



Hoshin Kanri

SunCountry
HEALTH REGION

Vision

**Healthy People,
Healthy Communities**

Mission

**Sun Country Regional Health Authority
works in partnership with individuals
and communities to achieve the best
possible care, experience, and health.**

Values

**Respect, Honesty, Trust, Openness, Informed
Decision Making, Social & Ethical Responsibility
and Accountability, Privacy, Confidentiality,
Compassionate Care, Ownership, Staff, Physicians
& Volunteers are our Most Valuable Resource,
Safety, Quality and Excellence.**

STRATEGIC PLAN 2016 - 2017

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 2016 - 2017 is a collaborative effort of various healthcare teams, along with patient and family advisors at the provincial, regional and local levels.

The 2016–2017 provincial health system Hoshin will help to achieve Saskatchewan's Health System transformation:

To improve access for patients and reduce ED waits by 60%, necessary improvements in key areas (primary health care, specialist consults, diagnostics, mental health & addictions, long term care, home care, and acute care) will be achieved by 2019.**

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 2016 – 2017 we have two Hoshin breakthrough projects.

- 1. Culture of Safety – Believe In Zero!**
- 2. Enhancing Primary Care and Mental Health Partnerships To Improve Patient Care**

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.



Marga Cugnet
President and Chief Executive Officer

** Note: Catchball will help to inform specific targets around the necessary improvements for 2016-17.



Strategic Plan 2016-2017

1 Culture of Safety - Believe In Zero!

Better Care

By March 31, 2017:

1. **Patient and staff safety systems will be enhanced and integrated where possible.**
 - a) 100% (six) of the Safety Management System elements implemented at Weyburn Special Care Home (provincial target).
 - b) 100% of Safety Alert/ Stop the Line Implementation Process Measure (provincial target) achieved.
 - c) 2 tools/processes developed that demonstrate alignment for patient and staff safety.
 - d) 100% of shoulder and back injury incidents investigated for root cause (provincial target).
 - e) 12% of all patient and staff incidents reported will be good catches.
2. **Staff and patients will be supported to speak up with safety concerns and to stop the line when needed.**
 - a) 80% of patients/families surveyed will be comfortable to speak up with concerns and stop the line if needed.
 - b) 90% of staff will feel supported when they speak up for safety.
3. **Harm will be reduced for patients and staff.**
 - a) 25% reduction in the number of accepted WCB claims (provincial target).
 - b) Less than 35% of all staff and patient safety incidents reported will have resulted in Harm.

Team Lead
Felecia Watson
Dayle Ehr

Accountable Lead
John Knoch

2 Enhancing Primary Care and Mental Health Partnerships to Improve Patient Care

Better Health

By March 31, 2017:

1. **100% of Level 3 and Level 4 mental health and addiction clients identified at the Weyburn Primary Health Care Clinic will be managed by providers at this site.**

Team Lead
Terry Romanow
Sheena Grimes

Accountable Lead
Janice Giroux

Saskatchewan Health Care System Strategic Framework

VISION

Healthy People, Healthy Communities

MISSION

The Saskatchewan health care system works together with you to achieve your best possible care, experience and health.

Better Care

VALUES

Respect
Engagement
Excellence
Transparency
Accountability

Better Health

Better Teams

Better Value

**Culture of Safety | Patient & Family Centred Care
Continuous Improvement | Think & Act as One System**

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

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

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

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

Better EVERY DAY