

# SHA 2021-22 Recovery Plan

## 2021-22 Recovery Plan:

Saskatchewan Health Authority (SHA) operational work is guided by a Strategic Plan that outlines the overarching goals of the organization. This plan informs the organization's operational strategies and actions to accomplish those goals and performance targets for measuring success.

The SHA 2021-22 Strategic Plan is being referred to as a Recovery Plan that will help guide the organization through the COVID-19 pandemic and as we transition back to regular operations.

Three goals have been identified to guide the SHA through 2021-22:

- Recovery of our workforce and advancing integrated People-Centred Care
- Connected Care for the people of Saskatchewan
- System stabilization

SHA's main focus as we entered 2021 has and will continue to be our COVID-19 response and delivery for as long as necessary after which, focus will transition to the seven strategies that have been identified for quarters two, three and four.

Six strategies have been identified outside of our focus on the pandemic response, which need to begin in quarter one and will continue throughout the year. These strategies are integral for SHA operations and the ability to continue to deliver high quality care in parallel to maintaining a focus on key pandemic work.

## The Introduction of Integrated People-Centred Care:

The pandemic has resulted in collective strain on people across Saskatchewan including our staff, providers, physicians, patients, residents and families as well as resources and relationships with our health system partners. In order to move forward we must acknowledge this and do the necessary work to repair the health system.

System recovery is vital and requires an evolution in the way we engage with staff, providers, physicians, patients, clients, residents, communities and other health system partners. This evolution necessitates a shift to an integrated People-Centred Care (PCC) approach which embraces patients, residents, families and communities alongside our staff, providers, physicians and inter-sectoral partners as a team that works together to improve health outcomes.

People-Centred Care is at the centre of the SHA Management System, which guides how we do our work and deliver health services. It informs policy, processes and actions, demonstrating respect and compassion for experiences and culture.

SHA's values and commitment to a philosophy of Patient and Family Centred Care remain our foundation which is expanded by the introduction of integrated People-Centred Care as we strive to deliver on the 2021-22 Recovery Plan.



**Saskatchewan Health Authority**

**VISION:** Healthy People, Healthy Saskatchewan

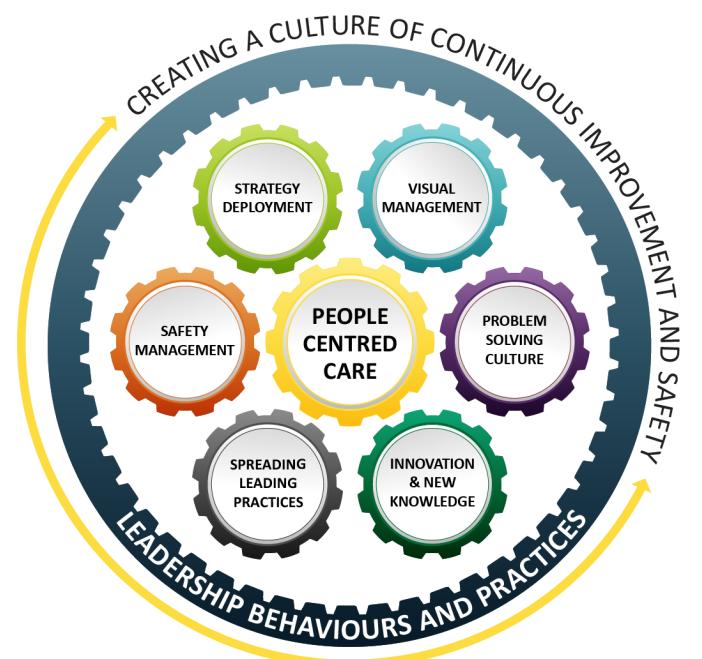
**MISSION:** We work together to improve our health and well-being. Every day. For everyone.

**VALUES:** Safety, accountability, respect, collaboration and compassion.

**PHILOSOPHY OF CARE:** Our commitment to a philosophy of Patient and Family Centred Care is at the heart of everything we do and provides the foundation for our values.



## INTEGRATED PEOPLE-CENTRED CARE



### Goal: Recovery of our workforce and advancing integrated People-Centred Care

Support and strengthen resiliency, wellbeing, and recovery of our workforce. Reinstate essential family members as active participants of the care team through a People-Centred Care approach.

COVID-19 Response

### Goal: Connected Care for the people of Saskatchewan

Improve team-based care through maintained COVID-19 response and care delivery. Advancing Connected Care in partnership with communities across Saskatchewan as part of system recovery, co-creating opportunities for people to stay healthy and receive the health care they need sooner, as close to home as possible.

