



HEARTLAND LINK.....
KEEPING US ALL WELL CONNECTED!!
October 12, 2017

CEO News

This month there was no shortage of potential themes for a Link article including: Breast Cancer Awareness Month, Mental Health Week and Senior's week but I have instead chosen to update you on our services. Two reasons – firstly, there has been enough tragic and sad stories in the media recently so I wanted to provide you with some good news on the great work underway in HHR's programs. Secondly, I feel it is important to remember that while we are transitioning to the SHA, the work towards achieving our shared goals continues. Thank-you to all those who continue to make these improvements possible! I hope you find the update both interesting and informative and perhaps just a little uplifting!

Davidson Health Centre has recently undergone several changes to support the provision of Registered Nurse leadership to all patient care areas. In September, following a one year trial period, the region was pleased to announce that the staffing enhancements would be permanent. The enhancements include a LPN 12 hrs /night, an Assistant Head Nurse 24 hrs /week and a CLXT 8 hrs /week.

With Ministry funding for the implementation of Purposeful Rounding in Long Term Care, the creation of a new Regional Clinical Resource Nurse .5 FTE position was approved and posted. Terri-Lynn Hayes, RN started on September 20th and her initial focus will be on ensuring our compliance with Accreditation Standards including the Fall Prevention Program.

With the new Relief Continuing Care Aide positions in Kindersley and Rosetown effective in reducing overtime costs we trialed CCA Relief positions in three additional facilities this summer. Due to positive results the Region approved the new Relief CCA positions for posting on a permanent basis in Unity and Outlook. In Biggar the temporary relief positions have been extended to allow for further evaluation.

The 2017 CEO/SLT Tours to all our Long Term Care facilities concluded in late September with a report on our findings submitted to the Ministry of Health. The report outlines what is working well and where improvements are required as well as the Region's plans to address. Thank-you to everyone for the warm welcome to your Resident/Family Council meetings, the guided tours of your facilities and for sharing your input with us! It was great to see the improvement work that has been undertaken in each of the sites since last year's tours!

Obstetrical programming has been a focus with additional funding allocated to ensure that staff and physicians have the necessary skills, experience, policies and equipment required to resume services. Training is underway for RN's on several mandatory courses while two new Physicians will be completing a formal obstetrical assessment process in Prairie North and Saskatoon. A Labor and Delivery Committee is meeting weekly to review protocols and policies, as well as to discuss programming.

On October 2nd Dr. Jenny Basran, Gerontologist, SHR and Graham Fast, Lead for the Provincial ED Waits Initiative along with Regional representatives met with the Rosetown Physicians to provide an introduction to the Connected Care Strategy and the work underway provincially. The Rosetown team will be piloting the implementation of Seamless Care Transitions in the Rosetown Health Center as outlined in our 2017 Strategic Plan and in support of the overall provincial health system priority.



Laboratory staff are busy preparing for their Laboratory Accreditation by the College Physicians and Surgeons. The on-site surveys, scheduled for Oct. 17-Nov. 9th, will include a review of department, practice standards and programming and interviews with team members. Additional regional support has been provided to help ensure the program and each site's readiness.



CEO News—cont'd

The Rosetown Therapies department participated in a Rapid Process Improvement Workshop (RPIW #6) the week of September 18th-23rd. The primary focus of this improvement work was to reduce the lead time for clients accessing Physiotherapy services from time of request to time of appointment. During the week long improvement event the team was able to make quite a few improvements to the processes in the Therapies department. To view their full Report Out click on this link:

<https://qs.sharepoint.hrha.hin.sk.ca/communications/SitePages/RPIW.aspx>

Public Health Nurse preparations are underway for Flu immunization clinics starting with the launch October 23rd in Rosetown. Dr. Torr and I will be in attendance (in our best bug costumes!) to get our shots. Watch for posters and announcements of Flu Clinics near you and “squash that flu bug”!

Squash that



The Take Home Naloxone (THN) Program roll out is planned for November 1st in Kindersley. In response to the growing Opioid crisis, the provincial target is that **“By March 31, 2018 Take Home Naloxone Kits (THN) will be available in all regional health authorities.”** There has been a number of fentanyl related deaths reported in our health region over the last few years, particularly in the Kindersley area.

