

MRI wait times to continue improving with community-based service

In November 2012, 1171 patients in the Regina Qu'Appelle Health Region (RQHR) received Magnetic Resonance Imaging (MRI) scans in comparison with 818 patients who received MRIs in the month of April of last year.

MRI machines use magnetic fields and radio frequencies to create a 3-D picture of structures inside the body. An MRI can diagnose diseases of the brain, spine, skeleton, abdomen and pelvis.

During the seven-month time period, the waiting list decreased from 3,377 patients waiting to 2,664.

Part of the reason the Region has seen these numbers improve is the introduction of the temporary, mobile MRI scanner on September 12, 2012.

The temporary, mobile MRI is providing a short-term solution to the Region's wait lists for MRI services. However, a longer-term solution to ensure patients are receiving timely MRI scans is on its way.

A new community-based MRI service is coming to the RQHR for Regina and southern Saskatchewan patients. The RQHR issued a Request for Proposals (RFP) in February for the service.

The majority of those waiting for MRI services in southern Saskatchewan are in the community rather than in hospital.

In addition to the stability achieved by this longer-term commitment of adding the service for a minimum of three years, with the option to extend services into 2018, the new MRI service will provide more scans than the temporary mobile MRI.

"Wait times are expected to drop significantly with our service delivery improvements," said Tim Pilon, Director of Medical Imaging at the RQHR.

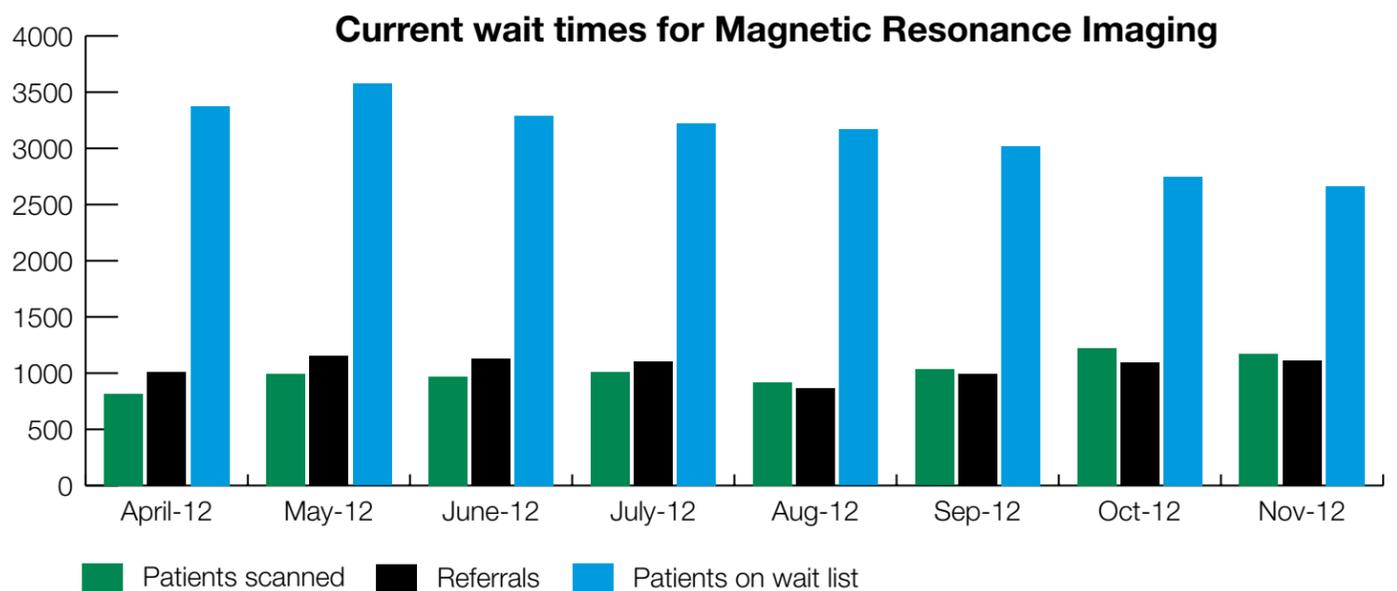
The new MRI service will provide 5,500 scans per year versus the mobile MRIs' 4,800 per year. Basing the service in the community will benefit the majority of patients who will use the service – those waiting in the community for outpatient scans.

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The temporary, mobile MRI machine at the Regina General Hospital, which is currently serving patients in addition to the two permanent MRI machines in the Region, will be in operation until the new community-based service begins.

Photo Credit: Medical Media Services



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Better Care

President and CEO Keith Dewar gives an update on our focus on **Better Health, Better Care, Better Value, and Better Teams**, which are priorities for the Region and province.



