



e-connect

Our Vision: Healthiest people, healthiest communities, exceptional service.

Construction begins on mental health building

Saskatoon Health Region and special guests celebrated the start of construction on the new Irene and Leslie Dubé Centre for Mental Health, along with a generous \$1.1-million donation to the **Future in Mind Campaign**.

The money was donated by local entrepreneur Merlis Belsher, who owned and operated Weldon Concrete for 43 years, elevating the total fundraising effort to \$7,001,834.

"At some point in our lives, each of us needs someone to look after us. There are people in our community who feel alone, who suffer the ills of addictions or mental illness. They also need someone to look after them while they fight through the many things that affect them," says Belsher.

Jake Ens, President of the Schizophrenia Society – Saskatoon Chapter and advocate for mental health, agrees adding that he's noticed a positive shift in attitude towards mental health issues over the years.

"This new building, set on one of the most beautiful sites in the city, says to our family members and the whole community that 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 Ens, consumer/family representative on the mental health advisory committee.

None of this would have been possible without the collaboration of many key partners within the community. To illustrate this, partners participated in a symbolic brick-laying ceremony to show

that, together, we are building a legacy of hope and caring.

"We are so grateful to our physicians and staff for their commitment to client-centred care, the clients and their families for their ongoing feedback, the Ministry of Health and hospital foundations for securing the funding, the University of Saskatchewan for leasing the land and, of course, Irene and Leslie Dubé, Merlis Belsher and all the other donors," says Darlene Eberle, Saskatoon Regional Health Authority Chairperson.

Two existing inpatient units at the Saskatoon City and Royal University hospitals will be amalgamated and housed within the new Dubé Centre. The new centre is scheduled to be operational in late 2009 and will accommodate two adult units totalling 54 beds and a separate 10-bed child/adolescent unit.

What others are saying

"I am thrilled that this centre will be built overlooking the South Saskatchewan River," says Health Minister Don McMorris. "This peaceful location, plus the improvements to treatment spaces and the addition of a separate area for young people, will create an ideal healing environment for those in our society who



Ian Buckwold, Merlis Belsher and Mary-Ellen Buckwold unveil \$1.1-million donation.

are most vulnerable."

"It has been our desire that this campaign be about more than just a building; that we focus on the people who receive care and the people who will provide that care. You have answered with resounding support," says Zeba Ahmad, Royal University Hospital Foundation Chairperson.

"Mr. Belsher's gift will help build a more client-centred treatment facility. In recognition of his donation, the child and adolescent wing and the adult inpatient wing of the Irene and Leslie Dubé Centre for Mental Health will be named in honour of the Merlis Belsher Family," says Mary-Ellen Buckwold, Honourary Co-chair of the **Future in Mind Campaign**.

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Partnering for improved health for aboriginal people

Kinistin First Nation, Central Urban Métis Federation Inc. (CUMFI) and Saskatoon Health Region have signed a significant agreement to improve the health of aboriginal people living within Saskatoon Health Region, both on and off reserve.

The partners are working to jointly develop an aboriginal health strategy that targets important health issues within the aboriginal community, as determined by the partners.

This includes changes in service delivery, such as increased accessibility and navigation of services, and recognizing the importance of aboriginal culture and spirituality within the care experience.

“This partnership signing is the result of two years of meetings and was made possible by willing and committed partners. I want to personally thank them for their hard work,” said Chief Felix Thomas, Kinistin First Nation.

“This initiative is designed to make services and programs in the Region more inclusive to our membership. Our goal is to include more partners because we all must take responsibility and accountability for all First Nation members,” he said.

“CUMFI is very pleased to be part of *Strengthening the Circle: Partnering for Improved Health for Aboriginal People*. As we move forward, we must remember we have taken a monumental step,” said Shirley Isbister, President, CUMFI. “A unique partnership has been created that can foster positive social



From left: Chief Felix Thomas, Kinistin First Nation; Shan Landry, Vice-President, Community Services, Saskatoon Health Region; and Shirley Isbister, President, CUMFI, sign the health agreement

change, inspire more ambitious initiatives and help forge ties, not only at the community level, but also on a much broader scale.”

“One of the health region’s strategic directions is partnering for improved health for aboriginal people,” said Shan Landry, Vice-President, Community Services, Saskatoon Health Region.

“This agreement is about working with the aboriginal community as equal partners to ensure First Nations and

Métis people are active participants in developing health services and programs, and pointing the system in the right direction. This is about working together to achieve better health.”

This is a three-year partnership until 2010, with an opportunity to continue upon agreement by all parties. The partners are hoping this will be the first of many similar partnerships with First Nations and Métis communities, groups and organizations.

e-connect: Telling our stories

What is e-connect?