The provincial EMS Stakeholders Consultation process concluded on July 31st and the Ministry received 78 submissions in total. The MoH indicated that the input received through these submissions provided valuable information that will be considered as the province continues to focus on improving access to health care for the residents of this province. A Director for Ground Emergency Medical Services (EMS) Transition and Redesign has been hired by the Ministry for a seven month term. Ron Defresne will support the successful transition of ground EMS from the existing twelve regional health authorities to the new Saskatchewan Health Authority (SHA) and provide expert advice to the Ministry and SHA on patient-centered improvements to, and redesign of, ground EMS in Saskatchewan.

We continue to work closely with the MoH on our proposed plan for EMS stabilization and the release of frozen funding included in this year’s operating grant.

And finally ‘tis the season to be thankful and for this we truly are!



Mr. Donnie Duncan Donald, a former Brock area resident, named Kindersley and District Health Centre as the beneficiary of his estate. The estate has now been finalized and the donation totaled \$979,562.56. This bequest represents the largest individual donation to the Heartland Health Region since its formation. This is very exciting news for the Kindersley and District Health Centre and the Heartland Health Region! With gratitude we will publicly acknowledge Mr. Donnie Donald’s generous and thoughtful bequest and the lasting legacy it will make possible. Donations such as this allow us to upgrade our facilities ensuring we can provide our clients and residents with the best possible care. The Space Planning Committee for Kindersley will review facility needs, determine priorities and make recommendations for the bequest’s use.





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Provincial Transition Update

TRANSITION TEAM PROJECT UPDATE

Week of October 9, 2017

This update will provide ongoing information related to the project work underway to transition the health system to a single provincial health authority on December 4, 2017. On occasion this update will include information about work tied to health system restructuring, but not directly related to transition team functions.

SENIOR LEADER RECRUITMENT PROCESS:

Following the Sept. 21 announcement of the organizational structure and recruitment plan for the Saskatchewan Health Authority senior leadership, the recruitment process has begun.

- Open competitions are underway for the bulk of available senior leadership positions, and a number of administrative positions - job postings are available at healthcareersinsask.ca and mygatewayonline.com.
- Updates will be provided as positions are filled.

COMMUNICATIONS WORK STREAMS:

Regional Health Authority (RHA) Communications teams across the province are working together to prepare for the first day of operations.

- As with all transition work, a phased approach is being planned, with a focus on identifying critical Communications needs that must be in place on the first day of operations.
- This phased approach means all new Saskatchewan Health Authority materials will be created with the new brand as of day one (December 4).
- At the same time, some current RHA-branded programs, services, print materials and online channels will continue to exist and be used for a period of time after the new Saskatchewan Health Authority launches. Those timelines and further direction on brand transition will be communicated in the weeks to come.
- This will ensure that local relationships and access to programs and services continues, and that full brand adoption occurs over time.

Among the key materials in development:

- an employee toolkit to provide answers to key questions and outline for staff what is changing on day one and what is not changing, including any IT changes and who to contact for support;
- a brand toolkit and visual identity guide to provide instructions for using the new Saskatchewan Health Authority logo, including timelines for when to stop using RHA logos;
- key templates (such as letterhead and stationary, graphics, posters, brochures and PowerPoint presentations);
- a media toolkit and key media relations contacts identified across the province;
- a simple Saskatchewan Health Authority website and intranet site (being developed in collaboration with eHealth) with links to current RHA sites that will remain in operation for a period of time after the first day of operations; and
- Saskatchewan Health Authority social media accounts (Facebook, Twitter, LinkedIn) and a standardized social media policy.



Provincial Transition Update—Continued

SHA LOGO USAGE GUIDELINES

Following the announcement of the official logo for the new Saskatchewan Health Authority, work is underway to create the appropriate visual identity guidelines and logo usage guidelines.

- Once completed, the guidelines and logo files will be provided to RHAs for use.
- In October, communication will occur to provide instructions on when to begin winding down the use of RHA logos and when the new Saskatchewan Health Authority logo should begin to be used.
- We anticipate the brand toolkit and guidelines will be finalized and shared in November.
- Until the guidelines are developed and shared in November, RHAs should not begin replacing current RHA logos with the new SHA logo.

MORE INFORMATION:

- For more information on transition, visit www.saskatchewan.ca/transforming-health.