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Surgical Update

An update on the RQHR's Patient Surgical Initiative and how it plans on delivering **Sooner, Safer, Smarter Surgical Care** to patients in southern Saskatchewan.



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Wi-Fi a hit

Guests in Regina's hospitals have been enjoying access to free public Wi-Fi at both locations. Read more about the benefit of the public Wi-Fi access and why patients are enjoying it.



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Message from the President

Better Health, Better Care, Better Value, Better Teams



Keith Dewar

Better Health, Better Care, Better Value, and Better Teams are the goals of Regina Qu'Appelle Health Region (RQHR). These

are goals we share with the Ministry of Health and all other provincial health care providers.

As a partner in the provincial commitment to improving access and health system quality, we are committed to providing safe quality care by delivering the right services at the right time for the right people, and being effective and efficient in everything we do.

It is clear that despite all the Region's successes (and there are many) we have more work to do to meet some very significant challenges. Moving forward, we have a clear plan that sets out our vision for the future, outcomes we are to achieve, improvement targets, and this is supported by the foundational work we are doing to ensure we are on track to meet the provincial health system 2017 outcomes.

Our efforts to achieve the 2017 outcomes are focused around breakthrough projects and hoshins.

For 2013/14 we are focusing on four priority areas for improvement:

- **Better Health** by improving access and connectivity in primary health care innovation sites;
- **Better Care** by transforming the patient experience through sooner, safer, smarter surgical care;
- **Better Care** through a closer focus on patient and staff safety; and
- **Better Care** by improving access and patient flow (unique to RQHR).

Breakthrough projects 1 & 2 – Primary Health Care

Our two key projects that will improve access to care, especially in rural and

underserved populations, focus on the development of a new primary health care facility, called The Meadow, and the development of a second primary health care innovation site in the rural west area of our Region.

The Meadow will be located across from the Pasqua Hospital in Regina and will open its doors sometime this spring. This innovation site will offer improved access to after-hours care and link to other services available to residents of the inner-city community.

Rural West is a multi-community model that will look at innovative ways of health care delivery and alignment with First Nations' health care delivery. This initiative involves creating a team of core health care providers that would provide predictable and sustainable services to the communities of Fort Qu'Appelle, Balcarres and Lestock.

There are a number of innovation sites being completed across the province which will help inform the development of a primary health care system that will support our provincial objectives.

Breakthrough projects 3 & 4 – Patient Surgical Initiative

Our two breakthrough projects to transform the patient experience through sooner, safer, smarter surgical care focus on reducing the time patients wait for orthopedic surgery, especially those who need

elective hip and knee surgeries. Ensuring that we have enough trained nurses and doctors to meet our surgical demand, and put in place those elements that ensure they stay with us is another breakthrough project.

Breakthrough project 5 – Patient and Staff Safety

Patient and staff safety is a high priority for the Region.

No injury is ever acceptable.

Our goal is to create a culture of safety by ensuring that supports are in place to "Stop the Line" when the potential for harm is identified. Further empowering staff and patients to help to stop, assess, fix and eliminate potential risks, is a vital step toward creating a safety culture and supporting the implementation of a province-wide Stop the Line process for patient safety and staff safety.

Breakthrough project 6 – Access and Patient Flow

The goal of our sixth breakthrough project "target date of discharge" is to create a patient and family-centred approach to discharge planning that puts patients, physicians and caregivers on the same page with the same goals. This means setting a targeted date when patients are expected to be ready to go home and actively working together toward achieving that date.

Beyond the breakthrough projects, there is other critically important work happening in the health care system on a daily basis. This work is no less valuable to improving the healthcare experience of our patients, clients and the health of our population.

