



# Transforming the Work Experience



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Saskatoon Health Region  
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# Agenda

- Introduction to Saskatoon Health Region
- Strategic direction, goals and measures
- Examples of progress to date
- Challenges
- Priorities for 2010/11
- Will, Ideas and Execution
- “The Renewal”



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# SHR-Who Are We?

- 10 hospitals, 29 LTC facilities
- Mental health and addictions
- Public health
- 12 primary health care sites
- Home care
- Ambulance services
- Many community based services
- Academic mission
- Budget \$860M
- 12,000 employees, 850 Physicians



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# Culture Assessment 2005

High	Humanistic /Encouraging Affiliative Avoidance
Low	Achievement



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# Employee Opinion Survey 2005

Organizational commitment 50 %

Recognition and support for work role 53 %

Effort to ensure quality of care as a goal 77 %

Positive and fun environment 58 %

Communications 52 %

Respect 64 %

Physical environment and safety 59 %

Teamwork 60 %

Learning environment 39 %



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# How do you turn a big ship?



# Vision

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communities,  
exceptional service



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# Core Values

Respect  
Compassion  
Collaboration  
Excellence  
Stewardship



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# Transforming the work Experience Goals

- Create a healthy workplace and enable staff to make healthy lifestyle choices
- Have enough of the right people with the right skills to do the right work
- Develop a representative workforce
- Work in teams
- Commit to a culture of workplace safety



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# Performance Targets

- 10% reduction in vacancies and OT in hard to recruit classifications
- Increase from 2.7 to 4% Aboriginal employees
- 10% reduction in injuries and WCB time lost
- 20% increase in employee commitment



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# What Have We Done?

- Nursing Recruitment
- Step into Health Careers
- Aboriginal Network
- Bravo Awards
- Focus on quality and safety
- Lean, Releasing Time to Care™
- Enrolment in NQI



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# Challenge #1: Living Our Values

How do we bring our Core Values to life

- for 12,000 employees, 850 physicians and 3000 volunteers
- in a diverse, multigenerational workforce, spread over multiple sites and facilities?



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# Solution #1

- Code of conduct policy
- Wrong!!!



# Back to the Drawing Board



- Focus on staff engagement
- Engage the heart, then the mind
- Multiple media
- Brilliant, creative people came up with innovative solutions
- “The Renewal”

# Challenge #2: Engaging New Staff

How do we impress, engage, and orient new staff?

How do we keep them engaged and committed?



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# Orienting The Old Way

- 1 day SHR orientation day plus unit orientation
- Boring!!
- Inconsistency and delays
- Mandated training not always done

# WOW!



- Orientation for all new staff
- Based on leading practices
- Focus on engagement
- Emphasis on core values
- Investment in people

# WOW!

Topics include training related to:

- safety
- respect and dignity
- Contagious Kindness
- representative workplace
- 4 generations
- mentorship opportunities

# Challenge #3: Patients First

- Client/Family Centred Care Concepts:
  - Respect and dignity
  - Information sharing
  - Participation
  - Collaboration



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# Patients First

- Client and Family Centred Care framework
- Advisory councils
- If Disney Ran Your Hospital
- Customer Engagement Plan
- “The Deposit”

# Our Promise

Every moment is an opportunity to create a positive experience in the way we treat and care for people, in how we work and interact with each other, and in how we deliver quality service



