says Davies. "But the buildings represent only part of the picture. They are the spaces where our staff and physicians can focus on the patients and clients we serve. They allow us to change and improve the way we provide care."

Julie Klinger believes the Region is headed in the right direction. "I know we can always use more nurses and doctors, especially in smaller towns," she says. "But when I had to take my seven-year-old daughter in for stitches in Lanigan, I saw what patient-centred health care is all about. My daughter was scared and screaming. Some of the nurses helped divert her attention, resorting to balloon animals made from surgical gloves. They took time to care and allowed me and the doctor to focus on my daughter in a very stressful situation. They were wonderful."

For more information about service alignment, visit the "about us" section at [www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca).

# Patients benefit from changes in service delivery

For the past 18 years, registered nurse Bernie Knorr has watched patients come and go on the Saskatoon City Hospital (SCH) unit where he works. The ward was once a medical unit, but over the past year it has been transformed into what is called a transitional care unit: a place where people receive specialized attention and therapy while they await placement in long-term care.

"When this was a medical unit, we had people here who were waiting to go into nursing homes," says Knorr. "We gave them what attention we could, but they weren't getting the therapy and convalescence they needed - they get that now."

The transitional care unit is one of the changes at SCH after Saskatoon Health Region embarked on 'service alignment' - a journey to transform and better align services to meet the needs of the community. Health regions across Canada are heading in the same direction as they face an aging population; an increase in the birth rate; a growing demand for services; and challenges in recruiting and retaining staff, all while trying to ensure safe, quality health care.

One of the features of service alignment is creating a distinct role for each hospital in Saskatoon. St. Paul's and Royal University Hospitals will provide inpatient care for those who require high acuity care for a short period of time. SCH will specialize in large volumes of surgery that do not require overnight care; inpatient care for people who no longer require high acuity care but need continuing complex care for a prolonged period of time, including those requiring rehabilitation; and will be the hub of ambulatory (outpatient) hospital care provided in Saskatoon. Prior to service alignment, the Health Region provided the same services at several sites, causing duplication and forcing resources and staff to be stretched.

"We know that by consolidating some services, equipment and highly skilled specialized staff," says Maura Davies, President and CEO of Saskatoon Health Region, "we will provide safer, more accessible, effective, patient-centred care now and in the future."

Already the three intensive care units and the medicine



*Bernie Knorr is a registered nurse who currently works in the transitional care unit of Saskatoon City Hospital.*

units have consolidated to St. Paul's and RUH. Urology services are also located at St. Paul's. The Sleep Disorders Centre has moved from RUH to SCH. These and other changes have come about after extensive consultation with 16 clinical program groups involving hundreds of staff, physicians and other groups.

One of the areas of specialty at SCH is orthopedics. Consolidation of the orthopedic program at SCH, by way of Service Alignment, has set the stage for the implementation of the Provincial Hip and Knee Pathway. The new pathway enhances education, surgical preparation and improved monitoring after discharge, while continuing to keep the client at the centre of care. A multidisciplinary clinic will provide an opportunity for clients to participate in shared decision-making and will support links to community resources and programs. It is anticipated that the clinic processes will reduce specialist and surgical wait times. Already the number of hip and knee replacement surgeries has increased by 35 per cent.

Bernie Knorr says there have been challenges that staff at all three hospitals have faced during service alignment. But he says the care the staff is able to provide to patients in the transitional care unit is exceptional. "In the medical units, we used to have to move patients out of their rooms when a medical case arrived. But now, we tell them 'You're going to stay here and have consistent care and attention until we find a place for you in long-term care.' The look of relief on the patient's and the family's face is amazing."

# Building on care

*Saskatoon Health Region is completing several construction projects to improve the facilities and services it provides to the community.*



*A view of the Irene and Leslie Dubé Centre for Mental Health from the riverbank*

## *Irene and Leslie Dubé Centre for Mental Health*

Saskatoon Health Region and many clients and families of mental health care are looking forward to the completion of the Irene and Leslie Dubé Centre for Mental Health. The centre came about as a result of a commitment from the provincial government and fundraising efforts through The Future in Mind Campaign of the Royal University Hospital Foundation in partnership with Saskatoon City Hospital Foundation. Community support for the fundraising and for an endowment fund have also helped bring awareness to mental illness.

