

Communication

 Saskatchewan Health Authority	Title: Communication Role performing Activity: Board Members	
WORK STANDARD	Location: Saskatoon City Hospital	Department/Unit: SHA Board Office
	Document Owner: Governance & Policy Portfolio	Date Prepared: September 11, 2017
	Date Approved: December 4, 2017	
	Related Policies/Documentation	

Work Standard Summary:

This governance process provides Board members with direction and guidance on how to manage various communications issues.

Principle:

Communications about the Saskatchewan Health Authority (SHA) and its activities will be approved in advance and will be provided to Board members for information.

Essential Tasks:	
1.	If Board members have questions or require information, they will contact the Chairperson for appropriate follow-up. The Chairperson may consult with the Chief Executive Officer, as appropriate.
2.	If Board members receive requests for media interviews, advertising or promotion they will direct those requests to the Communications & Community Engagement portfolio at (306) 655-0080 and ensure the Chairperson is informed of the request (if applicable).
3.	Service concerns/complaints from patients, residents, clients, families and staff usually involve the quality of service delivery, but also can involve confidential patient/resident/client personal health information. Board members will not express their opinions on these matters directly to a health service recipient and/or the recipient's family member(s), friends or SHA staff/practitioners. Board members will refer any such concerns/complaints to the Chairperson and/or Chief Executive Officer for follow-up.
4.	When a Board spokesperson is necessary the spokesperson will be the Board Chairperson or Vice-Chairperson as delegate.