- E-connect is Saskatoon Health Region’s employee newsletter. E-connect publishes articles related to SHR’s strategic directions.
- E-connect is e-mailed to all SHR e-mail users and is posted on SHR’s external website.
- Please visit InfoNet to view our updated submission guidelines, new online submission form and new photograph consent form.

How can we help you?

If you would like to:

- add your e-mail address to our distribution list,
- submit a news idea to e-connect, or
- pass on feedback or ask a question

Please e-mail:

econnect@saskatoonhealthregion.ca

SAHO & SUN returning to bargaining table

Saskatchewan Association of Health Organizations (SAHO) and the Saskatchewan Union of Nurses (SUN) have agreed to return to the bargaining table on Monday, May 12. This is a positive development and we certainly hope that the two groups will quickly reach a settlement that is acceptable to both parties.

As you are most likely aware, SUN indicated on Thursday, May 8 that it had received a 77 per cent strike mandate from its voting members. This puts SUN in a position to provide only 48 hours notice before legally withdrawing services. However, SUN has indicated that it will not take any strike action while negotiations continue.

It is fair to say that during the past week it has not been business as usual for any of us in Saskatoon Health Region. Our Regional Command Centre has been set up to monitor and coordinate our contingency planning and communications.

There are 2,880 in-scope registered nurses and registered psychiatric nurses working in Saskatoon Health Region. On average, on any given day, these nurses interact with more than 800 inpatients, 370 emergency department patients, 2,100 long-term care residents, 140 mental health and addictions clients receiving community-based care and services and 135 primary health centre clients. They also provide services for clients in their home and in the community. We rely on our nurses to provide safe, high quality care that meets the needs of our patients and community.

Without these valued members of our care team, we cannot provide the

same level or quality of services that we strive to provide every day were the system placed in a position having to respond to any job action. If job action were to occur, we would do the best we could, drawing on the skills and dedication of the staff and physicians available to us, including those nurses that SUN agreed would provide as essential services. Regardless of the amount of essential services provided by SUN, it is unlikely to be enough, given that SHR has only 125 out-of-scope nurses to fill in. Most of these out-of-scope nurses, including three vice-presidents, hold positions in administration and have not provided direct patient care for many years. We know that for those who are not direct care nurses, it will not be possible to deliver safe care with the level of acuity and complexity of our patients and the complex technology which is now such a critical part of our care without the support of essential services. Also, there is very limited capacity to transfer our patients to other jurisdictions in Canada or the USA.

Many staff and physicians continue contributing to the development of our contingency plans. In many cases, other aspects of their usual work needs to be set aside while they devote their attentions to more urgent matters. We all need to be considerate of that.

I remain hopeful that job action can be averted and that safe patient care will not be compromised. I believe that a fair, reasonable collective agreement can be reached that supports our shared goal of retaining and recruiting the wonderful nurses upon whose skills our health region and community depend.



During this period, all of our behaviours need to reflect our core values. We will **respect** the legal rights of our nurse colleagues. We will **respect** differences in opinions. We will continue to show **compassion** for our patients, and for each other. We will continue to strive for **excellence**, recognizing that our ability to do so will be severely compromised in the event of a strike. We will be mindful of **stewardship** and the need for us to responsibly use all of our resources, including the nearly two million dollars of public funding Saskatoon Health Region spends every day to provide care. We will remain committed to **collaboration**, knowing that we are stronger together.

Maura Davies

Maura Davies
President and CEO
Saskatoon Health Region

May is National Physiotherapy Month

Are you Active? Join us for a free stretching class

May 7 & 14 at 12:15 - 12:45

SCH Kinetik, 8th floor



Facility to meet health needs of children, mothers

Saskatoon Health Region is currently planning a maternal and children's 'hospital within a hospital' to meet health-care needs for mothers, children of all ages and their families.

The maternal and children's hospital will be an addition to Royal University Hospital.

The new maternal and children's facility will blend obstetrical, newborn and pediatric services, which make up the continuum of maternal and children's care.

Services included will be pediatric emergency co-located with adult emergency services, neonatal and pediatric intensive care, pediatric surgical services, antepartum and labour assessment services, perinatal assessment and birthing, postpartum care, general pediatric in-patient care and ambulatory services.

Why is Saskatoon Health Region building a children's hospital?

A children's hospital in Saskatoon Health Region is necessary to meet the needs of our growing communities and to provide exceptional care to children and their families.

Other provinces have created children's hospitals and have realized improved outcomes, high standards of care, and improved recruitment and retention of specialists.