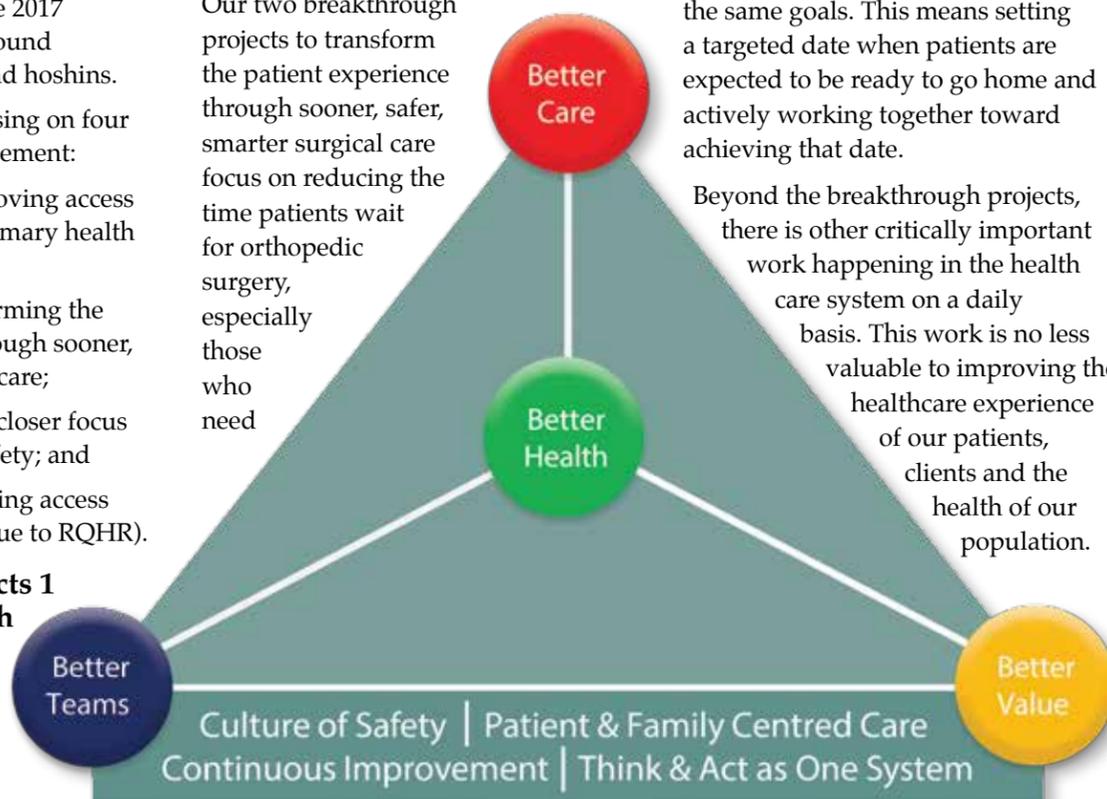
We are committed to using Lean practices to improve our processes and eliminate waste. Lean teaches us that we can be more effective in our daily delivery of services if issues and concerns are visible, staff are aware of them, and teams discuss them on a regular basis to problem solve and plan to address them.

To date, more than 1000 Region employees have participated in Kaizen Basics training and 66 leaders have enrolled in Lean certification. Patients and clients also play a vital role as members of our Lean teams and we welcome their participation in this important and exciting work. Refer to page 4 for more information.

We face many pressures in the coming year; however, I am confident that we can create an operating environment that will ensure we live within our allocated budget and contribute to supporting a sustainable health system for all of Saskatchewan.

One thing I know, and appreciate, is that everyone is working incredibly hard. We are forging ahead with a renewed focus and purpose and my team and I thank you for your support as we further develop our improvement plans to ensure RQHR is a highly-functioning, accountable and patient-centred organization.

Keith Dewar
President and Chief Executive Officer
Regina Qu'Appelle Health Region



Comments? Please let us know.

HealthNews is published by Regina Qu'Appelle Health Region. If you have comments or suggestions, please contact us.

Phone: (306) 766-5365
Fax: (306) 766-5414
Email: communications@rqhealth.ca

Or write us at:
Communications
Regina Qu'Appelle Health Region
2180 – 23rd Avenue
Regina, SK
S4S 0A5

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It will also benefit the Region, continuing RQHR's initiatives to move non-acute care services to non-acute care sites.

"Providing service in the community has many benefits for patients – it is

safer, as patients are not exposed to the hospital environment, and easier for patients to access and navigate," said Keith Dewar, President and CEO of the RQHR.

"In addition, moving non-acute MRI services into the community will allow us to provide better and more timely services for our hospital

in-patients who are in need of MRI services, and help us better utilize space and improve patient flow in our acute care facilities."

The temporary, mobile MRI unit at the Regina General Hospital will be in operation until the new community-based service begins. ◀

Sooner, Safer, Smarter Surgical Patient Care

An update on RQHR's Patient Surgical Initiative



The Regina Qu'Appelle Health Region (RQHR) is working to ensure that people have the surgical care they need when they need it. The provincial goal is, by March 31, 2014, all patients have the option of receiving their surgery within three months.

"RQHR has made nominal improvements towards this goal; we recognize we have much more work to do, and will take extra time to accomplish this important goal," said Keith Dewar, President and CEO of the RQHR.

Despite many challenges, great strides have been made since the implementation of the initiative last year.

87.5 per cent of bowel resections and 61.6 per cent of mastectomy/breast lumpectomys are being performed within the recommended time frame of three weeks.

As part of the Patient Surgical Initiative, the surgical services team has been operating a Musculoskeletal (MSK) Clinic in Regina at the Surgical Assessment Centre at 1621 Albert Street. The MSK Clinic accepts referrals from family physicians for further assessment of bone and joint concerns, with a focus on patients with osteoarthritic hip and knee concerns.

