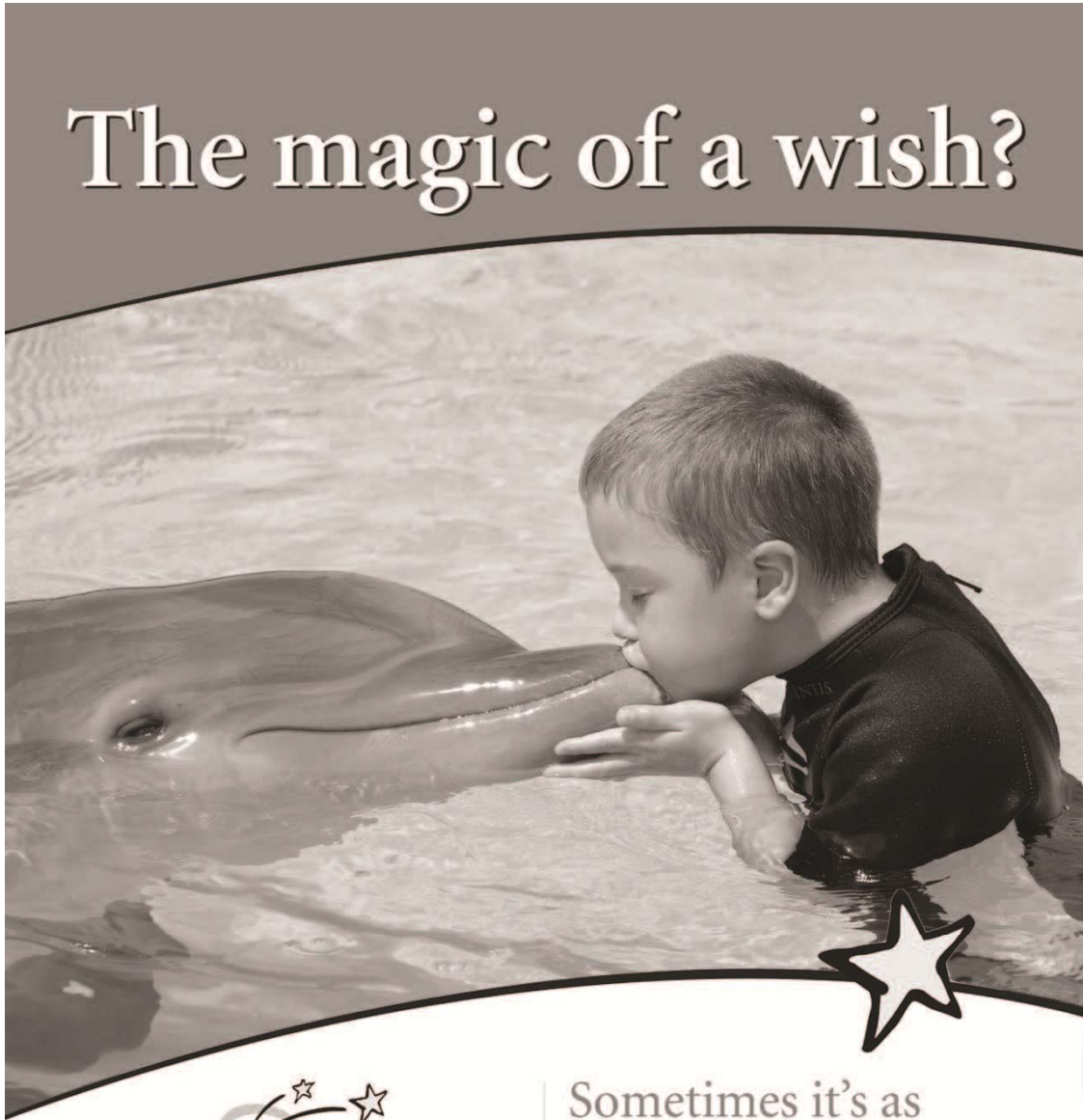


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# The Pulse

December 2011

## Welcome Back to The Pulse!

After a brief hiatus, we are proud to say that The Pulse has been revived.

With this in mind, we would love to hear your stories. The Pulse will proudly publish stories relevant to staff and communities within Five Hills Health Region. Tell us what a great job your department is doing with LEAN, or maybe how you have decreased time lost injuries or how proud you are of a staff member for completing that certificate. Submissions will be accepted up to the 10th day of every month and can be emailed to [tferraton@fhhr.ca](mailto:tferraton@fhhr.ca).

