

Hoshin Kanri



In Japanese, *Hoshin* means shining needle, compass or direction; *Kanri* means policy. Together they are translated as strategy deployment.

STRATEGIC PLAN 2015 - 2016

Message from the Board Chair:

Together with our health system partners, we at Sun Country Regional Health Authority have affirmed our commitment to improving access, quality, and safety for the people we serve and our employees.

We are aligned and committed to *better health, better care, better teams, and better value* as we transform Saskatchewan's health care system.



Marilyn Charlton
Chairperson, Sun Country Regional Health Authority

Message from the CEO:

The Hoshin Kanri planning process for 2015 - 2016 is a collaborative effort of various healthcare teams, along with patient and family advisors at the provincial, regional and local levels.

The 2015 – 2016 provincial health system one-year Hoshins will help to achieve Saskatchewan's health system target of ensuring increased access to quality mental health and addiction services by 2019, as well as eliminating emergency department waits by 2017.

Hoshin breakthrough projects at SCHR are aligned with the provincial targets and the government's long term healthcare outcomes. They directly reflect this Health Region's priorities for providing patient and family centred care. They have been determined through focused and thoughtful discussion between front-line staff and management, along with valuable input from patient and family advisors. For 2015 – 2016 we have four Hoshin breakthrough projects.

- 1. Stop Staff Injuries**
- 2. Anti-Microbial Stewardship (The appropriate use of antibiotics)**
- 3. Stop Infections (Hand Hygiene and High Touch Areas)**
- 4. Stop The Line (Safety Alert System)**

We care about the health and safety of our patients and staff. This is clearly reflected in the Hoshins this year, which are directly linked to provincial Safety Outcomes. They are individually and collectively significant towards providing a caring environment in which to live and work.

We care about our patients' ability to receive health care services in the right place, at the right time and by the right team. In addition to the Hoshins, we will continue to focus on improving the continuity of care by supporting the province's high priority areas for improvement in Primary Health Care, Seniors Care, and Wait Time for General Practitioner to Specialist, Appropriateness and Safety.



Marga Cugnet
President and Chief Executive Officer



Strategic Plan 2015-2016

Better Teams

		Project Leads	
Projects	1	<p>Stop Staff Injuries (Zero Injuries By 2020 in SCHR) By March 31, 2016:</p> <ul style="list-style-type: none"> • 50% reduction in number of accepted WCB claims from 2014-15 (146 claims) to a total of 73. • 50% reduction in number of accepted WCB claims related to TLR activities from 2014-15 (46 claims) to a total of 23. • 50% reduction in number of accepted WCB claims related to slips, trips and falls from 2014-15 (27 claims) to a total of 14. 	<p>Team Lead <i>Loretta Gerlach</i></p> <hr/> <p>Accountable Lead <i>Chris Cecchini</i></p>
	2	<p>Stop-the-Line/Safety Alert System By March 31, 2016:</p> <ul style="list-style-type: none"> • 100% of staff surveyed will be able to identify a stop the line example. • 100% of staff surveyed will indicate that they felt supported when they stopped the line. • 100% of patients/families surveyed will know how to contact SCHR with safety concerns. • Increase reporting of good catches and timeliness of reporting at two test sites for a “one stop shop for safety”. 	<p>Team Lead <i>Felecia Watson</i></p> <hr/> <p>Accountable Lead <i>John Knoch</i></p>
	3	<p>Antimicrobial Stewardship (Appropriate Use of Antibiotics) By March 31, 2016:</p> <ul style="list-style-type: none"> • 75% compliance rate for Cellulitis patient order sets. • 75% compliance rate for SCHR Antimicrobials Step-down protocol. • Education regarding the appropriate use of antibiotics provided to the general public via brochures & posters. 	<p>Team Lead <i>Kim Borschowa</i></p> <hr/> <p>Accountable Lead <i>Dr. Dimitri Louvish</i></p>
	4	<p>Stop Infections (Hand Hygiene and High Touch Areas) By March 31st, 2016:</p> <ul style="list-style-type: none"> • Standard Hand Hygiene and Cleaning of High Touch Spots will be sustained daily work for staff throughout all patient/resident/client areas of the Region with a minimum of: <ul style="list-style-type: none"> ○ 85% compliance for Hand Hygiene ○ 95% compliance for High Touch Spots <p>Measurement of results will be reported in daily visual management.</p>	<p>Team Lead <i>Shirley Wheeler</i> <i>Mary Anne Veroba</i></p> <hr/> <p>Accountable Lead <i>Murray Goeres</i></p>

Strategic Framework



Better Health

Improve population health through health promotion, protection and disease prevention, and collaborating with communities and different government organizations to close the health disparity gap.

Better Value

In partnership with patients and families, improve the individual's experience, achieve timely access and continuously improve healthcare safety.

Better Teams

Build safe, supportive and quality workplaces that support patient and family-centered care and collaborative practices, and develop a highly skilled, professional and diverse workforce that has a sufficient number and mix of service providers.

Better Care

Achieve best value for money, improve transparency and accountability, and strategically invest in facilities, equipment and information infrastructure.

Better EVERY DAY