The clinic is part of a project aimed at improving surgical access for orthopedic patients. This breakthrough project helps reduce the time patients wait for orthopedic surgery, especially those who need elective hip and knee surgeries.

Stabilizing the surgical workforce is another key priority under the Patient Surgical Initiative. The aim of the project is to "not only recruit enough trained nurses and doctors to meet our surgical demand, but to identify and put in place those elements that ensure we retain our surgical workforce," according to Val Hunko, Interim Vice President of Specialty Care, RQHR.

In January 2013, 75 per cent of positions (registered nurses and licensed practical nurses) were filled in the operating room (OR) at the Regina General Hospital and 76 per cent filled in the OR at the Pasqua Hospital. A vacant position can account for vacancies as well as leave of absences.

The RQHR is currently trying to fill the vacant OR nurse positions through recruiting efforts, and will be working with SIAST to recruit graduates of the nursing program.

Timely discharge planning is another huge goal under the Patient Surgical Initiative. This means setting a targeted date of discharge when patients are expected to be ready to go home and actively working toward achieving that date. Our goal is to create a patient and family-centred approach to discharge planning that puts patients, physicians

and caregivers on the same page with the same goals.

"By routinely using and communicating targeted dates of discharge, we will increase patient satisfaction and improve patient flow," said Sue Neville, Vice President of Clinical Support at RQHR. "We encourage patients and families to be active participants in their discharge planning, asking our team about expected date of discharge so patients and families can be better prepared with ride arrangements and preparation for care at home or at other facilities."

"We are implementing standard work on achieving targeted dates of discharge for caregivers and physicians, and putting in place audit mechanisms and an accountability framework to measure our success," explained Neville.

RQHR signed a contract with Aspen Medical Surgery Inc. in late 2012 to provide shoulder and knee procedures. It has also signed an extension of its existing contract with Surgical Centres Inc. (SCI) for the facility to provide more surgeries, in addition to those it already provides for the region. SCI can now also provide increased types of orthopedic and ear, nose and throat (ENT) surgeries, as well as cataracts and plastic surgeries.

By January 31, 2013, RQHR performed 3161 surgical procedures through third-party providers. The cost per procedure from both Aspen and SCI is less than the cost per procedure when completed in RQHR hospitals.

If you are interested in reading more about RQHR's surgical initiative, or are a surgical patient looking for more information, please visit www.rqhealth.ca/programs/surgical_initiative/index.shtml

Where we are now

- Percentage of surgeries performed within the recommended time frame of three weeks:
 - ◆ 87.5% of bowel resections
 - ◆ 61.6% of mastectomy/breast lumpectomys
 - ◆ 57.1% of prostatectomys (not laparoscopic prostatectomys)
- Total surgeries performed through third-party providers from August 2010 - January 31, 2013 is 3161.

* Data current as of February 25, 2013



Quinoa Salad with Grilled Vegetables and Pine Nuts

Meets the RQHR criteria for a Healthy Food



Serves 6

Ingredients:

1 cup (250 ml) quinoa
 1 sweet red pepper, quartered
 1 sweet yellow pepper, quartered
 1 zucchini, cut lengthwise in 1/2-inch thick strips
 1 cup (250 ml) green beans, trimmed
 2 tablespoons (30 ml) good quality shredded parmesan cheese
 3 tablespoons (45 ml) toasted pine nuts
 2 tablespoons (30 ml) chopped fresh basil

Vinaigrette:

2 tbsp (30 ml) olive oil
 2 tbsp (30 ml) red wine vinegar
 2 tsp (10 ml) liquid honey
 1/4 tsp (1 ml) salt
 1/4 tsp (1 ml) pepper

Preparation

Soak quinoa in cold water for about 3 minutes; then drain. Bring 1-1/2 cups water to a boil in a saucepan. Stir in the quinoa and return to boiling. Reduce heat to low; cover and simmer 12 to 15 minutes. Quinoa is done when the water has been absorbed. Take off the heat; fluff with fork; cover and let stand for 5 minutes. Quinoa should cool before it is combined with other ingredients. This happens quickly when quinoa is spread out on a baking sheet.

Vinaigrette:

Whisk together oil, vinegar, honey, salt and pepper. In a large bowl, toss together peppers, zucchini, beans and 2 tbsp of vinaigrette. Place vegetables on greased baking sheets and put on middle oven rack under broiler. Beans should be tender in 4-6 minutes, peppers and zucchini in 10-12 minutes. Watch vegetables carefully, to avoid burning. All ovens cook somewhat differently. Cut vegetables into large chunks and return to bowl. Add remaining dressing, quinoa, the parmesan cheese, the pine nuts and basil. Stir to distribute flavours. Serve immediately.