***SUBMIT your STORIES and PHOTOS to:***  
[\*\*tferraton@fhhr.ca\*\*](mailto:tferraton@fhhr.ca)

**MISSION**  
Five Hills Health Region employees work together with you to achieve your best possible care, experience and health.

**VISION**  
Healthy People  
Healthy Communities

**VALUES**  
Respect  
Accountability  
Engagement  
Excellence  
Transparency

## Changes to Senior Leadership Team



Five Hills Health Region is pleased to welcome Stuart Cunningham to the organization as the new Executive Director, Human Resources. Stuart comes to us with extensive health care labour relations, management, and legal experience. Stuart possesses a Bachelor of Civil Law with honours and an Industrial Relations Certificate. Stuarts' expertise and wealth of knowledge will serve him well as the Executive Director of Human Resources Department. Please join us in welcoming Stuart to his new position!

[www.qualitysummit.ca](http://www.qualitysummit.ca)



April 17 & 18, TCU Place  
Saskatoon, SK

### New Hospital to Modernize Health Care for Moose Jaw Announcement made August 30, 2011

Moose Jaw will soon be home to an innovative new regional hospital that will enable better, safer service for the city and surrounding area, Health Minister Don McMorris announced today at Moose Jaw Union Hospital.

"We are following through on our promise to invest in infrastructure and improve access to quality health services," McMorris said. "This resourceful, 'patient first' hospital will be the proud result of the shared pursuit of excellence by Five Hills Health Region staff, physicians, patients, designers and the Ministry of Health."

"This is a historic day for Moose Jaw and area," Moose Jaw North MLA Warren Michleson said. "In just a few years, we will have an exceptional patient-centred facility that takes a major step forward in the way hospital services are utilized."

A new model of care will see health professionals and support staff serving patients in a building designed to bring services to the patient as promptly and effectively as possible.

"We have learned how to streamline services and improve quality and safety while putting the patient first," Five Hills Regional Health Authority Acting Chair Donald Shanner said. "For the first time, we will be able to apply patient-centred principles of continuous improvement to the design of a hospital from the ground up."

"This announcement marks a major step forward for health care in the city and other communities," Moose Jaw Mayor Glenn Hagel said. "The community is pleased to support this important project that will benefit so many people."

Recent provincial government changes to the health facility capital funding formula means the provincial government now funds 80 per cent of planning and construction costs, with local communities funding the remaining 20 per cent, plus furniture and any new equipment. This is a significant financial benefit to communities, compared to the previous 65 per cent -35 per cent funding split.

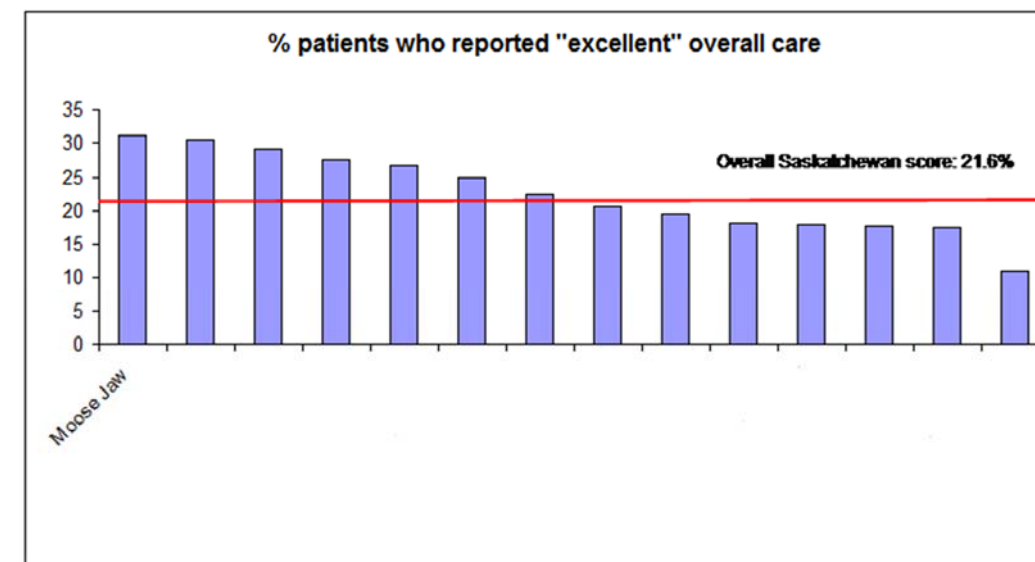


### Saskatchewan Health Quality Council Emergency Room Survey Results

The most recent results show that MJUH ER indicator scores were statistically significantly better than the scores for all other hospital ERs in this category!

