

Inside this Issue:

***Page 2: Read
Thoughts from the desk of
Cal Tant, President/CEO
Sun Country
Regional Health
Authority***

***Page 3: Meet
Dianne Green:
Quality Care Coordinator
for the Region***

***Pages 4&5: Learn
About Sun Country
Regional Health
Authority's
Strategic Planning
Process***

***Page 5: Tell us
what you think about
health care***

A winning new look: A winning new strategy!

Catch the new look of The Regional Sun today! This quarterly newsletter, published by the Sun Country Regional Health Authority, has been redesigned with modern colours and layout to attract more attention from you, the reader.

As one of the important methods we use to inform our public, The Regional Sun has been newly dressed and modernized, along with the rest of Sun Country Regional Health Authority's symbols and communications, to help in our extensive Recruitment and Retention Campaign. Image is one of the key methods used traditionally to attract the attention of a whole new group of people to a product, whether that product is a soft drink or a job in the local health region.

After five years as a Health Region, we needed to change our image to get people to give us another look.

We've sent this new image all over the country to celebrate Saskatchewan and to grab the attention of health care workers. We are telling them that this part of Saskatchewan has a great deal to offer in terms of good health care jobs and healthy, quality living.

You can see one of the colourful advertisements we've used on the back page of this issue. The ads brought in well over 100 calls for information from interested people - within two months! A modern image is only part of the Recruitment Strategy, of course.

Cal Tant, President and Chief Executive Officer and Earl Kickleby, Chair of the Board, have met with individuals and agencies in many communities in the South East who are interested in community development.

They are discussing a joint recruitment method that would help find a job for the

husband or wife of those health care workers willing to relocate here.

We hope the campaign will expand in the future to include community settlement plans, maybe other incentive programs, and more discussion at the family dinner table about the benefits of higher education in the health care field.

We would all benefit from parents who encourage their children to take science courses and enter medicine, or nursing or health care administration, or any of the other fields.

Mothers and fathers would see their adult children living down the street from them once again, instead of hundreds of miles away, and the health care business would enjoy the full complement of staff for all programs that help keep healthy people healthy longer.

That's the vision we have here.



Thoughts:

From the desk of Calvin Tant,
President/CEO,
Sun Country Regional Health Authority

As a relatively new resident of Sun Country Health Region, and a newcomer to the Canadian prairies, I have taken as much time as possible over the past two years to explore this corner of Saskatchewan. I am very pleased with what I see, although traveling during the winters can be trying, especially while working for an organization dedicated to serving residents spread over a large territory.

Spring is wonderful in the south! As the vast array of songbirds reappear, and the trees and bushes leaf out, the air is filled with music and fragrance. The wide open sky is an amazing sight. I've been on the road during thunder storms when a whole panorama has opened up in front of me: from the rain on one side to a rainbow on the other, with the sun shining through the darkest clouds in the middle. It's a vista for serious painters. Summer and fall each have their own beautiful characteristics, too, as any resident knows. I've even caught a few fish!

But that's only the landscape we all live in. The other characteristic that is so attractive in my new home are the people. There is an old-fashioned, wholesome nature to the communities that is as fresh as the air.

Our new recruitment slogan, Everything Under the Sun, is promoting all of these natural advantages to fill the vacancies we have in good health care jobs. We are working on all fronts, through the provincial government, national advertisements and local business agencies to spread the message that we offer a high quality of life here, for working and playing, for adults and for children. The second most important message is our belief that everyone is in the recruitment business, whether or not they recognize it. Sun Country Regional Health Authority needs new employees and our communities need new residents to keep them strong. I think that, together, we are an unbeatable team.



Rocking the day away: Mary Barnes, left, and Angela MacCleary were part of a group of residents and staff at Tatagwa View Long Term Care Centre in Weyburn to participate in the first annual Rockathon in May. The contest raised over \$400 for the two activity centres in the facility.