“While the building is a welcome improvement to the conditions in the current mental health facility, it’s really the way we provide mental health services that’s going to affect our clients and patients,” says Greg

Drummond, director of Mental Health and Addiction Services.

“This new building, set on one of the most beautiful sites in the city, says to our family members and the whole community ‘Your time in the dark is over. We value you, we will treat you with the dignity and respect you deserve, and we will walk with you into the light,’” says Jake Ens, former President of the Schizophrenia Society.

The new \$21 million facility will provide separate care spaces for adults and child and youth clients. It has rooms where families can visit with their loved ones in a private setting. And it will help staff do the work they currently do in a brighter, cleaner setting which is more conducive to healing. The building is due to open early in 2010.

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## *Children’s Hospital of Saskatchewan*

The highly anticipated Children’s Hospital of Saskatchewan is another bold and exciting Health Region project. Planning for the new hospital has been underway for several years, and the Region continues to work with the Ministry of Health, Regina Qu’Appelle Health Region, Prince Albert Parkland Health Region, University of Saskatchewan, Children’s Hospital Foundation of Saskatchewan and many other stakeholders. Recently, the provincial government committed \$200 million toward construction of the new hospital located at the Royal University Hospital site.

When the hospital is complete it will significantly change the way the Health Region delivers pediatric and maternal health services. Mothers and children will receive ante partum; post partum; labour and delivery; intensive, inpatient and ambulatory care services under one roof. Locating all these services at one site, close to a large and busy acute care facility like RUH, will help the Region deliver these services more effectively and efficiently.

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In addition to the delivery of service, children, mothers and their families will have more space, private rooms, a family resource centre and conference rooms, all designed to enhance patient safety and the patient experience.



*The Humboldt District Health Complex is due to open in late 2010.*

### **Humboldt District Health Complex**

Many residents of Humboldt and area are looking forward to the completion of a large infrastructure project in the Region, the Humboldt District Health Complex. The new complex is expected to open in the fall of 2010 and will offer expanded ambulatory care, emergency and diagnostic space. It will deliver a wide array of integrated health services at one location, promoting client-centred care with improved access to health care services. Construction is well underway on the new building.

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*Residents of Oliver Lodge joined dignitaries for the ground breaking of the new construction project.*

### **Oliver Lodge**

In partnership with Oliver Lodge, Saskatoon Health Region is also increasing long-term care beds in the community. Improvements and renovations at Oliver Lodge in Saskatoon will add three floors to the existing building including 89 extra beds and 32 resident rooms dedicated to caring for residents with Alzheimer's disease and other dementia-related conditions.

The expansion increases the number of adult day program spaces from 18 to 24. It also enhances the office space currently used by the Alzheimer Society of Saskatchewan, allowing the organization to better meet the educational and support needs of people in Saskatoon and northern Saskatchewan.

# Sustainability more than a buzz word

You may notice a bit of “green” at St. Paul’s Hospital (SPH) these days. St. Paul’s is home to one of the Health Region’s green wards, a medical unit which has implemented several environmental initiatives. The ward now uses non-toxic floor polishers, light sensors in patients’ washrooms and low Volatile Organic Compound paints on the walls. Staff there has also initiated an extensive waste reduction and recycling program for plastics, beverage containers and paper.

Building a sustainable integrated system is one of Saskatoon Health Region’s strategic directions. While sustainability has many definitions, one that rings most true for Jocelyn Orb is a triple bottom line where economics, society and the environment receive equal consideration in decision-making. Orb is the Region’s Sustainability Coordinator. Her role is to oversee the Region’s efforts to be green.