<b>Access</b>	<b>67.7%</b>
<b>Information &amp; Education</b>	<b>62.7%</b>
<b>Overall Impression</b>	<b>59.1%</b>
<b>Courtesy</b>	<b>69.5%</b>
<b>Emotional Support</b>	<b>62.8%</b>

Congratulations to all physicians and staff on an excellent job well-done!



### Message from the Board Chair



Hello and Seasons Greetings to all!

It is my pleasure to bring best wishes from the Five Hills Health Region Board. To all of our readers, we wish you and your families happy and safe holidays and the very best of everything life has to offer for the New Year 2012.

In reflection, 2011 has been quite a year! Reports of the diligent and good work, the excitement, the innovations and the wonderful programming being developed in various departments and facilities within the Region are received by the Board on a regular basis. Although I may not personally see the individuals who are devising new and innovative ways of carrying out duties or making changes to better meet the needs of our customers, I am very proud of their efforts and also of the results that are placing our Region among the highest achievers in the province! We are held in high regard by our peers and can take pride in knowing that we are doing our share for "Patients First" in this province. Keep up the good work everyone! Your efforts and hard work do not go unnoticed.

The news of a new regional hospital for Five Hills was very welcoming and exciting indeed. So much good works has already gone into preliminary planning and more is being done on a daily basis. We need to continue to work very hard in our various teams to "get it right". We will be the template for the new way of delivering healthcare through the new concepts being introduced, in all aspects, from work directly with patients right through to governance. Some of you are already delivering the new concepts day-to-day, through programs such as Releasing Time to Care and the Primary Health Care team working diligently to assist in providing health services to rural areas.

Looking forward, without a doubt, we will have challenges as we move, work and grow through the process of building a new facility....but, there is no doubt in my mind, that as a functioning team, we can rise up and meet any challenges that will come to face us. If we, each and every one of us, take as our working goal, the personal will and commitment to do the very best we can, wherever we work in the organization, we will experience not only personal satisfaction but the assurance that we are valuable parts of making success happen!

Another success to note is that we have gone through the Regional Accreditation process and have achieved a good score - it was noted by Accreditation Canada that in many aspects of accreditation, it is business as usual for our organization. Congratulations!

With my best wishes for a safe and happy holiday season, and all the best in 2012,

E. (Betty) Collicott  
Chair, Five Hills Regional Health Authority

### Message from the Chief Executive Officer



Where has the year gone? It is so hard to believe that 2011 will be behind us in less than a month. It has been an eventful year for the Five Hills Health Region with much more excitement sure to come in 2012. To recap some of the highlights (not all for certain):

It will start with the announcement by the Minister of Health, Don McMorris on Tuesday afternoon, August 30, 2011, that Five Hills Health Region received approval to build a new regional hospital with plans for completion in early 2015. We have been counting the days ever since the announcement and the team has been very busy to ensure our timeline for completion will be achieved. We will be announcing early in the new year, the location of the new hospital. There is much work and detail required in selecting the site. Our team has been applying due diligence in this regard. Stay tuned!

In October 2011 Craig Beesley announced his decision to retire after 31 years of dedicated service to the Health Region and predecessor organizations. It is hard to picture our team without Craig as he has been a respected colleague and friend for many years. Congratulations Craig on your retirement. We wish you and Darlene the very best as you transition to your new home in Sherwood Park, Alberta.

In November 2011 we had a team of accreditation surveyors from Accreditation Canada spend the week of November 14 visiting our programs and facilities, interviewing employees, volunteers, patients and our community partners. Thank you to all for your significant progress and work in preparing for accreditation and for your commitment to those we serve, each and everyday. We will receive the accreditation report by early in the new year and will plan for a celebration and sharing of the results.

There is significant work underway provincially in advancing the Patient First report "For Patient's Sake". Of particular note is the work with respect to alignment of our strategic priorities as a province and with our advancement of a lean management system. Further information will be shared on this work early in the new year.

The Medical Affairs staff remain busy with physician recruitment. The Region continues to recruit family physicians and like many regions, this continues to present challenges. Currently, along with recruitment of family physicians, we are recruiting for a general surgeon, two anaesthesiologists, a locum psychiatrist and emergency room physicians.