Adapted from: *Canadian Living Magazine*: June 2011

Tell us on facebook what some of your favourite healthy summer recipes are! 🍴

Nutrition Facts	
Serving Size	135 grams (135g)
Servings Per Container	1
Amount Per Serving	
Calories	140
	Calories from Fat 70
% Daily Value*	
Total Fat	9g 13%
Saturated Fat	1g 6%
Trans Fat	0g
Cholesterol	0mg 0%
Sodium	115mg 5%
Total Carbohydrate	14g 5%
Dietary Fiber	3g 10%
Sugars	4g
Protein	4g
Vitamin A	30%
Vitamin C	150%
Calcium	4%
Iron	8%

*Percent Daily Values are based on a 2,000 calorie diet. Your Daily Values may be higher or lower depending on your calorie needs.

Nutrition/allergen information is current to January 2013 and updated periodically. Due to supplier change and ingredient substitutions products may vary slightly in nutrition content and ingredients.

Quinoa Salad with Grilled Vegetables and Pine Nuts

INGREDIENTS: Cooked Quinoa, Fresh Yellow Peppers, Fresh Red Peppers, Whole Red Peppers, Fresh Green Beans, Squash, Fresh Zucchini, Vinegar, Red Wine, Olive Oil, (Extra Virgin Olive Oil), Dried Pine Nuts, Liquid Honey, Pre-Shredded Parmesan Cheese, (Milk, bacterial culture, salt, lipase, microbial enzymes, calcium chloride. May contain milk ingredients or modified milk ingredients), Fresh Basil, Iodized Salt (Salt, calcium silicate, sugar, potassium iodide), Ground Black Pepper.

CONTAINS: Milk



Patient calls on others to take part

Cindy Dumba says going behind the scenes to participate in Regina Qu'Appelle Health Region's (RQHR's) Lean improvement work has opened her eyes and restored her faith in the health care system.

"I'm grateful to have been involved," said Dumba, who was initially asked by the Region to take part in Lean improvement work after receiving knee surgery. She has since participated in several projects including a Rapid Process Improvement Workshop (RPIW). "It made me feel so good to be able to ask questions, to be heard and to know that the region really wants to hear from me, as a patient."

Dumba said she knows her input has made a difference by helping the region see its work through the eyes of its patients. "I really felt part of the process. It's been so gratifying."

Dumba said taking part in Lean improvement work has taught her to take more responsibility for her own welfare, something she encourages everyone to do. "We have to be part of our own health care team. We need to stay involved and informed. If we're given all the information, then it's up to us."

Dumba strongly encourages patients and their family members to take part in Lean improvement work.

"To be invited into the inner core of health care and to be listened to about how they're trying to improve, it's enlightening. Every one of us can make a difference."

Patient input sought

Regina Qu'Appelle Health Region is looking for people who are interested in improving patient processes and patient outcomes to take part in week-long Lean quality improvement work. The role requires participants to work collaboratively with a wide range of people.

Each workshop runs for one week, Monday to Friday, from 8 a.m. to 4 p.m.

Participants receive parking passes, meal cards and are reimbursed for travel costs.

If you're interested, please contact Barb Flowers at (306) 533-5257 or email patient.participant@rqhealth.ca to be considered.

Immunization Awareness Week is April 20-27

Make your life easier by registering for ImmuTrax, an electronic system that helps you keep track of immunizations.

ImmuTrax conveniently emails reminders for your child's next vaccination. Visit www.rqhealth.ca/programs/comm_hlth_services/pubhealth/immutrax.php to sign up today. 🍴

MENTORSHIP

The passion of our people:

Why clinical information pharmacist Zack Dumont chose to stay in Saskatchewan



Zack Dumont, currently a Clinical Information Pharmacist, graduated in 2008 from the University of Saskatchewan and finished his hospital pharmacy residency in 2009 in the Regina Qu'Appelle Health Region (RQHR).

As a home-grown Reginan, Dumont cites his passion for pharmacy is because "medications can have a profound impact on patients' lives - both positive and negative. Our patients are in need of health care providers who specialize in and are focused on medications, and who can help them make informed decisions. As a pharmacist, my goal is to work with the health care team to maximize the positive impacts and minimize the negative."

After completing an internship in Regina, Dumont chose to stay in the RQHR due to his positive experiences as a student.

"During my internship I got to meet a lot of great teachers and preceptors. When it came time to select a residency site, Regina was my first choice."

He is optimistic about the opportunities that working in the region provides.