“We recognize the growing importance of environmental sustainability in health care,” says Orb. “As we strive to fulfill the Health Region’s vision of ‘healthiest people, healthiest communities, exceptional service,’ we have to look seriously at how an organization this large impacts the environment.”

The sustainability office is small. But with the volunteer efforts of staff and physicians, its impact is already being felt across the communities Saskatoon Health Region serves. “Green teams” throughout the Region, made up of staff with an interest in environmental sustainability, have planned hike, bike and roll initiatives along with energy conservation and water conservation initiatives in their workplaces. The Health Region also operates a shuttle service between in Saskatoon hospitals, keeping about 150 cars off the road each day.

## Toxic Chemicals

In 2008, the sustainability office conducted an informal audit of mercury in Health Region facilities. It found that an internal policy to avoid the purchase of mercury

devices resulted in very few mercury-containing devices within the facilities.

In spring 2008, the Region initiated the use of locally grown organic fertilizer on the grounds of Royal University and Saskatoon City Hospitals. The Region

has also refrained from applying chemicals to dandelions at Saskatoon’s three hospitals. Instead, the lawns are mowed more frequently to keep dandelions from seeding. “As a health-care organization, we are responsible to prevent our employees, patients and visitors from being unnecessarily exposed to chemicals,” says Orb.

Housekeeping changed cleaning products to an environmentally-friendly accelerated hydrogen peroxide product and is using more microfibre mops which greatly

reduce the amount of cleaning chemicals and water required.

## Energy Awareness and Savings

In 2007, the Health Region’s utility costs were more than \$11 million. The Health Region began using the Saskatchewan Environmental Society’s Energy Awareness Training program to help lower this cost. It is estimated that training programs like this, and the subsequent employee awareness, can save a facility up to five per cent of energy costs.

Efforts are underway to replace aging heating and cooling systems with more energy efficient models. Saskatoon City Hospital changed lighting controls in its parking lot so lights respond to actual ambient light levels rather than being turned on and off with preset timers.

## Waste Management and Minimization

The Health Region has redistributed surplus medical assets like old beds and commodes, instruments and stretchers to hospitals in Africa through Food for the



*A mini market outside St. Paul’s Hospital drew many staff and area*

Hungry Canada. More than 650 crank beds alone were taken out of service and storage in 2008 for shipment overseas.

Plastic recycling in the three Saskatoon hospital operating rooms is now part of general recycling efforts throughout the Health Region.

### *Ongoing Community Efforts*

The green team at Saskatoon City Hospital organized a planting bee with occupational therapists to allow therapists and their clients to plant perennials in a raised flower bed. Besides reducing the need for planting annuals each year, clients had an opportunity to participate in an alternative form of therapy. "Using an enjoyable hobby as therapy is beneficial for clients. They work on their physical strength, balance and endurance while working on a hobby they love," says therapist Karin Diedrich-Closson."

The sustainability office also teamed up with Saskatoon's Child Hunger and Education Program to provide staff of St. Paul's Hospital and residents living



*Old crank-style hospital beds outside a LutherCare Communities facility in Saskatoon await shipment overseas.*

nearby with an opportunity to shop for local fresh fruits, vegetables and breads at a mini-market. "Encouraging staff and residents to buy locally grown produce reduces our environmental footprint," says Orb. "It also gives everyone an opportunity to experience the flavours and nutrition of local produce."

## Volunteers and philanthropy

### *Priceless gifts*

Philanthropy comes both in gifts of time and money, and together, they have a tremendous effect on the potential to achieve Saskatoon Health Region's vision.

"Volunteerism is a cornerstone upon which we live both our vision and our values," says Joy Adams, director of Volunteer Workforce Service Initiatives. "Volunteers complement, assist and partner with the paid staff in providing excellent patient, resident and client care." In 2008-2009, about 8,000 individuals volunteered in rural and urban Health Region facilities and programs - everything from delivering meals on wheels to visiting patients to playing music on hospital wards. While volunteer work is priceless in our community, if a dollar figure were to be placed on the value of the work done in the Region, it is estimated to be worth more than \$4 million!