OCTOBER IS
 BREAST CANCER
 AWARENESS MONTH



World Mental Health Day—October 10th



1 in 5

In the workplace experience a
 mental health condition





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Patient Safety

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Canadian Medication Incident Reporting and Prevention System Système canadien de déclaration et de prévention des incidents médicamenteux

Consumers Can Help Prevent
Harmful Medication Incidents

SafeMedicationUse.ca Newsletter

Volume 8 • Issue 9 • October 11, 2017

Keep Your Vaccinations Up to Date

Vaccines protect you and those around you from certain diseases, so it is important to keep your vaccinations up to date. Check your immunization record or ask your healthcare provider to make sure you and your family members have received the recommended vaccines. For some vaccines, even if you received it in the past, an extra dose (called a "booster") may be needed to keep you protected.

In most Canadian provinces, pharmacists can now receive special training to give some vaccines. Because you don't need an appointment to talk to your pharmacist, it has become easier than ever to keep your vaccinations up to date. Be sure to ask your pharmacist any questions you have so you can decide if the vaccine is right for you.

Your pharmacist may be able to give you the following vaccines:

- flu (or influenza) vaccine
- travel vaccines (e.g., typhoid, yellow fever, hepatitis A and B [liver disease])
- other vaccines (e.g., shingles, tetanus, HPV [human papillomavirus])

The cost of some, though not all, vaccines may be covered by the government or by your insurance company. Before you get a vaccine, ask your healthcare provider to explain any costs that you will have to pay directly.

Remember to ask a healthcare provider about vaccines you may need before travelling—and get the flu shot yearly!

For more information on Health Canada's vaccine recommendations, visit <https://www.canada.ca/en/public-health/topics/immunization-vaccines.html>

Download the CANImmunize app at www.canimmunize.ca to keep track of your vaccines!



Medication safety bulletins contribute to Global Patient Safety Alerts.

This newsletter was developed in collaboration with Best Medicines Coalition and Patients for Patient Safety Canada. Recommendations are shared with healthcare providers, through the ISMP Canada Safety Bulletin, so that changes can be made together. This newsletter shares information about safe medication practices, is noncommercial, and is therefore exempt from Canadian anti-spam legislation.

SafeMedicationUse.ca Newsletter – www.safemedicationuse.ca

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Staff Safety



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HEARTLAND HEALTH REGION OH&S Safety Rules

The following safety rules are excerpts from various existing HHR policies and shall be incorporated by every worker:

1. Be aware of your surroundings at all times, and ask for immediate assistance if you feel that your personal safety or the safety of others is at risk.
2. All employees are required to follow all existing safety policy and procedures. Working in a healthy and safe manner is a condition of employment.
3. Heartland Health Region has a zero tolerance for workplace harassment or bullying. Workers must not initiate or participate in the harassment of another individual. If harassment or bullying in the workplace is witnessed it must be reported to the worker's Supervisor.
4. Compliance with TLR policies and the use of TLR principles of good body mechanics when moving patients/clients/residents or when moving an object. An assessment of the client, object and environment must be conducted prior to any lift or transfer.
5. All employees must wear safe work wear - ensure uniforms and other work wear is kept clean and in good condition. Wear footwear that is appropriate for the hazards in the workplace (e.g. closed toe and heel, good grip, adequate support).
6. Use proper safe guards and safety appliances/equipment to protect your health and safety.
7. Personal protective equipment (PPE) must be available and worn when required. A pre-use inspection must be completed prior to using personal protective equipment and any defects or problems found must be reported immediately to the Supervisor.
8. Employees must exercise good infection control practices- proper hand hygiene, consistent use of PPE, and ensuring that Infection Control standards and policies are complied with at all times.
9. Prior to using any equipment, tools and materials, a pre-use inspection must be performed with any defects, problems or concerns being reported immediately to worker's Supervisor. Appropriate "lockout" procedures must be followed prior to repairs, cleaning or adjustments.
10. All workers must be familiar with Emergency Preparedness Plans for their site including their position specific required duties.
11. Sharps must be disposed of correctly at point of use in a designated bio-hazardous container; that is never overfilled past the "fill line".
12. Scented products are not permitted in the workplace.
13. All workers shall make themselves aware of their workplace's Occupational Health and Safety Board including OHC member names.
14. Report any workplace hazard or incident immediately to your supervisor, including any near misses or incidents that have occurred.

Be Accountable: Choose safety - work safe - and go home injury free!



