

Sooner, Safer, Smarter:

Highlights of A Plan to Transform the Surgical Patient Experience



THE PARTNERS

Saskatchewan physicians, surgeons, nurses, health care administrators, former surgical patients, other health sector organizations and associations, health unions and Ministry of Health.

THE VISION

- ▶ improve the experience of Saskatchewan surgical patients;
- ▶ reduce surgical wait times to no more than three months in four years;
- ▶ ensure that shorter wait times can be sustained into the future; and
- ▶ make changes that result in better and safer care for surgical patients.

The Saskatchewan Surgical Initiative's plan is based on five objectives:

1. Shorter waits for surgical care

Saskatchewan is now keeping pace with the demand for surgeries, but we must continue to make progress on the list of patients waiting.

WE ARE:

- ▶ Increasing surgical volumes by 3,000 procedures in 2010-11.
- ▶ Providing 2,500 additional CT scans in 2010-11.
- ▶ Introducing third-party delivery of out-patient surgery and MRI/CT scans within the publicly funded and administered system.
- ▶ Establishing and expanding safe, streamlined, patient care pathways for surgical care.
- ▶ Identifying and eliminating inefficient processes through "LEAN" and other quality improvement approaches.
- ▶ Supporting surgeons in redesigning their practices to help them see more patients faster.
- ▶ Improving how operating room time is allocated.
- ▶ Expanding the Surgical Information System to maximize use of OR time.
- ▶ Establishing pooled referrals to give patients the option of seeing the next available surgeon.
- ▶ Making better use of acute care beds through timelier patient transitions to long term beds.



2. A better experience for patients and families

Putting the patient first at every step of the process goes far beyond simply doing more surgeries. It means improving the patient experience at every step of the surgical journey.

WE ARE:

- ▶ Introducing a surgical referral guide website for patients and their physicians to help them choose the most appropriate specialist.
- ▶ Supporting patients and providers with tools for shared decision-making.
- ▶ Developing a provincial patient- and family-centred model of health care.
- ▶ Developing standardized patient surveys to consistently evaluate care provided across the province.

3. Safe, high quality care

We want surgical care in Saskatchewan to be guided by practices and principles that ensure the highest standards of quality and safety.

WE ARE:

- ▶ Implementing surgical safety checklists in operating rooms.
- ▶ Working to reduce preventable surgical site infections.
- ▶ Implementing a medication reconciliation program to prevent medication errors.
- ▶ Learning from critical incidents to improve patient safety.
- ▶ Building electronic medical and health records.

4. Support for good health

Any effort to improve surgical care must include the promotion of health and prevention of injury so that more Saskatchewan people can delay the need for surgery – or avoid it altogether. This can greatly ease the demand on the surgical care system.

WE ARE:

- ▶ Working to reduce falls and fall-related injuries.
- ▶ Working to improve children's oral health in populations at risk.
- ▶ Encouraging reduced tobacco use.
- ▶ Supporting Saskatchewan residents in achieving healthy body weight.

5. Patient-centred providers

No plan can succeed without a stable and adequate supply of appropriately trained health professionals. We must also provide a safe, positive, empowering environment for health professionals and providers who want to deliver truly excellent care and develop in their careers.

WE ARE:

- ▶ Developing a 10-year Health Human Resource Plan.
- ▶ Stabilizing and strengthening Saskatchewan's nursing workforce.
- ▶ Working to increase the number of physicians in Saskatchewan.

For more information about the Saskatchewan Surgical Initiative and a copy of the complete plan, visit:
www.health.gov.sk.ca/saskatchewan-surgical-initiative