Charitable donations to hospital foundations help support equipment purchases, programs and services, research, and education and training in your community.

In 2008-2009, hospital foundations raised and invested

funds for their respective facilities, totaling more than \$16.2 million.

- Children's Hospital Foundation - 100 per cent dedicated to our children's health care and the Children's Hospital of Saskatchewan
- Humboldt District Hospital Foundation - "Working together to provide exceptional health care close to home"
- Royal University Hospital Foundation creates excellence in and impacts health care by raising funds to anticipate and to respond to needs for research, education and patient care.
- St. Paul's Hospital Foundation - Supporting hope and healing at St. Paul's Hospital through excellence and compassionate care
- Saskatoon City Hospital Foundation - Creating the hospital of the future.

To learn more about volunteer opportunities, please contact volunteer services at the facility of your choice.

To donate to a hospital foundation, please contact the foundations directly (see listings on page 14).

# Telephone Directory

In an emergency, call 911

Please consult the Green Pages of your SaskTel phone directory if the number you need is not listed here.

## Emergency Numbers

For all emergencies ..... 911  
Saskatchewan Poison Centre  
..... 1-866-454-1212  
HealthLine ..... 1-877-800-0002  
Surgical Waiting List Information  
..... 1-866-543-6767

## Frequently Called Numbers

Birth and Death Certificates ... 655-4639  
Client Representative Office .. 655-1026  
Emergency Room Triage Desk  
Royal University Hospital..... 655-1362  
St. Paul's Hospital ..... 655-5113  
Saskatoon City Hospital..... 655-8230  
Employment Office..... 655-2245  
Health Inspection ..... 655-4605  
Health Records  
Royal University Hospital..... 655-1722  
St. Paul's Hospital ..... 655-5216  
Saskatoon City Hospital..... 655-8471  
Immunization ..... 655-4620  
International Travel Centre ..... 655-4780  
Media Enquiries ..... 655-3253  
Prenatal Education ..... 655-4800

## Hospitals

*If you need information about your hospital procedures or need to cancel your hospital appointments, contact your family physician.*

Royal University Hospital..... 655-1000  
Saskatoon City Hospital..... 655-8000  
St. Paul's Hospital ..... 655-5000  
Humboldt District Hospital..... 682-2603  
Lanigan Hospital..... 365-1400  
Rosthern Hospital..... 232-4811  
Wadena Hospital ..... 338-2515  
Wakaw Hospital ..... 233-4611  
Watrous Hospital..... 946-1200  
Wynyard Hospital ..... 554-2586

## Community Health Centres

Cudworth ..... 256-3443  
Leroy ..... 286-3347  
Nokomis..... 528-2114  
Quill Lake..... 383-2266  
Spalding ..... 872-2011  
Strasbourg & District..... 725-3220  
Watson ..... 287-3791  
West Winds..... 655-4250  
Wynyard & District..... 554-3363

## Primary Health Centres

*Primary Health Centres offer specific, multi-discipline, front-line health-care services to the public. Call the centre for hours and services offered.*

Borden..... 997-2110  
Delisle..... 493-2810  
Duck Lake ..... 467-2171  
Health Bus ..... 380-1000  
Saskatoon  
Nutana Collegiate..... 655-4565  
Primary Health Centre S.E. ... 655-4550  
Community Clinic ..... 652-0300  
Student Health Centre, U of S  
..... 966-5768  
West Winds..... 655-4250  
Westside Community Clinic . 664-4310  
White Buffalo Youth Lodge.. 653-7676  
Strasbourg & District..... 725-3220  
Wynyard & District..... 554-3363

## Toll free phone numbers

Acquired Brain Injury Outreach Team  
..... 1-888-668-8717  
Adult Community Health  
..... 1-800-667-5116  
Client Representative Office  
..... 1-866-655-5066  
LiveWell™ Chronic Disease  
Management Programs (Saskatoon)  
..... 1-877-548-3898