We are also pleased to announce that our website [www.fhr.ca](http://www.fhr.ca) has been remodeled! Thanks to Tamara Ferraton, Rod Cochrane and his staff and many others! Please take a look and let us know what you think!

In closing, I extend to everyone and your families Holiday Greetings and Merry Christmas! I feel very privileged to work with a very committed Board and with all employees within the Health Region. 2012 holds many opportunities and promises and I look forward to working with you as we continue our journey of "pursuing excellence"!



#### Staff Christmas Dinners:

Lafleche - Dec 6  
Rockglen - Dec 7  
Assiniboia - Dec 8  
Moose Jaw - Dec 12

## Season's Greetings and Happy Holidays!

## Canadian Patient Safety Week, submitted by Beth Barrett, Safe Care Consultant



Canadian Patient Safety Week is a national annual campaign started in 2005 to inspire extraordinary improvement in patient safety and quality. Working together, thousands of healthcare professionals, patients, and families help spread the message that good healthcare starts with good communication. This year Canadian Patient Safety Week took place from October 31 to November 4, 2011.

Five Hills Health Region's commitment to Patient or Customer Safety is 24/7. Patient Safety week allowed staff an opportunity to participate in activities and events designed to help our system ensure that every patient experience is safe. The initiatives that we held in Five Hills Health Region included:

- Canada's Virtual Forum on Patient Safety and Quality Improvement
- Customer Safety Awards
- Patient Safety Week Quiz
- Canadian Patient Safety Week Posters in all facilities

### Canada's Virtual Forum on Patient Safety and Quality Improvement

Every day the spotlight was shone on a new patient safety theme with approximately three-and-a-half hours of content and presentations from a broad spectrum of experts eager to share their experiences with you and help your patient safety and quality initiatives grow. These will be archived for viewing on the Canadian Patient Safety Institute Web Page in the near future.

Some of the highlights for me included:

- What is Patient Safety Really? – Martin Hatlie
- The Patient Narratives – a variety of stories told by patients and families
- Senior Executive Leadership: What does it take? – Forum of senior leaders from Canada

### Patient Safety Week Quiz

During the Patient Safety Week, staff had the opportunity to submit their answers for the Patient Safety Week Quiz. The Quiz brochure included questions, statistics and information on Falls Prevention, Medication Reconciliation, Customer Service, and Quality Improvement. We received many quiz submissions from staff throughout the region. Employee engagement from Home Care and Central Butte was outstanding. Draws were made during the celebration luncheon with the CEO. The winners of the Tim Horton's Gift Cards are:

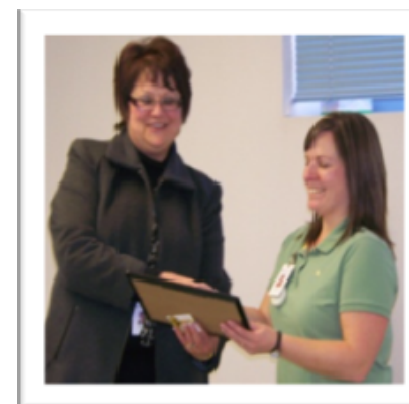
Janet Mackow from Central Butte  
Connie Shook from Home Care  
Teresa Brenner from Five Hills Access Centre

**See next page for Customer Safety Award Recipients...**

## Canadian Patient Safety Week, continued

### Customer Safety Awards

The Five Hills Health Region Customer Safety Awards are presented to FHHR employees who demonstrate their commitment to customer safety. Nominations were open to frontline staff, supervisors, directors, and senior management. A celebration luncheon with Cheryl Craig, CEO for FHHR, was held on November 21<sup>st</sup> to present the awards. I would like to thank everyone who took the time to nominate staff for the great work that is being done. The staff that received the award for:



Falls Prevention  
**Lisa Benson**  
Physical Therapist



Medication Reconciliation  
**Linda Law**  
Clinical Nurse Educator



Customer Service  
**Jolene Hogg**  
Public Health Nurse



Quality Improvement  
**Patti Shirkey**  
Director, Diagnostic Imaging

*The honorable mentions are Rhonice McMaster, Dave Sereda, Carolyn Bremner and Beth Barrett. I would also encourage each of you this next year to be on the lookout for the FHHR employees who demonstrate their commitment to customer safety.*