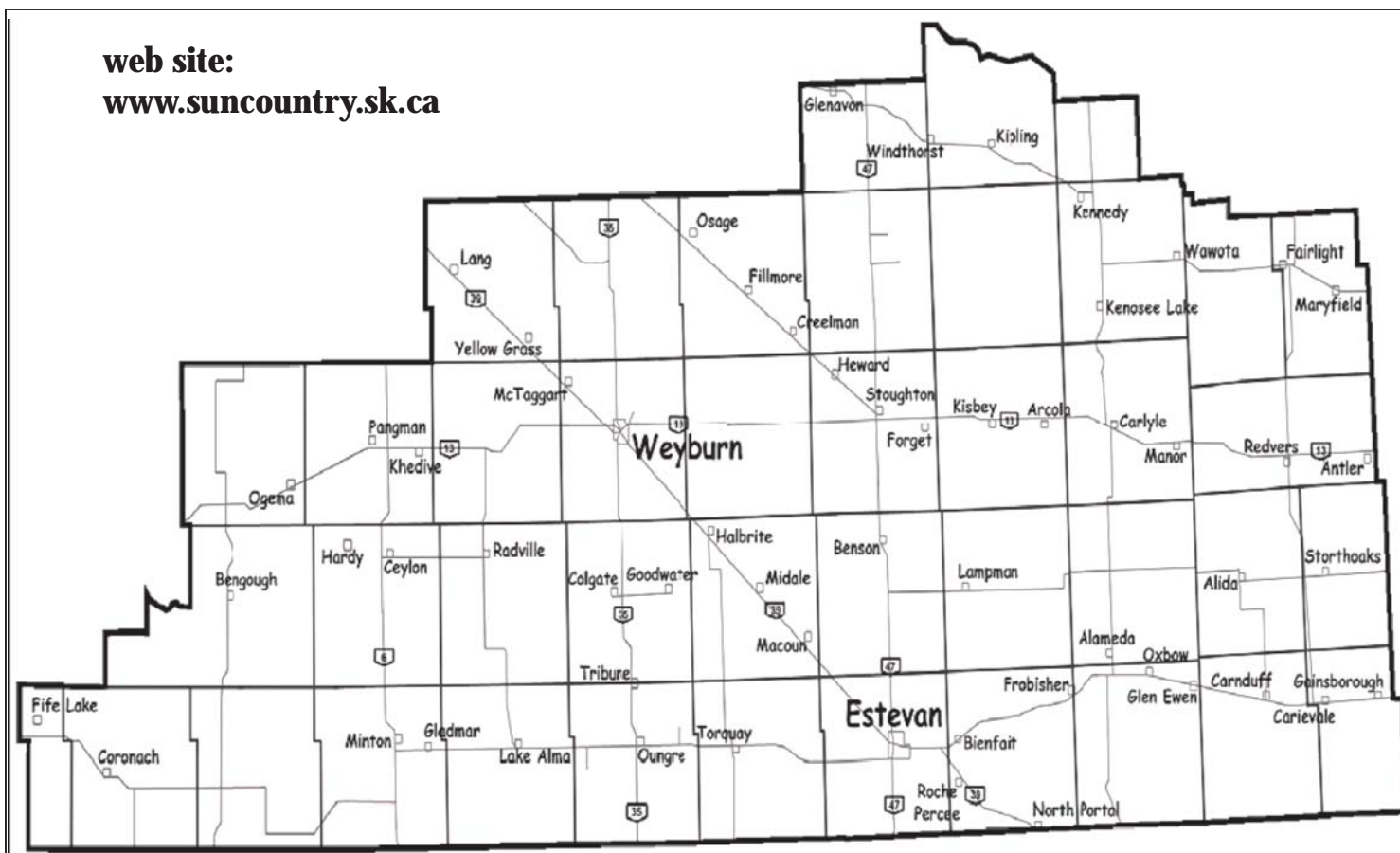
Tobacco free policy for Sun Country Health Region facilities and grounds

Sun Country Regional Health Authority (SCRHA) adopted a new Tobacco-Free Environment Policy on May 1, 2007 which includes the grounds on which all of its facilities are located in southeast Saskatchewan.