LiveWell™ Chronic Disease  
Management Programs (Rural-Cardiac,  
Diabetes, Respiratory, Nutrition and  
Exercise Therapy) ..... 1-866-923-9953  
Chronic Kidney Disease Program  
..... 1-866-407-1927  
HealthLine ..... 1-877-800-0002  
Kinetik Rehab/FIT Rehab Centre  
..... 1-877-221-9838  
Health Bus ..... 1-877-999-6363  
Multiple Sclerosis (MS) Clinic  
..... 1-866-655-7966  
Peritoneal Dialysis..... 1-866-407-1926  
Saskatoon City Hospital Foundation  
..... 1-800-603-4464  
St. Paul's Hospital Foundation  
..... 1-888-345-0330  
Wait List Management  
..... 1-866-543-6767

## Hospital Foundations

Humboldt Hospital Foundation  
..... 682-4450  
Royal University Hospital Foundation  
..... 655-1984  
St. Paul's Hospital Foundation  
..... 655-5821  
Saskatoon City Hospital Foundation  
..... 655-8489

## Mailing Address

Saskatoon Health Region  
Corporate Office  
300, 410-22nd Street East  
Saskatoon SK S7K 5T6  
(306) 655-3300 (phone)  
(306) 655-3394 (fax)

# Saskatoon Health Region online

## Internet

[www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca)  
[www.saskatoonhealthcareers.ca](http://www.saskatoonhealthcareers.ca)

## E-mail

[general.inquiries@saskatoonhealthregion.ca](mailto:general.inquiries@saskatoonhealthregion.ca)

## Videos

[www.youtube.com/saskatoonhealthreg](http://www.youtube.com/saskatoonhealthreg)

## News

[www.regionreporter.wordpress.com](http://www.regionreporter.wordpress.com)

## Twitter

[www.twitter.com/SaskatoonHealth](http://www.twitter.com/SaskatoonHealth)

# Money Matters

## Operating Revenues by Source

Total Revenues: \$808,157,141

|                                |               |       |        |
|--------------------------------|---------------|-------|--------|
| Saskatchewan Health .....      | \$737,754,232 | ..... | 91.29% |
| Other Provincial.....          | \$ 14,780,359 | ..... | 1.83%  |
| Federal Government Revenue ... | \$ 1,098,406  | ..... | 0.14%  |
| Patient Fees .....             | \$ 11,218,003 | ..... | 1.39%  |
| Out of Province Revenue.....   | \$ 7,485,830  | ..... | 0.93%  |
| Out of Country Revenue.....    | \$ 806,629    | ..... | 0.10%  |
| Donations.....                 | \$ 83,027     | ..... | 0.01%  |
| Ancillary Revenue .....        | \$ 13,179,876 | ..... | 1.63%  |
| Recoveries .....               | \$ 18,526,503 | ..... | 2.29%  |
| Other.....                     | \$ 3,224,276  | ..... | 0.40%  |

## Operating Expenditures by Service Group

Total Expenditures: \$807,422,532

|                                    |               |       |        |
|------------------------------------|---------------|-------|--------|
| Total Acute Care Services.....     | \$517,540,100 | ..... | 64.10% |
| Total Supportive Care Services.... | \$149,626,121 | ..... | 18.53% |
| Total Community Services.....      | \$ 82,531,440 | ..... | 10.22% |
| Total Program Support Services...  | \$ 42,819,053 | ..... | 5.30%  |
| Special Funded Programs.....       | \$ 6,156,708  | ..... | 0.76%  |
| Ancillary Expenses.....            | \$ 8,749,110  | ..... | 1.08%  |