Six Ways You Can Help Someone Affected With a Mental Illness

When someone you love is diagnosed with a mental illness, it can be very confusing and frightening. If you do not have a lot of experience with mental illness, it might be difficult to know where to begin to help them, as much as you are certain you want to offer support. Feelings of helplessness and hopelessness are common first reactions to these diagnoses, but they need not be permanent states: there are many ways you can help your affected family member or friend. Below you will find six ways you can offer help and show support.

Educate yourself

This is a crucial first step in being able to offer any kind of help or support – the more you know about your loved one's particular condition, the more you will be empowered to offer meaningful help. This means devoting some time to research: all mental illnesses have advocacy and treatment organizations with websites that offer reliable information. Check out books from the local library, these can be informative books on the condition itself, or memoirs chronicling first-hand experience.

Take a role in their treatment

Seeking treatment for mental illness can be lonely, scary, and sometimes difficult to comply with. Support helps: offer to go along to doctor's appointments; help the person keep a log of symptoms and how they respond to different treatments; and talk to their healthcare professionals about how else you might be able to aid in their care plan.

Talk about it

Mental illness is so often shrouded in silence, bringing it out into the open can make a huge difference in lessening your loved one's stress. It doesn't need to be a big deal, but feelings of shame and stigma can be greatly reduced by simply letting the person affected know that you are there and open to talking about their illness, feelings, and understanding how you can best help them.

Normalize and do something else

As much as it is important to be frank and open about the mental illness, it can be exhausting if it feels like it's the only focus. Do activities that remind you and your loved one that mental illness isn't the centre of your universe – let them take the lead on this and ask them to come up with something they'd like to do.

Help yourself

Self-care is essential if you want to really be of help to someone else. The stress of living with someone with a mental illness can be significant, and is not to be underestimated. It is expected and normal that you may be affected emotionally by your loved one's illness. You may find it helpful to talk to a counsellor of your own, or find a support group particularly intended for loved ones of people experiencing mental illness.

Express love and support

Tell them how much you appreciate them, how brave they are, and how proud you are. Remind them that you're here for support, if needed. Let them know that it is okay to take the time to get well.

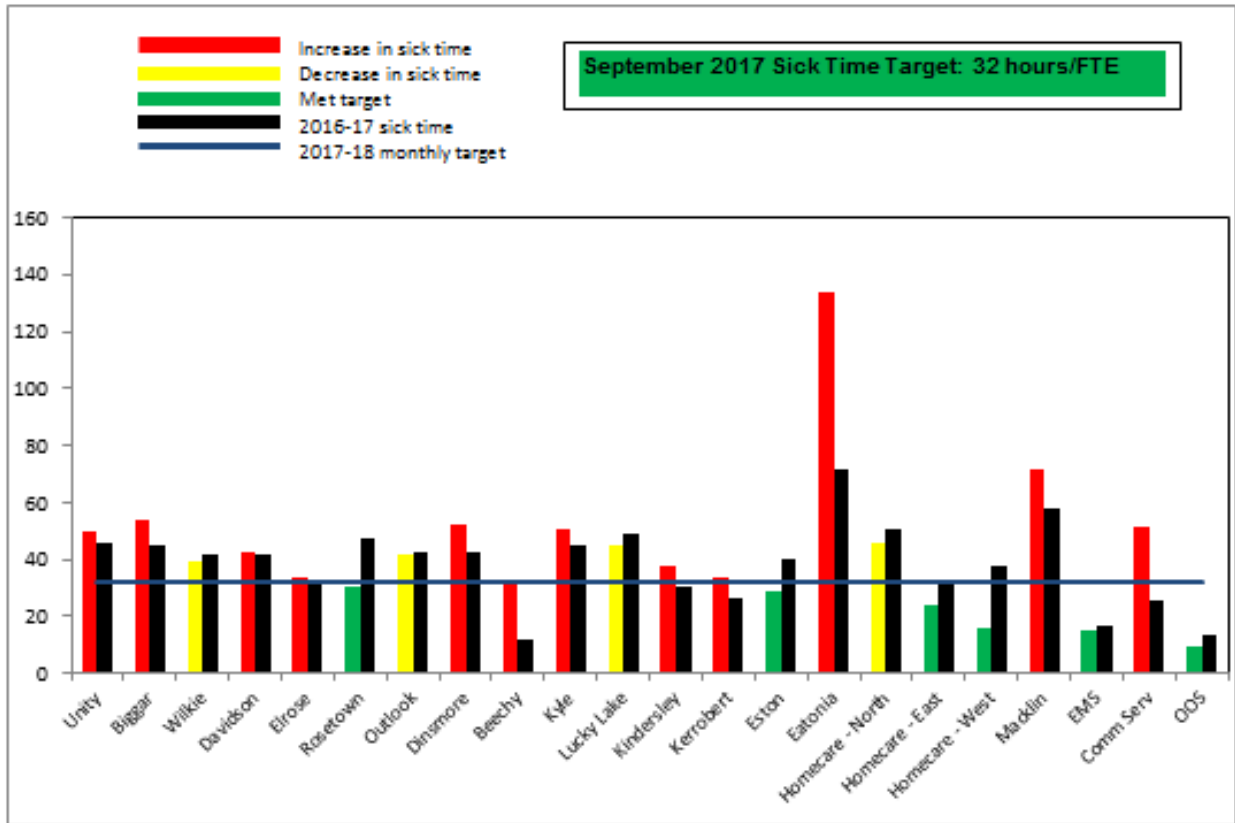
Above all, if you ever feel unsure of how to help or if you are helping, ask your loved one. Everyone experiences mental illness differently, so no one is a greater expert on their particular condition than they are.