"Regina is a neat size - it is small enough that you are able to make positive change, but large enough that the change matters. Additionally, I see things moving in the right direction every day: more interdisciplinary teams forming, less provider-centered care and more patient-centered care, and more engagement from patients and staff."

A little about pharmacy...

The Regina Qu'Appelle Health Region (RQHR) Pharmacy Department is one of the most automated pharmacy systems in Western Canada. This, along with excellent clinical pharmacy services provides great patient care with patient safety at the forefront.

Pharmacists are active participants in many of the inpatient and outpatient inter-professional teams. They have some prescribing authority in many areas and utilize their skills to ensure the patient receives the right drug therapy at the right time.

Their goal is to strive to provide the most appropriate drug therapy to achieve positive patient outcomes. In addition, the department is actively involved in training, precepting more than 40 students and offering a nationally acclaimed intensive (52

week) Hospital Pharmacy Residency Program for three students annually.

The RQHR believes in expanding the scope of practice for pharmacy technicians and pharmacists to maximize the skills of all of our staff for patient care. 🍀

Lean project cuts wait times, increases capacity for adult outpatients at Addiction Services

More clients are taking part in Addiction Services' outpatient programming and they are waiting considerably less time for the opportunity, thanks to a recent Lean rapid improvement event at Regina Qu'Appelle Health Region (RQHR).

"Not only has the amount of time clients wait dropped from 31.7 calendar days in May 2012, to 3.2 calendar days by the end of this February," said Noelle Seidlikoski, Addiction Counsellor, "our capacity has also greatly improved. We're busting at the seams. People obviously want these services and now we offer them in a way that meets their needs. Part of Lean is re-designing processes through the eyes of our clients."

Lean is a patient-centred approach to health care that engages employees and patients to find ways to improve processes and eliminate waste so that every patient served receives reliable, safe and timely care. RQHR has embraced Lean as the foundation of its improvement work.

The aim of this week-long improvement event was to improve patient flow so that Addiction Services could serve more clients in a timely way. Clients include anyone affected by substance abuse, including those in recovery as well as family, friends, and co-workers. Outpatient services include individual counselling as well as a variety of other outpatient treatment programs and groups.

Through this improvement project the team redesigned service delivery from a "call and schedule appointment" system to a "walk in" system, which has eliminated no-shows that were causing a backlog, allowing for an increase in program capacity.

Enabling people to drop in, rather than register in advance for service better accommodates an individual's needs and has resulted in an upswing in demand for services, said Seidlikoski.

"We have created more treatment groups to engage individuals in whatever stage of change or motivation they are in, so that there are options for people wherever they are along their path to recovery," she explained. "Clients are telling us that

they are very pleased to receive services earlier, often the same day they walk in or call."

Increased capacity has been one of the most successful outcomes from the Lean workshop. "The team got together and worked out a better system of levelling the load shared among workers," she said.

"The results were great," said Brian Danyliw, Director of Addiction Services. "This was accomplished through front-line innovation and great teamwork." 🍀



Back Row (L to R): Brad McDougall, Kristin Wilkie, Noelle Seidlikoski, Kristin Hitchings, Ron Blom, Don Balfour, Pat Lipp, Michael Brookshire. Front Row: (L to R): Sara Beer, Stella Kuppenbender, Nancy Buchan.

Photo Credit: Nicole Urschel

Wi-Fi at Regina facilities a hit

Guests at the Wascana Rehabilitation Centre, 2110 Hamilton Street Health Centre, Pasqua Hospital and Regina General Hospital (RGH) have been taking advantage of the free Wi-Fi that has been available since last fall.

The free public Wi-Fi at the sites has been useful for many purposes and is inexpensive to provide.

“These four sites have existing infrastructure available to accommodate the Wi-Fi at low cost to the Region,” said Dean Marshall, Manager, Telecommunications – Information Technology, for the Regina Qu’Appelle Health Region (RQHR).

“With Wi-Fi, clients are able to access and communicate with their everyday life outside the hospital. As part of providing health care, we do our best to keep this healthy connection with family, friends, businesses, colleagues, and interests,” explained Marshall.

“Some clients are in the hospital for quite some time, and the internet access permits them to have that connection to the outside world. Part of our well-being is directly related to our positive interactions with our social circle and Wi-Fi internet access is able to keep those connections.”

Tegan Webber, child life specialist at RGH has observed how the free Wi-Fi has been a benefit in her unit.

“The patients use the unit’s technology to play games, download

applications and use the internet. By having this ability, it has reduced the stress levels of many patients and parents: especially those who are from out of town or in the hospital for a long period of time.”

In addition to RQHR guests, employees have been utilizing the public Wi-Fi.

The public Wi-Fi allows staff to show patients videos of medical tests or procedures to help them

better understand what they are experiencing.