## Operating Expenditures by Category

Total Operating Expenses: \$807,422,532

|                                  |               |       |        |
|----------------------------------|---------------|-------|--------|
| Salaries and Benefits.....       | \$623,135,888 | ..... | 77.18% |
| Medical & Surgical Supplies..... | \$ 36,070,947 | ..... | 4.47%  |
| Drugs.....                       | \$ 19,883,034 | ..... | 2.46%  |
| Utilities .....                  | \$ 13,322,000 | ..... | 1.65%  |
| Prosthetics.....                 | \$ 13,606,148 | ..... | 1.69%  |
| Food .....                       | \$ 6,939,091  | ..... | 0.86%  |
| *Other.....                      | \$ 94,465,424 | ..... | 11.70% |

(\* includes diagnostic imaging and lab supplies, grants to health-care organizations, board costs and travel expenses)

# The stats

Saskatoon Health Region is the largest health region in the province serving about 300,000 local residents. We are an academic health sciences centre, taking part in health education and research for the benefit of the province as a whole. We provide training opportunities to more than 2000 health sciences students and are involved in more than 300 research projects.

2008-2009

## Quality indicators

- 26% decrease in cases of MRSA (Methicillin-resistant Staphylococcus aureus) in hospital
- average wait times to enter long term care increased from 49 to 52.5 days; average number of people waiting increased from 90.5 to 99

## Employment

- 12,877 staff makes us the largest employer in Saskatchewan
  - 3,019 registered nurses
  - 2,234 special care aides/home health aides
  - 663 food service workers
  - 639 environmental service workers
  - 581 licensed practical nurses
  - 437 out-of-scope managers
- 850 physicians
- workforce grew by 545
- 237 retirements
- 50 Aboriginal staff (self-identified) hired

## Services

- 37,193 admissions to hospitals
- 33,741 surgeries
- 49,741 hours of operating room use
- 137,173 emergency department visits
- 116,355 immunizations
- 4,542 babies delivered
- 6,726 home care clients
- 95,373 hours of nursing services provided by home care
- 252,290 hours of home services provided by home care
- 2,117 long term care beds
- 18,191 MRI scans
- 38,795 CT scans
- 18,281 nuclear medicine scans performed
- 13,510 bone density scans

# Your feedback could win you a health prize!



*We want to know what you think of the Report to the Community.*

*Tell us, and we'll enter your name in a draw for a fantastic health prize.*

We're giving away two free consultations with a community dietitian. The winners will receive a one-hour long nutritional consultation with a community dietitian at a local health centre as well as a trip to the grocery store, accompanied by the dietitian, to learn about reading labels, making healthier choices in your shopping and the secrets to a balanced diet.

This contest is open only to residents of Saskatoon Health Region and prizes must be claimed by the end of March 2010.

*Entry form: (please print all answers legibly)*

1. Did you find new information about the services and initiatives of Saskatoon Health Region in this publication?

yes  no

If yes, what did you learn? \_\_\_\_\_

\_\_\_\_\_

2. What do you want to learn about that wasn't included in this Report to the Community?

\_\_\_\_\_

\_\_\_\_\_

3. How would you change this report to make it more relevant to you?

\_\_\_\_\_

\_\_\_\_\_

4. What were your overall impressions of the content of this report?

excellent  very good  good  fair  poor

5. How would you like to receive information about health services in Saskatoon Health Region throughout the rest of the year?

household mailings

newspaper

television

radio

internet

public or local meetings

other (please specify) \_\_\_\_\_

Thank you for taking time to respond to our questions. Please send your completed entry to us in any of the following ways **by January 5, 2010**:

- mail this entire form to:  
2009 Saskatoon Health Region Report to the Community  
Suite 300, 410-22nd Street East  
Saskatoon, Saskatchewan  
S7K 5T6
- fax your entry to (306) 655-3385 to the attention of Report to the Community editor.
- email your entry to: CPA@saskatoonhealthregion.ca

**CONTEST ENTRY (if you wish to respond to the survey, but do not wish to enter the contest, please disregard this next section) Please print:**

Your name: \_\_\_\_\_

Your city/town: \_\_\_\_\_

Telephone number during the day (used to inform contest winners) \_\_\_\_\_

*Healthiest people ~ Healthiest communities ~ Exceptional service*