It is becoming increasingly difficult for many rural centres to provide specialized care to children. These rural patients are being sent to Saskatoon for care, so there is a naturally growing consolidation of pediatrics already occurring.

What does a children's hospital concept look like?

Operating rooms and surgical holding areas will be appropriate for children and families. Children will no longer be mixed with adults in the operating room holding area or recovery room.

A separate system will exist for triaging children waiting for emergency surgery and procedures. Critical care areas will facilitate family involvement while maintaining clinical standards and confidentiality.

In-patient units will allow families and caregivers to stay with their children in an environment that supports family-centred care.

Signage and the physical environment will be appropriate for children and families.

About the planning process

As we move forward with planning the children's hospital, we are dedicated to gathering input from patients and their families as well as staff and physicians.

Saskatoon Health Region worked with representatives of the Ministry of Health to determine the scope and details of the functional program and budget.

The Region submitted a functional program and the associated budget to the Ministry of Health on Dec. 7, 2007. A functional program is a document that describes the scope of the project and outlines the projected service volumes and the space required to provide those services.

This represents completion of step

Three-day radiothon benefits hospital

The Children's Health and Hospital Foundation radiothon raised \$250,137.55 for "filling the halls" of the children's hospital.

The radiothon took place over three days (April 2, 3 and 4) at The Centre mall with the Saskatoon Media Group stations (Magic 98.3, CJWW and The Bull) broadcasting live for 12 hours each day.

This year's total exceeded last year's by more than \$78,000.

eight of 18 of the Ministry's capital project development process.

Subject to government approval, the next phase of the planning will involve the development of preliminary design drawings.

Even more importantly, we will consult with care providers, patients and families about how we can redesign our care processes to ensure smoother flow, enhanced efficiency, and safer, more patient/family-centred care.

We need to build these new approaches into our design. We will also consult with our colleagues from the University of Saskatchewan, SIAST and other educational institutions to be sure that our new facility also supports our shared education and research mission.

The Region is excited about the opportunity to improve care for mothers, infants and children.

Sustainability Program seeks staff input

(Submitted by Jocelyn Orb, Sustainability Coordinator)

The Sustainability Program in Facilities and Engineering Services (FES) is in full swing in spring.

We are gathering volunteers for our green teams, starting pilot projects for recycling and composting, and have

just signed up for an online carpooling service.

To help the program along, we need Saskatoon Health Region staff to fill out a survey. It takes two to three minutes, and a winner will be drawn at random to receive an eco gift basket.

Here is the link:

<http://www.zoomerang.com/Survey/?p=WEB227PETQH3G2>

We now have more information on the program posted on InfoNet —look for "Sustainability" on the FES page. If you are interested in getting involved in this program, call Jocelyn at **655-4563** or e-mail Jocelyn.orb@saskatoonhealthregion.ca.

CPAS helps clients navigate health-care system

Accessing services to address health concerns can be confusing, but Client Patient Access Services (CPAS) is there to help.

The department helps community members find the health-related services they need.

"The role of CPAS is to act as a navigator in the health-care system, and to be an avenue for patients and clients to receive advice on accessing services that meet their needs," said Alan Buckley, Director, CPAS, Home Care, Palliative Care and Podiatry.

"Any resident of Saskatchewan Health Region who requires advice or assistance to access health-related community services can call our central intake number at **655-4346**.

"CPAS staff receive the call, assess the client's and the family's needs, and link patients to services."

CPAS provides the single point of entry for Commu-

nity Day Programs, special care homes, home care and community therapies, such as physical and occupational therapy, as well as Social Work and Community Volunteer Services, including Meals on Wheels.

While there is no direct cost to the patient for CPAS service, some of the health-related services may have fees.

"We provide information to clients or facilitate a link to a program if that's what's needed," said Kathy Nakrayko, CPAS manager.

The CPAS client care coordinators are decentralized, meaning staff work in Saskatoon's three hospitals, Saskatoon's primary health centres and Idylwyld Centre, and meet with clients in their homes.

"We have three rural coordinators as well who work within the old boundaries of the former Saskatoon District Health," said Nakrayko.



*From left: Alan Buckley, Director, CPAS, Home Care, Palliative Care and Podiatry; Myrla Birch, CPAS manager; and Kathy Nakrayko, CPAS manager
Missing: Tracy Muggli, CPAS manager*

"We also cover the emergency departments through the Quick Response Program," added Myrla Birch, CPAS manager.

On Oct. 1, 2007, CPAS split into two separate departments. The focus of the new department — Acute Care Access Services

(ACAS) — is to facilitate access to acute care services.