“This can help to minimize the fear of some procedures, as well as help to distract patients from the pain and discomfort,” said Webber. 🌱



Engaged workplaces make better teams

At the Regina Qu’Appelle Health Region (RQHR), our staff strive to live our values and place the safety of themselves, their teams and our patients as a priority.

Employee and physician engagement surveys completed in 2011 identified gaps that need to be filled in order to make the RQHR a great place to work.

Frontline employees, physicians and managers were surveyed on developing a Workplace (Employer) Branding Strategy to ensure RQHR is a great place to work.

Engaged employees perform at a higher level than other

employees. Research shows that workplace experience directly affects the quality of client care and organizational results, including finances. Disengaged employees cost organizations \$3,400 for every \$10,000 of salary (Gallup, 1999/2005).

Hospitals with higher levels of engagement provide higher-quality services and have better financial performance (England’s National Health Service, 2011).

Research results of “engaged organizations” (Gallup 1999/2005):

- customer loyalty increased by 56% above the average;

- employee retention is 44% above the average;
- safety record improves by 50%;
- productivity increases by 50%; and
- overall profitability increases by 33%.

The survey results indicated that many frontline staff want to communicate more frequently with their managers and to be included more in decision-making processes. They also expressed the desire to be meaningfully recognized, and for a focus on employee health and wellbeing. Our employees also want

more comprehensive training and orientation.

As a result of the survey results, RQHR is working towards providing:

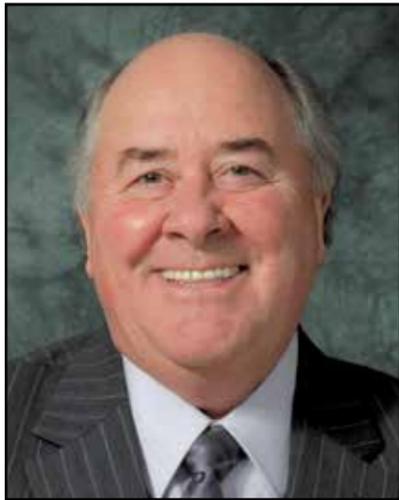
- a workplace that prioritizes patient and employee safety;
- tools to enable our employees and physicians to be successful;
- leadership that is visible, transparent, approachable, involved and authentic;
- an environment that encourages creativity and innovation;
- a workplace that rewards and recognizes the workforce for “going the extra mile”; and
- a culture of learning where diverse opinions, perspectives and people are accepted and welcomed.

These are just a few of the measures the RQHR is taking to ensure we have strong, healthy teams that work together to provide quality patient care and make RQHR a great place to work. 🌱



Send an e-greeting to a patient in hospital or a resident of a long term care home. Go to www.rqhealth.ca and click on the Well Wishes yellow flower.

New structure for Regional Health Authority



Lloyd Boutilier, chairperson of the Regional Health Authority.

The Regina Qu'Appelle Regional Health Authority (RQRHA) is the governing body of the Regina Qu'Appelle Health Region (RQHR). The 11 members of the Authority are appointed by the Minister of Health under The Regional Health Services Act. Under the Act, the RQRHA has responsibility for ensuring all health care programs are effectively and efficiently planned, delivered, monitored and evaluated on behalf of the residents of the RQHR.

Last fall at a Strategic Planning Session, the RQRHA decided to develop a new structure in order to more efficiently focus on important issues.

Committees were developed within the

board which focus on specific goals related to the quality, safety and performance within the health care system. The three committees are focused on the following issues:

- Quality and Safety
- Audit and Finance
- Governance and Human Resources.

Chairperson of the RQRHA, Lloyd Boutilier explains how the new structure change will facilitate results.

"Through these committees, we will focus on key priorities. One of the provincial goals is to provide, Sooner, Safer, Smarter health care. For the Quality And Safety Committee, this encompasses a focus on wait lists within the region, safety issues both for staff and patients, and also the quality of health care provided throughout the RQHR.

"For the year of 2013-14, goals of the RQRHA will be continuing to maintain a focus on quality and safety within the health care system, and to look at every opportunity to improve and shorten the surgical wait list. We will work with management to reduce incidences of overcapacity.

"The Finance Committee will focus on opportunities to turn our deficit situation around and return to a balanced budget," explains Boutilier.

"We also want to look at governance, establishing a policy of open access within the RQHR so employees can feel safe in bringing issues forward."

In addition to the new structure, the RQRHA believes that public engagement will also help to provide direction for enhancing the delivery of health care in southern Saskatchewan.

"One of the goals of the Board from day one has been to have input from the various communities that we serve. We do that through community

consultations. The process is to have the Board and Management together, answering questions put forward by the public, and to respond in future to questions we may not have answers to at the meeting. We get back to them with a report and follow up. This keeps citizens within the region as involved and as up-to-date as possible. We also hold a number of our public board meetings in communities within our Authority."