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2017-2018 Sick Time Comparisons by Facility/Service – September 2017



The Ministry of Health has indicated reductions are required in the areas of sick time and overtime. Heartland Health Region had its annual budget reduced by a targeted amount with the expectation that the Region will achieve savings in overtime and sick time. Compared to September 2016, overall sick time has increased from 38.99 hours/FTE (55,589.35 reported hours; 43,661.45 paid hours) to 40.36 hours/FTE (57,830.21 reported hours; 44,496.26 paid hours) in September 2017. The Saskatchewan average is 38.3 hours/FTE.

Sites which have reduced their sick time since September of last year and met the target are green (Rosetown). Lucky Lake is displayed in yellow as they have shown an overall decrease in sick time from the comparable time last year and still have a ways to go to meet the target. Eatonia is displayed in red as they have shown an overall increase in sick time.

The Region, along with our Employees and Physicians need to remain diligent in managing this challenge as the ongoing success of our Region, its facilities, and services are dependent on our collective efforts.

If you have a suggestion, comment or concern regarding these issues or believe there is anything Human Resources or others can do to support you in assisting to achieve this very important goal please do not hesitate to come forward.

Our target for the 2017-18 fiscal year is:

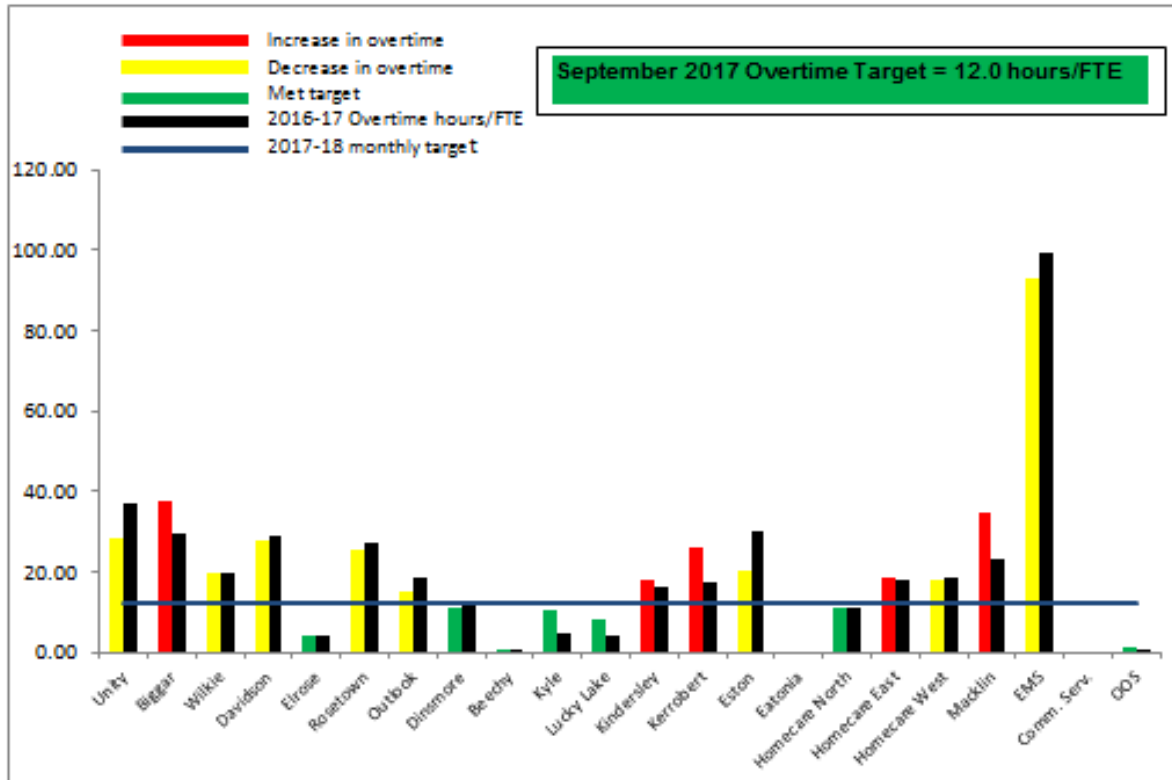
Measure	Annual Target
Sick Time	64.0 hrs/FTE