Recovery of our Workforce

Stabilize System

Access to Health Services

Continue to Advance System Wide Transformation

## Continuous Improvement—Culture of Safety—SHA Management System

### OUR PEOPLE

Support and strengthen resiliency and wellbeing of SHA providers, staff and physicians impacted by the pandemic

### OUR PATIENTS AND FAMILIES

Facilitate system recovery with an integrated People-Centred Care approach using stakeholder engagement in co-design; acknowledging and responding to the impact of COVID-19 on patients, residents and families

### OUR COMMUNITIES

Advancing Connected Care in partnership with communities across Saskatchewan as part of system recovery

## SHA VALUES AND PHILOSOPHY OF CARE

# SHA 2021-22 Recovery Plan

## GOALS

## Q1

## Q2

## Q3

## Q4

SHA'S MAIN FOCUS WILL CONTINUE TO BE OUR COVID-19 RESPONSE AND DELIVERY FOR AS LONG AS NECESSARY AFTER WHICH, FOCUS WILL TRANSITION TO THE SEVEN STRATEGIES THAT HAVE BEEN IDENTIFIED FOR QUARTERS THREE AND FOUR. SIX STRATEGIES HAVE BEEN IDENTIFIED OUTSIDE OF THE PANDEMIC RESPONSE, WHICH WILL BEGIN IN QUARTER ONE AND WILL CONTINUE THROUGHOUT THE YEAR.

### Recovery of our workforce and advancing integrated People-Centred Care

Support and strengthen resiliency, wellbeing, and recovery of our workforce. Reinstate essential family members as active participants of the care team through a People-Centred Care approach.

**Strategy:** Support and strengthen resiliency, wellbeing and recovery of SHA staff, providers and physicians

**Strategy:** Facilitate system recovery with an integrated People-Centred Care approach using stakeholder engagement in co-design, acknowledging and responding to the impact of COVID-19 on patients, residents and families

### Connected Care for the people of Saskatchewan

Improve team-based care through maintained COVID-19 response and care delivery. Advance Connected Care in partnership with communities across Saskatchewan as part of system recovery, co-creating opportunities for people to stay healthy and receive the health care they need sooner, as close to home as possible.

**Strategy:** Successfully execute the COVID-19 Vaccine Campaign

**Strategy:** Continue to test, contact trace, investigate, and isolate infectious individuals to reduce and contain the spread of COVID-19 in communities

**Strategy:** Maintain our COVID-19 Defensive Strategy through ongoing readiness of the acute care system to match incoming demand (including ICU) while providing essential services to non-COVID-19 patients

**Strategy:** Advance Health Network maturity and development of interdisciplinary teams, enabling citizens ability to get the health care they need sooner, as close to home as possible, thereby reducing reliance on the acute care system

**Strategy:** Improve cultural responsiveness in the health care system

**Strategy:** Establish co-leadership with physicians in order to enhance Team-Based Care in acute care settings

**Strategy:** Advance high quality care transitions to improve patient and information flow, ensuring the right care, at the right place, at the right time

**Strategy:** Gradually increase access to health services reduced as a result of the pandemic, through appropriateness and a focus on serving those that require care first

**Strategy:** Co-lead with physician partners the development of strategies to address public health accountabilities with a focus on immunization and sexually transmitted blood borne infections (STBBIs)

**Strategy:** Continue to address recommendations in the Mental Health and Addictions Action Plan (MHAAP) by executing on this year's federal funding initiatives

**Strategy:** Unify the health system under the SHA Administrative Information Management System (AIMS) and coordinate system-wide transformation, for the benefit of people working in the system and those that use it

**Strategy:** Invest in health care infrastructure ensuring hospitals, clinics and other health facilities are safe for patients and employees, provide for the effective delivery of health programs and services, and continue to meet the service delivery needs of a growing province

**Strategy:** Successfully recruit to future state out-of-scope structure, stabilize staffing and transition from Pandemic Letter of Understanding (LOU)

**Strategy:** Stabilize Public Health operations, transition out of Emergency Operations Centre (EOC) structure and away from Pandemic LOU

**Strategy:** Progress the SHA Management System

### System stabilization

Support enhancements foundational to the delivery of safe, high quality care across the province through integrated business systems, standardized processes, and improvements to infrastructure, positioning SHA to better serve the people of Saskatchewan.