

PRHA proceeds with Aboriginal Human Resources Initiative *Aboriginal HR Office based in Swan River*

The Parkland Regional Health Authority (PRHA) is moving forward on a **major initiative** aimed at **increasing** the number of **First Nation and Metis employees** within the **Region's workforce**. The **Aboriginal Human Resources Initiative** got off the ground early in the 2010/2011 fiscal year with the development of key objectives and main strategic planning goals. The Human Resources Coordinator for Aboriginal Employment, **Shawn Charlebois**, was also hired in April 2010 and work on the **planning goals** along with the development of the **Aboriginal Human Resources Office** has taken shape over the past few months.

The PRHA Aboriginal Human Resources Office is centrally located in **Swan River** on Main Street, directly across from the Swan Valley Health Centre. Along with Mr. Charlebois, **Angie Henkelman** is the HR Administration Assistant for Aboriginal Employment. Three main **program objectives** have been developed.

- To **increase the percentage** of self-reported First Nation and Metis employees at all levels of the organization to be representative of the Parkland population over time;
- To create a **welcoming and supportive workplace environment** where First Nation and Metis employees can develop and prosper;
- To provide **improved service** to First Nation and Metis people through a workforce that **demonstrates cultural awareness and responsiveness** and through increased representation of Parkland's First Nation and Metis population.

Several **strategies** have been identified for year one of this initiative. Some of the key ones include creating an **identifiable image** and **enhancing communication efforts** through personal meetings and a dedicated Internet support network, create focused Aboriginal-based **sensitivity training for staff**, and developing and implementing an **Aboriginal Advisory Council** to provide guidance to the PRHA as it moves towards meeting its key goals and strategies that are associated with the initiative.

In regards to the **Aboriginal Advisory Council**, detailed Terms of Reference have been developed and work on recruiting volunteer members to the Council will begin in earnest this fall. Additional work is being completed on the PRHA website to enhance information for stakeholders and partners as well as provide **improved communication tools** like web-based blog updates.

For more information about the initiative, call **734-6696**, or email ahenkelman@prha.mb.ca.



Shawn Charlebois



Angie Henkelman

Audiologist recruited to Region

The PRHA is pleased to announce that **audiology services** have resumed within the Region.

Ms. Shelly La Rosa, audiologist, is currently providing hearing services to children and youth in the Region. She hails from the Philippines and has worked in private practice, as well as in a Singapore hospital as a pediatric audiologist.

Ms. La Rosa will be covering **Hearing Services** for the PRHA, and is currently holding regular clinics for **children and youth** (ages 0-21) in both **Dauphin** and **Swan River** sites. Parents can make an **appointment directly** or have **referrals** made by a doctor, public health nurse, or other professionals.

If you have questions about the referral process, or wish to inquire about making an appointment, call (204) **638-2164** or **638-2242**.



Shelly La Rosa

Annual Meeting Aug. 30th

The Parkland Regional Health Authority will be holding its Annual General Meeting (AGM) a little earlier this year compared to previous years.

The AGM will be held **Monday, August 30th, 2010** in **Dauphin** at **St. Viator's Parish Hall** at **7 p.m.** The meeting will feature a review of highlights, accomplishments and challenges from the **2009/2010 fiscal year** as well as a look ahead at **health planning** for 2010/2011.

PRHA representatives will also provide a thorough review of the **Region's financial picture**, including a snapshot of the audited financial statements. The Region finished the fiscal year (*April 1, 2009-March 31, 2010*) with a higher than anticipated deficit. The PRHA will also unveil its plans to enhance **regional performance** measures and develop **targeted savings** to manage spending and return to balanced budgets.

Presentation of the 7th Annual PRHA **Board Volunteer Service Awards** will also take place during the evening.

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DRHC Role Study/Regional Integration Update



The Parkland Regional Health Authority (PRHA) continues to follow through with key strategies that were identified in the **December 2009 DRHC Role Study**. Independent consultants **identified five major strategies** to achieve **safer, more accessible, and higher quality service** for Parkland residents. The PRHA, in consultation with Manitoba Health, have been moving forward on action plans associated with the **recommendations for improvement**.

Establish a Clear Care and Service Model-

The PRHA Board initiated the process by modifying an existing Executive Limitation (EL-18) and amending slightly one of its Board Ends (*End 5 Treatment and Care of the Ill and Injured*) within its Board policies. The revised Executive Limitation establishes **Client-Centred Care** as being the focus of day to day activities of the organization. Overall guidelines were developed and those are now being reviewed at the Senior Leadership level. These guidelines will help the PRHA as it prepares to finalize its next five year **Strategic Health Plan (2011-2016)** which will be completed in December 2010.

Achieve Regional Integration of Health Services-

The PRHA is taking a **two-pronged approach** to this goal. CEO Kevin McKnight has embarked on a five-month tour of **personally meeting** with managers and front line staff throughout the entire Region, to informally talk about regional integration and the development of the next PRHA Strategic Plan (2011-2016). There are also discussions happening with physicians through the Regional Medical Advisory Council. There are also **survey forms** that are being filled out by staff and managers to help augment the process. Once the feedback is compiled and reviewed, the Region will begin a detailed assessment of its current organizational structure at the same time it proceeds with developing its five-year Strategic Plan.

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Improve Patient Flow-

A key component of improving patient flow revolves around the Dauphin Regional Health Centre, which is the Region's largest acute care centre. As the main referral site for services in the Region, several opportunities for improvement were raised within the detailed Role Study. The **DRHC's Medicine Unit** is one such area. In order to achieve efficiencies within the Unit, the Region has established a Bed Management Planning Team. The Planning Team will focus on **Bed Utilization** within the Unit itself, as well as look at community resources and other regional programs that are required once a person is released from the Hospital. Working groups have now been established **across the continuum of care**. They will review roles, responsibilities, processes and put forward recommendations for improvement.

It is important to note that while work right now is focused on the DRHC and the Medicine Unit, the PRHA will use key strategies from the Bed Management Framework to further expand on a regional basis.

Engage staff and physicians in decision-making-

Work continues on the **two-way communication process** involved in keeping staff and physicians informed and engaged. Besides some of the communication initiatives that have already been detailed above, the Region utilized the services of specialized consultants to discuss ways to enhance participation in decision making.

Improve DRHC Building Space and Layout-

The PRHA believes one of the key improvements needed to enhance patient flow and improve patient/client safety involves significant **redevelopment** of both the **outpatient** and **emergency departments** within the DRHC. Several opportunities for improvement were raised by the Role Study consultants and the Region has had ongoing discussions with Manitoba Health and other health partners and stakeholders about future planning needs.

While various options are being reviewed, the PRHA hopes to free up space within the DRHC main level entrance area. This would be the first step in developing renovation possibilities and associated timeframes with Manitoba Health's Capital Planning Branch. Additional details are expected in the fall of 2010.

This quarterly information update is produced for the purpose of reaching out to the elected officials of our communities so that they are aware of and are able to share information with their constituents. It is part of PRHA's commitment to communicate with its public on health and health matters. Additional questions regarding information contained within this newsletter can be directed to Blaine Kraushaar, PRHA Community Relations Coordinator, 204-622-6237.