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2016-2017 Overtime Comparisons by Facility – September 2017



The Ministry of Health has indicated reductions are required in the areas of sick time and overtime. Heartland Health Region had its annual budget reduced by a targeted amount with the expectation that the Region will achieve savings in overtime and sick time. In September 2017 there has been an increase in wage driven premiums (overtime, callback, etc.) from 21.7 hours/FTE (24,299.21 hours) in September 2016 to 22.64 hours/FTE (24,963.12 hours) in September 2017. The Saskatchewan average is 20.52 hours/FTE.

Sites which have reduced their overtime since the comparable quarters last year and met the target are green (Dinsmore). Unity is displayed in yellow – sites that are yellow have shown an overall decrease in overtime from the comparable time last year and still have a ways to go to meet the target. Macklin is displayed in red as they have shown an overall increase in overtime.

The Region, along with our Employees, need to commit to addressing this challenge and examining the current way we provide care within our system as the ongoing success of our Region, its facilities, and services are dependent on our collective efforts.

If you have a suggestion, comment or concern regarding these issues or believe there is anything Human Resources or others can do to support you in assisting to achieve this very important goal please do not hesitate to come forward.

Our target for the 2017-18 fiscal year is:

Measure	Annual Target
Overtime	24.0 hours/FTE

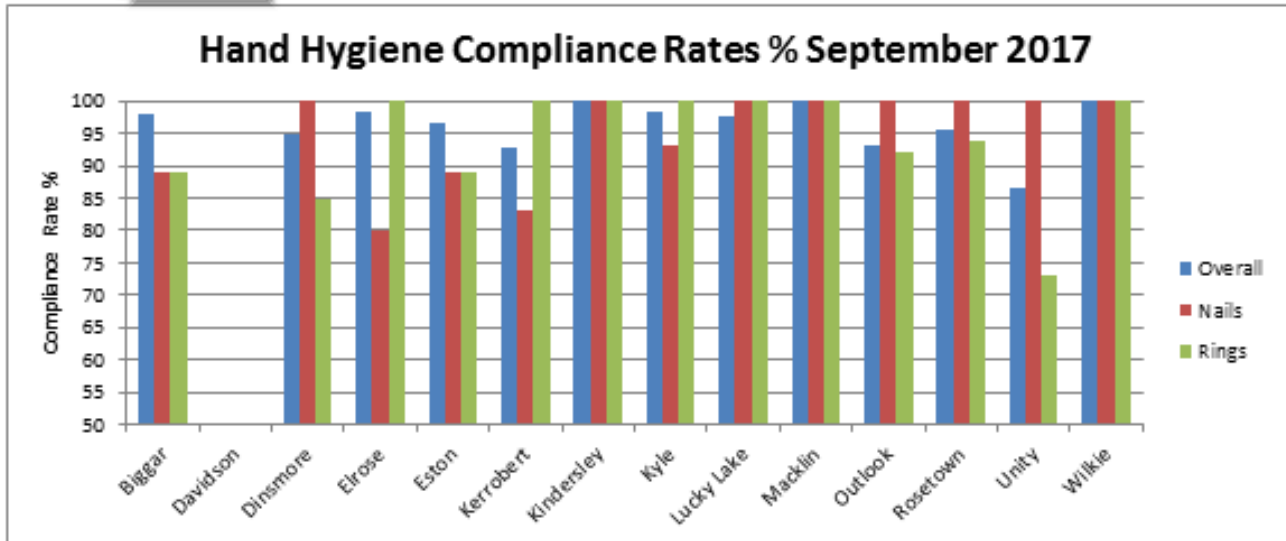


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Heartland Health Region Hand Hygiene Compliance Rates