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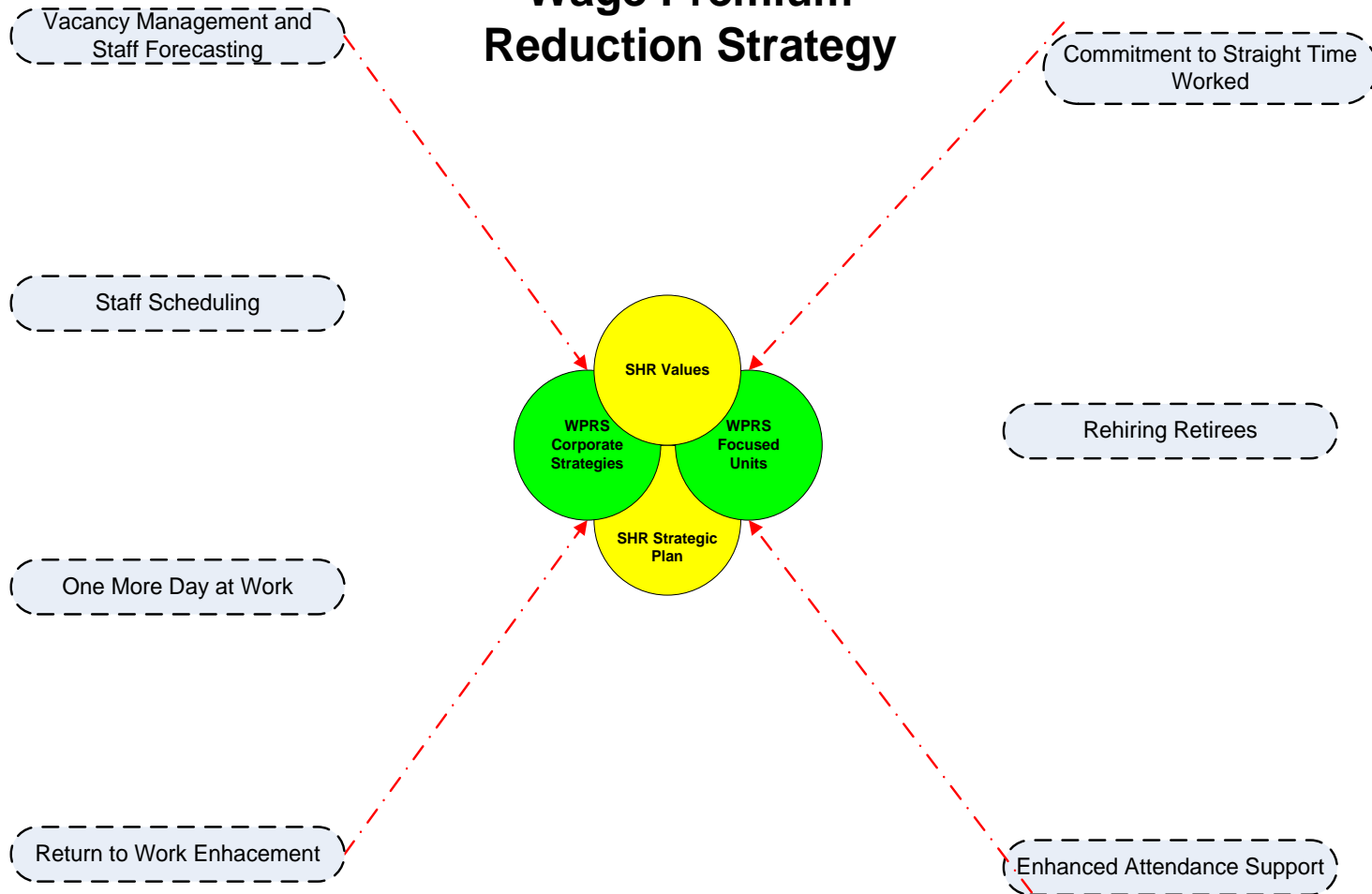
# Priorities for 2010/11

- Staff engagement
- Workforce diversity strategy
- Customer service
- Wage premium reduction strategy  
(OT/ST)



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# Wage Premium Reduction Strategy



# Will, Ideas and Execution

- **Will:** “What interests my boss fascinates me”
- **Ideas:** Unleash and harness creativity and commitment
- **Execution:** Always harder than you think but persevere and celebrate

# Thank You

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# The Renewal

## Values in Action



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