"SCRHA takes a leadership role in health promotion and disease prevention. Our policy on a smoke-free environment is consistent with our mandate to protect our staff and encourage healthy living among the public," says Cal Tant, President and Chief Executive Officer.

"The harmful health effects of tobacco use are well known," says Cal.

web site:
www.suncountry.sk.ca



Sun Country Regional Health Authority Administration

**President/
Chief Executive Officer:**
Calvin Tant 842-8718
**Vice President Finance
& Corporate Services:**
Ken Adams 842-8714
**Vice President
Human Resources:**
Don Ehman 842-8724
**Vice President Primary and
Integrated Care:**
Marga Cugnet 842-8729
**Vice President
Community Services:**
Janice Giroux 842-8652
**Regional Director
Primary Care
and Rehabilitation:**
Gale Pryzynek 634-0410.
Director, Rural Facilities:
Murray Goeres 842-8706
Privacy Officer:
Mark Pettitt 842-8739
Quality Care Coordinator
Dianne Green 637-3642

Dianne Green:

Quality of Care Coordinator for the South East

Ten years after accepting the position of Quality of Care Coordinator for Sun Country Regional Health Authority (SCRHA), Dianne Green still sees the work as offering a huge value to the public.

“The position shows, first, that we are continuously looking at our programs and services to ensure we are meeting the needs of the public and, second, that we are giving health care consumers a voice,” she says. “I am the voice of the consumer within the organization, the client-advocate.”

She answers questions and provides information about health services and makes sure that consumers are aware of their rights and options.

When members of the public contact Dianne with a concern or complaint about health care services, she receives the information, investigates the situation and works with staff and physicians to resolve the issue. She uses that information to recommend changes and improvements to programs and services within the system.

“It’s a satisfying job,” she says. “The complaints I deal with are only a small part of the job. Often, they are a result of inadequate communication and lack of information on the part of health care providers. I find that if patients/residents/clients were given more information about their health, the health system and their plan of care, they would be more satisfied, and less stressed and upset.”

One simple example comes from the Emergency Department, where almost everyone has waited at one time or another.

“If people are sitting in an emergency department, waiting to see a doctor, they are much less unhappy if they are told the reason for the long wait and reassured that they have not been forgotten.”

Care delivery, a technical term used to describe how services



A discussion about quality: Client Ruth Gibson, left, talks with Sun Country Regional Health Authority’s Quality of Care Coordinator Dianne Green.

are provided by caregivers, is another frequent reason for complaints, she says. People notice the attitude and deportment of staff.

Dianne encourages patients/clients/residents who have a concern to first speak to the staff member or physician who

persons.

“We encourage people to contact us if things are not right or if they need information about services,” she says.

Risk management is also part of the job of the Quality of Care Coordinator. In that role, Dianne works to protect the safety

those incidents to staff members, without naming names of course, to encourage a careful examination of the systems they use every day.

“We want to improve or redesign the systems, to make it as difficult as possible to make mistakes,” she says.

She has been instrumental in establishing a Patient Safety Committee within the Region to help build a culture of safety.

“We are focusing on making health care safe and making it patient-centered and transparent. Now we’re encouraging our patients to be active partners in their care, as well. Being informed and involved in the planning and delivery of their care provides an extra layer of protection.”

Dianne is still very positive about the health care system.

“Some really good things are happening out there.”

It’s important to put her job in context. “When you receive 173 concerns in a year, out of a population of 53,000 people, that’s not too bad.”

**To reach Dianne Green,
Quality of Care Coordinator,
Sun Country Regional Health Authority
please call 306-637-3642
Toll free: 1-800-696-1622.**

provided their care, or to the supervisor or manager of the program or facility. If they are unable to resolve the issue or provide the information, she is available to help.