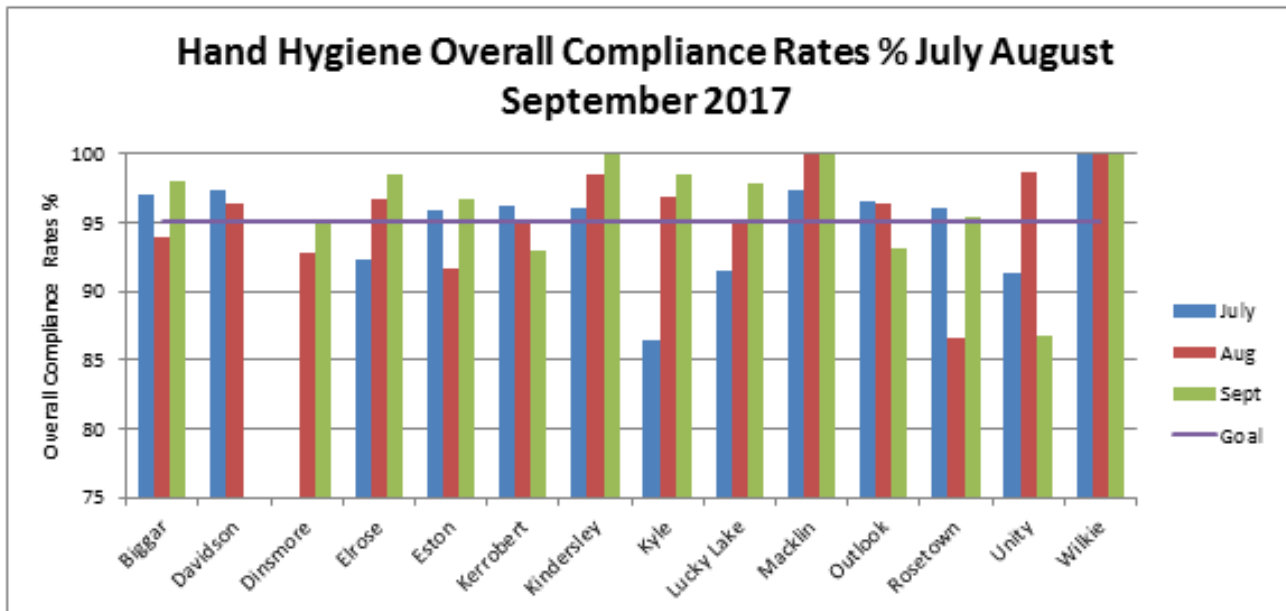
Chart Area



Regional Average Compliance Rates: July 94.92% August 95.62% September 96.36%

The top chart shows September 2017 data only- overall compliance rates, compliance with short, clean nails without enhancements, and compliance with no hand jewelry outside of a single smooth band. The bottom chart shows overall compliance rates across the region for the past three months. Heartland's goal is to have an overall compliance rate of 95% and 100% compliance with nails and rings. In September, 8 facilities were 100% compliant with nails, and 7 facilities were compliant with rings, which is an improvement from last month! Nine facilities met or surpassed our goal of 95% compliance with all aspects of hand hygiene, and one facility did not submit audits.

Variation in compliance rates can be attributed to internal vs external auditors, many auditors with different auditing practices, as well as small number of audits completed in some sites. The Hawthorne Effect, where people do better when they know they are being watched, is evident in the sites where the auditor is consistent and known to staff.





It's time to renew your health card.



Health card renewal packages are being mailed out this fall. Once your package arrives, please ensure that you update your card with your new sticker.

All Health Cards expire on December 31, 2017

If your health card expires you could be billed for medical services. Avoid any hassles and contact us today:

- 📍 **Online:** eHealthSask.ca/renew
- ✉ **Email:** change@eHealthSask.ca

- ☎ **Call:** 1-800-667-7551
- 📍 **Mail or In person:**
 Health Registries, 2130 11th Avenue
 Regina, SK S4P 0J5