"The focus for CPAS is connectivity to community-based services," said Buckley.

Visit InfoNet for more information about CPAS and how the staff can assist you.

Infection control course developed for body artists

(Editor's note: e-connect will profile the great work of Saskatoon Health Region's Bravo Award winners in upcoming editions of the newsletter.

In this edition, we meet Darlene Meeds Montero, who received the Patient/Client/Resident Customer Service Award.

The exceptional contributions of more than 1,000 Saskatoon Health Region employees, physicians and affiliates were celebrated at this year's Bravo Awards on March 18.)

In response to a need identified by the body piercing and tattoo industry, Darlene Meeds Montero developed the

Safe Body Art Infection Control Course for Body Art Establishments and Artists.

The eight-hour course was created with input from body artists and public health inspectors within Saskatchewan and from other provinces.

It is the first course on body art infection control to be developed in Canada. Since its introduction at the Canadian Public Health Inspectors Conference in June 2007, the course has been presented in most of Saskatchewan's health regions. The province of British Columbia is now looking into using the course.



Darlene Meeds Montero

Darlene identified a gap in service to the body art industry, and secured the ongoing support of tattoo artists by working with them to create the course.

Strategic plan project team wins award

Congratulations to Saskatoon Health Region's strategic plan project team for receiving a Saskatchewan Association of Health Organizations (SAHO) Green Ribbon Award in the communications category.

"I feel very honoured. It is wonderful recognition for all the work that was done by the team," said Corporate and Public Affairs Adviser Marielle Gauthier, a team member.

"Each of us had a set of skills that we brought to the project and we would not have succeeded without our collaborative approach to the work," said Cristina Ugolini, Project Coordinator, Strategic Planning.

In addition to Gauthier and Ugolini, the team was comprised of Tanya Dunn-Pierce, from Organization Development; Shan Landry, Vice-President, Community Services; Maura Davies, SHR President and CEO; and Darlene Eberle, chair, Saskatoon Regional Health Authority (SRHA).

Administrative support staff mem-

bers Terri Olver and Barb Crockford also provided valuable contributions.

In January 2006, SRHA started developing its first three-year strategic plan. The theme of the planning process was "Our Health, Our Future, Imagine."

More than 1,500 people were consulted as the strategic plan was developed, including staff, physicians, members of the public and other external stakeholders such as the University of Saskatchewan college of medicine, health unions, other health region CEOs, municipal and provincial governments, the aboriginal community and the business and academic sectors.

Response cards asking staff for their input were also attached to 11,500 pay stubs in Saskatoon Health Region.

The strategic plan was published in the fall of 2006. It covers the fiscal years from April 1, 2007, to March 31, 2010. The plan includes the Region's vision, mission, values and strategic directions.

"It is important to have a strategic plan," said Gauthier.

"It is like a roadmap for the organization. You can't know if you've arrived until you know where you're going."

At the 11th annual Green Ribbon Awards presentation, four awards and three honourable mentions were presented to Saskatchewan regional health authorities.

Saskatoon Health Region received an honourable mention in the communications category for Joy of Jammin', a musical group facilitated by the Region's mental health services (team members include Lisa Squires, Adviser, Corporate and Public Affairs; Marg Petty, Recreation Therapist and Group Co-founder; Lindsay Walker, Occupational Therapist and Group Co-founder; and Mary Ross, Occupational Therapist).

The Region also received an honourable mention in the continuum of care category for a long-term quality improvement initiative.

Human Resources portfolio becomes People Strategies

The Human Resources portfolio has been undergoing intense review and restructuring during the past six months.

As of April 1, 2008, the portfolio became the People Strategies portfolio (headed by Bonnie Blakley, Vice-President, People Strategies).

The reorganization was guided by a core business

document, which was developed through consultation with clients and stakeholders. The document outlines what the six core business functions of the new portfolio are, as well as key actions and associated responsibilities.

The six core functions are:

- Recruit and attract talent

- Retain and grow talent
- Manage employee compensation and total rewards
- Enhance workplace safety and facilitate employee wellness
- Facilitate organizational effectiveness
- Lead corporate strategic workforce planning

The next step of the reorganization process will be to develop service teams. The teams are anticipated to be in place by fall.

The teams will facilitate and support our clients in addressing the organization's human resource challenges and assist us in meeting our goal of transforming our workplaces.

Deadline for grants applications May 15

The next intake deadline for the Community Grants Program is May 15, 2008, at 4:30 p.m. Applications will be accepted in three grant categories: community wellness, health promotion and community health.

For an application form, visit www.saskatoonhealthregion.ca.