She logs every single complaint or concern she receives from the public.

Problems raised about care in another health region, or waiting times in hospitals outside SCRHA are outside her jurisdiction but she listens to the concerns, records them and forwards them to the appropriate

of patients and the protection of the human, physical, financial and information resources

“Patient safety has become one of the main focuses in health care and SCRHA is taking it seriously,” she says. To provide safe care is to provide quality care, she says.

That means she receives the reports and investigates all unusual incidents that might jeopardize the safety and well-being of patients, residents, clients, visitors, contractors or physicians. She regularly reports



Strategic Planning & You!

2008 - 2011

Why a Strategic Plan...

Our goal is to consult with our internal and external stakeholders in the development of a three year Strategic Plan that will:

- Set the strategic direction by providing a clear vision and road map for the future.
- Focus on the “big-picture” by providing a framework for effective internal and external stakeholder consultation, communication, organizational planning, resource allocation, and decision making.
- Re-align Sun Country Regional Health Authority’s (SCRHA’s) long-term goals and strategic directions with the Saskatchewan Action Plan for Health.
- Result in a plan that supports improved health delivery and health outcomes.

Saskatchewan Health’s Provincial Goals . . .

Saskatchewan Health has outlined four main Provincial Goals for health within its Action Plan. The four goals are as follows:

- 1: Improved Access to Quality Health Care Services
- 2: Effective Health Care Promotion and Disease Prevention
- 3: Retain, Recruit and Train Health Providers
- 4: A Sustainable, Efficient, Accountable, and Quality Health System

Sun Country Regional Health Authority’s Vision and Mission

Vision: Healthy People in Healthy Communities.

Mission: Sun Country Regional Health Authority exists so there will be:

- Optimum health throughout lifespan;
- Primary Health care available to everyone within the region;
- People taking personal responsibility for their health;
- A significant decrease in the incidence of preventable diseases;
- Public policy supporting healthy living
- Healthy environments

What’s the next move for our Strategic Plan?

- During June, our consultants conducted consultations with our internal and external stakeholders to gather information and input into the three year Strategic Plan.
- There will be another opportunity for input during a second round of consultations in the late fall.
- The findings will form the foundation of the Strategic Plan. We will continue to communicate our progress and findings with you in a series of newsletters.

For more information on this project please visit the Sun Country Regional Health Authority website at: www.suncountry.sk.ca

We want to hear from you!

Why a Strategic Plan...

Our goal is to consult with our internal and external stakeholders in the development of a three year Strategic Plan for Sun Country Regional Health Authority (SCRHA) that will:

1. Set the strategic direction by providing a clear vision and road map for the future.
2. Focus on the "big-picture" by providing a framework for effective internal
3. Re-align SCRHA's long-term goals and strategic directions with the Saskatchewan Action Plan for Health.
4. Result in a plan that supports improved health delivery and health outcomes.

and external stakeholder consultation, communication, organizational planning, resource allocation, and decision making.

What is Strategic Planning...

It is a process where we ask the following questions:

- Who are we?
- Where are we now?
- Where do we want to be?
- How do we get there?

Your Involvement...

You are an important part of this process. If you have questions or comments on this project or this process, you can send them to:

Mark Pettitt,
Regional Director
CQI & Strategic Planning
Tel. 306-842-8739.

Or mailed to:
Mark Pettitt
P.O. Box 2003,
Weyburn, SK
S4H 2Z9

Over the next few months, we will conduct a number of focus groups and individual meetings across the region.

We are requesting your assistance by sharing your thoughts and views on where Sun Country Regional Health Authority should aim to be by year 2011. There will be another opportunity for input during a second round of consultations in the fall.

We want to hear from you

Please take the time to fill out this questionnaire. It can be clipped out and mailed to:

Mark Pettitt

Sun Country Health Region,
P.O. Box 2003, Weyburn, SK S4H 2Z9

or dropped into a drop box at one of our 28 facilities.