2013 RQRHA public meeting schedule

May 29 – Regina

June 26 – Montmartre

August 28 – Regina

September 25 – Fort Qu'Appelle

November 27 – Regina

Visit [rqhealth.ca](http://www.rqhealth.ca) for upcoming details on meeting times and locations at http://www.rqhealth.ca/inside/about_us/regional_authority/rha_info/rha_information.shtml

"The Board is looking forward to working with our new CEO Keith Dewar as we move the organization forward," said Boutilier. 🌱

The Regina Qu'Appelle Regional Health Authority (RQRHA) has 11 members. For biographical information, please see the Regina Qu'Appelle Health Region's (RQHR's) website at www.rqhealth.ca and click on The Inside Story, then the RQRHA link.



Lloyd Boutilier, Chairperson, Regina



Brian Barber, Vice Chairperson, Regina Beach



Colleen Bryant, Regina



Jacqueline Carter, Fort Qu'Appelle



Marie Everett, Moosomin



Linda Jijian, Regina



Jocelyne Lang, Regina



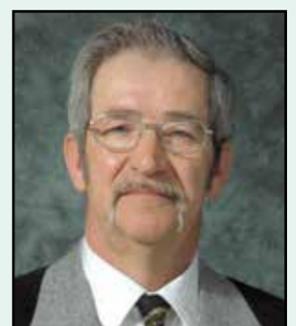
Sean Quinlan, Regina



Gary Semenchuck, Regina



Pat Spavier, Cowessess First Nation



Peter Woidyla, Indian Head

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- Through our mobile app button at www.rqhealth.ca/inside/mobile/index.shtml



The RQHR mobile app button, in partnership with the City of Regina, includes information such as clinic and hospital locations, and doctors who are accepting new patients – conveniently available at the palm of your hand.

Boy first civilian to receive EMS induction coin



Ken Luciak, director, Regina Qu'Appelle Health Region – EMS congratulates Michael Regan on his award, while Joel Galenzoski-Deis (right) and Joe Trotter of the EMS Honour Guard (middle) look on.

Photo Credit: CJ Gibson.

On December 21st, Joel Galenzoski-Deis and Michael Regan were playing together at home in Lumsden. Galenzoski-Deis had not been feeling well, and deteriorated to the point where he became unresponsive and experienced a seizure.

This type of emergency can be disturbing to witness even for adults. However, Regan was the only other person present and had to act on his own to get help for Galenzoski-Deis.

After calling his mother at work, Regan called 911. Regan stayed calm, overcame his fears and followed instructions of communications specialist Rob Caleval so that Galenzoski-Deis received the emergency care he needed in a timely manner.

“After they took him away in the ambulance I was very scared for him. He was not responding to me,” said Regan.

Although afraid, Regan remained strong for his friend.

“We at Emergency Medical Services (EMS) applaud Michael’s efforts to help his friend. He overcame his fears and did what was needed in Joel’s time of emergency,” said Ken Luciak, Director of Emergency Medical Services at the RQHR.

Luciak awarded Regan the Director’s Commendation, the highest civilian honour on January 25.

He also received an induction coin, which is usually presented to EMS personnel when they finish their training and they are inducted into the EMS family. Regan is the first civilian to receive this coin.

Regan said that upon receiving the induction he felt “warm inside. The award is super cool. The coolest part is that I am the first non-EMS person to get that coin.”

HealthLine adopts new, easy to remember **8-1-1** phone number

What is HealthLine?

HealthLine is a confidential, 24-hour health information and support telephone line, available by dialing 811. HealthLine is staffed by experienced and specially trained registered nurses and social workers who can help you make decisions about your healthcare options.

Healthline is available to anyone in the province free of charge. It is not for emergency situations. Call 911 if you are experiencing a medical emergency.

The old 10-digit HealthLine number (1-877-800-0002) will continue to work for a minimum of two years to ensure uninterrupted access to the service.

What are other options for reaching HealthLine?

HealthLine services are offered in English, with translation available in over 100 languages. TTY access for the hearing impaired is available at 1-888-425-4444.

You can also find health information and advice online at www.healthlineonline.ca.

HealthLine Online also offers interactive health tools and decision aids to help people make informed health decisions.

Facts about HealthLine

- HealthLine answers an average of 5,800 calls per month.
- Calls are received from all health regions in the province, with the largest percentage of calls coming from the Regina Qu'Appelle and Saskatoon Health Regions.
- The average length of a call when speaking with a Registered Nurse is 10.5 minutes. Mental Health related calls take a little longer, at an average of 12.5 minutes.

