

# **Patient First Review Commissioner's Report to the Saskatchewan Minister of Health**

## **Fact Sheet**

- In November 2008, Health Minister Don McMorris announced the launch of the Patient First Review, under the leadership of long-time health administrator Tony Dagnone, Commissioner of the review.
- The review asked two key questions:
  - Is the health system putting the patient first?
  - Is the health system achieving best value in care delivery and system administration?

### **Patient Experience Component**

- Led by consultant firm KPMG and its research partner
- Perspectives were gathered from patients and their families, providers of health care services, health care leaders and other stakeholders.
- Information gathering:
  - group and individual in-person sessions,
  - telephone interviews,
  - written and web-based submissions,
  - stakeholder sessions, and
  - a province-wide consumer telephone survey.
- Included young and old, rural and urban, rich and poor, with special emphasis on including First Nations and Métis voices.
- Over 4,000 Saskatchewan residents shared their experiences, ideas and opinions.
- From this research, problems, possible causes and solutions, as well as recommendations were identified.

### **Administration Review Component**

- Deloitte conducted research on business functions of the province's health regions, the Saskatchewan Cancer Agency, Health Information Solutions Centre, and Saskatchewan Association of Health Organizations (SAHO).
- Areas of focus: general administration, finance, human resources, information technology, Telehealth, nursing management and supply chain management (especially purchasing) were also part of the review.

- Deloitte did qualitative assessment and comparison with other jurisdictions.

### **Commissioner's Report**

- Based on the research findings and recommendations provided by the consultants, and focuses on:
  - improving the patient experience; and
  - improving system performance and leadership.
- Three themes emerged as guiding principles for the report:
  - "Patient First" must be embedded as a core value in health care;
  - Health care in Saskatchewan needs to function as a cohesive system; and
  - Frontline providers must be empowered to deliver patient- and family-centred care.