All responses will be dealt with in a confidential and anonymous manner. Thank you.

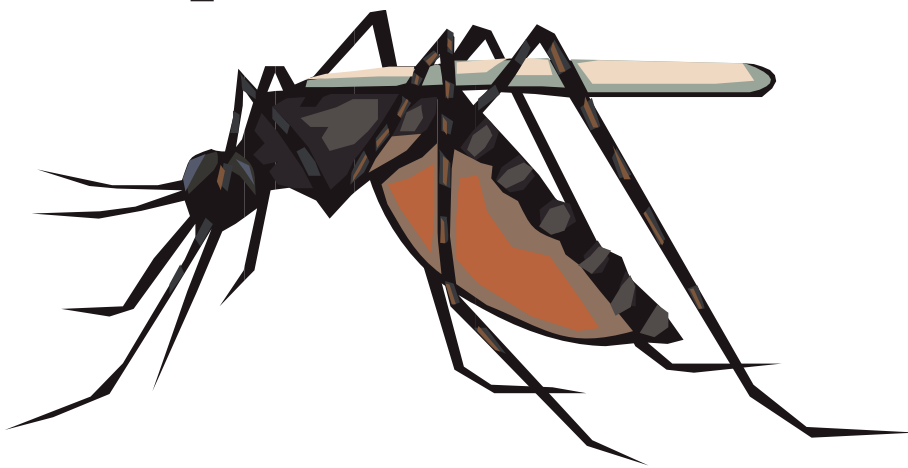
1. List your top 3 priority areas for Sun Country Regional Health Authority to consider.
2. What is going well with meeting the health needs of your community?
3. What health needs are not being met in your community?
4. Any other comments or suggestions.

Our Consultants...

Together our team of consultants brings almost 40 years of Strategic Planning and Change Management Experience.

- **Brenda Rebman, B. Admin, CHRP.**
Brenda is a 25 year veteran human resource executive and management consultant.
- **Kathryn York B. Comm., MBA.**
Kathryn is a change management specialist; born in Southern Saskatchewan, has consulted to Saskatchewan companies and government since 1994.

Those darn West Nile Virus mosquitoes are back early this year!



The first generation of *Culex Tarsalis* mosquitoes were identified in mosquito traps placed in Estevan and Weyburn in mid-June. In the last week of June, mosquitoes were found to be carrying West Nile Virus.

Dr. Shauna Hudson, Medical Health Officer for Sun Country Regional Health Authority (SCRHA), says the mosquitoes and West Nile Virus have arrived about one week earlier than normal.

She said the human risk of contracting WNF was still low in early July, but increasing with the warm weather in July.

Dr. Hudson stressed that it is important for people living in the whole of Sun Country Health Region to take pre-

cautions to prevent mosquito bites.

She says the risk for WNV in humans is low at this time.

"It will gradually begin to increase through the end of June and early July as we begin to see higher tempera-

tures and the emergence of more *Culex Tarsalis* female mosquitoes," she says. SCRHA's Director of Public Health, Grant Paulson, says there are mosquito monitoring traps at two locations in Weyburn and three locations in Estevan that operate from early June until September. "Specimens from the traps are submitted weekly to track the mosquito population as well to determine the types of mosquitoes and their West Nile Virus infection rates," he says.

Residents with questions are asked to call Dr. Hudson at 842-8659 or Grant Paulson at 842-8623.

Please post this information on your fridge

Protect yourself and your family from the *Culex Tarsalis* mosquitoes that spread West Nile Virus by following these precautions when going outside:

- ◆ Use insect repellents that contain DEET
- ◆ Wear light coloured clothing - long-sleeves, long pants and hats when outdoors.
- ◆ Eliminate any standing water around your homes and yards, where you work and play.

New operating budget approved for Sun Country Regional Health Authority

The Board of Directors of Sun Country Regional Health Authority (SCRHA) has approved a balanced annual operating budget of \$107.5 million for the 2007-08 fiscal year.

This is a six per cent, or \$6.2 million, increase over the previous year's operating budget.

The \$6.2 million in new funding will be directed toward the new Renal Dialysis program located in St. Joseph's Hospital in Estevan, Outreach Services

for youth detoxification, an expanded Recruitment Campaign, and for contract-related salary increases. "Our 2007-08 budget reflects SCRHA's commitment to providing services and programs in most communities at levels similar to those offered last year," says Board Chair Earl Kickley.

The 2007-08 operating budget allows SCRHA to continue to meet the health needs of the 54,000 residents living in the Region.

About 25 per cent of the budget will go toward services provided in hospitals, another 45 per cent is spent on long term and continuing care services, 25 per cent for home care, public health, EMS, and other community based services, and five per cent on program support.

SCRHA directs about 83 per cent of its operating budget toward salaries, benefits and medical remuneration for its 2300 employees and 42 medical staff.

Emergency service personnel graduate with advanced training

Two emergency medical service personnel working with Sun Country Regional Health Authority have graduated with advanced training with the financial assistance of the Region.

Both graduates completed the 18-month Advanced Care Paramedic (ACP) course, one of the most advanced levels of EMS education in Canada.

Scott Thomson of Estevan is a staff member of the Estevan EMS (Emergency Medical Service) and Jennifer Elias-White is a member of Weyburn EMS.

They also assist in the respective emergency departments in their local hospitals.

Charles Eddy, Regional Director of EMS Services for SCRHA says the two are a great enhancement to the emergency care system in the Region.

"They bring a broader skill, knowledge, and practicing level of care to their work in the field," says Charles.

"They can give more actual treatment in an ambulance and other trauma situations such as heart attacks," he says.

"In practical terms, that means when a member of the public experiences a heart attack or similar incident, one of these highly trained personnel can give more medications, or help restart their heart right in the ambulance before they reach a hospital," says Charles.

About 170 emergency medical responders, in 16 different services, provide emergency medical services for residents of SCRHA, with the support of over 120 First Responders.

Marga Cugnet, Vice President of Primary and Integrated Health for SCRHA, says "the broader the scope of practice that our staff can provide for our patients, the better the outcome of their care."

"Having Jennifer and Scott trained as paramedics helps to raise that bar significantly in our Region," she says.



It's a good day when Violet the Clown comes visiting - Violet recently visited some of the children at Tatagwa Kidz Kare — while they were visiting some of the residents of the Tatagwa View Long Term Care Centre. From left to right, next to Violet, are Leila Horner and Doreen Knoll. The children are Nolan Sprecken, Cheyenne Pope, Erik Barsness and Morgan Sprecken.



Learning new computer skills: Home Care Aides from across Sun Country Health Region gathered in June for training to help them do home care assessments on the computer. From left to right are: Susan Viegutz, Ogema; Donna DeVreese, Pangman; Sheri Baun, Oxbow; and Karen Taylor, Gainsborough.

Exciting Health Care Careers
in South East Saskatchewan.
Healthy Family Lifestyle.

*Everything
Under the Sun...*



A fulfilling career is great. But in South East Saskatchewan it comes with an enjoyable lifestyle, affordable housing, friendly communities, plenty of recreational and sports facilities, and no rush-hour traffic! So, if you are interested in one of the following positions and a healthy lifestyle, why not get both?

Available positions:

Registered Nurses

Registered Psychiatric Nurses

Licensed Practical Nurses

Occupational Therapists

Physical Therapists

Laboratory Technologists

Diagnostic Imaging

Family Physicians

If you want some of everything...

Contact Christine Schenk:

306-842-8320 | jobs@schr.sk.ca | www.suncountry.sk.ca

SunCountry
HEALTH REGION

A publication of Sun Country Regional Health Authority