



# Health PEI Transformation



Introductory Overview

November 2025

# Health PEI

# Approach to Transforming Healthcare in PEI

## Our Vision

We aim to support and empower our dedicated healthcare workers while building capacity within our health system. Through these efforts, we aim to refocus on our core priorities, drive meaningful system transformation, and create a resilient, efficient, and innovative healthcare environment that benefits both our committed professionals and the patients they serve.

**3**

## Sustain continuous improvement

Build on initial wins and scale transformation efforts across other areas of the health system

**2**

## Focus on key priorities

Establish momentum by delivering on five priority workstreams

**1**

## Build foundational capacity

Mobilize structure, people, and resources required to sustain transformation

# Transformation Office

We've established a Transformation Office (TO) to provide focus and support in delivering key transformation goals moving forward. A TO is a central unit that supports prioritization, management, and decision-making for large-scale system priorities and projects. It's a common feature in large organizations with complex projects competing for resources. Health PEI's TO will play a critical role in ensuring the successful implementation of key initiatives by:

- ✓ Accelerating progress toward key objectives and ensuring initiatives move forward at pace.
- ✓ Building momentum, ensuring sustainability and capability building are fully integrated.
- ✓ Managing the priorities and coordinating across the system.
- ✓ Monitoring and tracking progress, to align priorities and report on key indicators.



# What is the Transformation Office?

The Transformation Office is the  
**engine of the transformation**

The TO  
**Sets the Pace of  
Transformation**

Accelerates progress  
toward objectives and  
ensures initiatives move  
forward at pace

The TO  
**Is The Architect of the  
Transformation  
Approach**

Builds momentum,  
ensuring sustainability  
and capability building  
are fully integrated

The TO  
**Takes a Systems View  
to Coordinate  
Interdependencies and  
Address Conflicts**

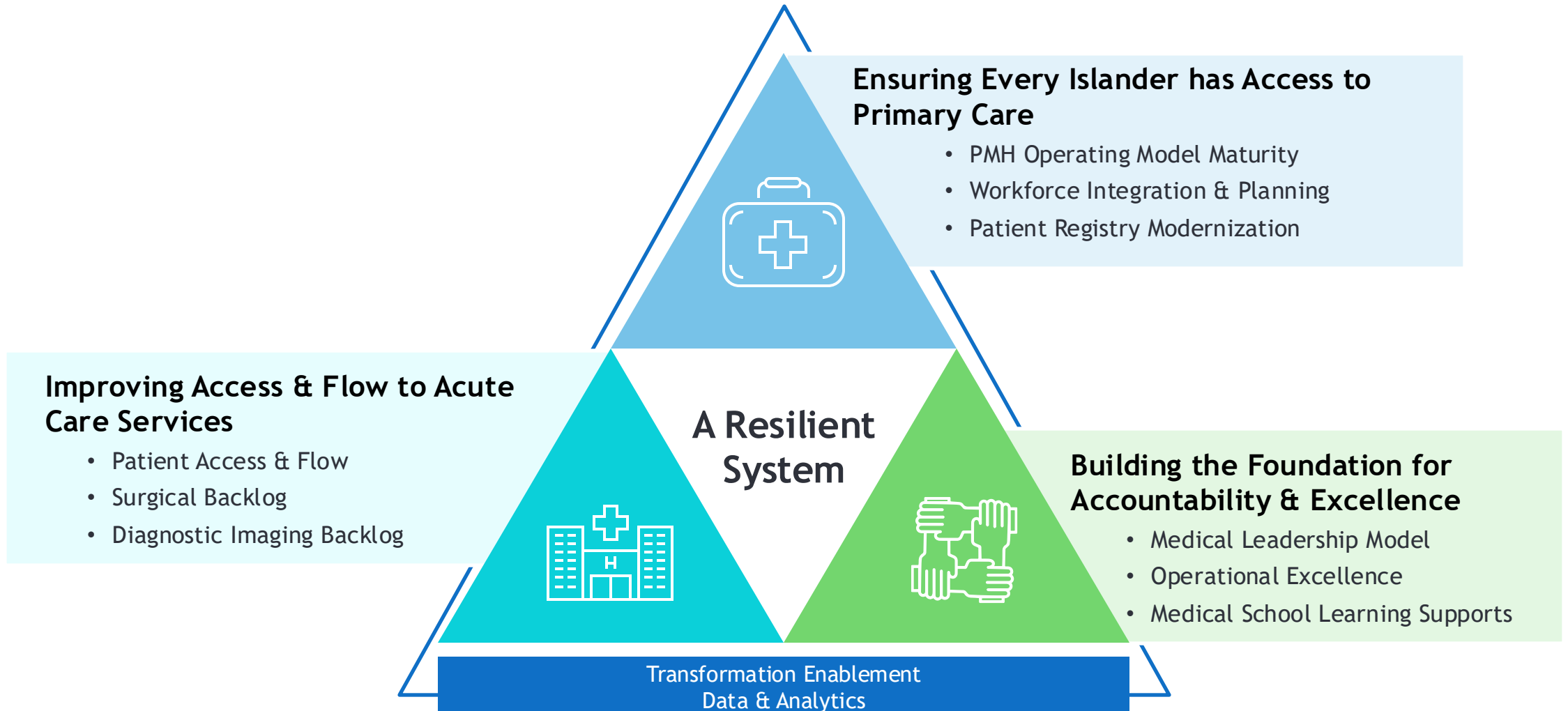
Manages the  
transformation and  
coordinates across the  
system

The TO  
**Is the Source of Truth  
on Progress**

Monitors and tracks  
progress to align  
priorities and report on  
key indicators

# Phase 2 Overview

In the Phase 2, we launched 9 priority workstreams to expedite transformation



# Workstream Objectives and Targets



## Ensuring Every Islander has Access to Primary Care

### Patient Medical Home

#### Objective:

Focused effort to optimize current PMH's and coordinated buildout for future sites in line with operating model

#### Target:

- ✓ By 2027, reduce the number of unaffiliated patients by 50,000 (current + expected growth) through new and existing PMHs

### Workforce Recruitment

#### Objective:

Establish a centralized recruitment team within Health PEI to strengthen the Island's health workforce by integrating new technologies, streamlining processes, and implementing data-driven recruitment strategies.

#### Target:

- ✓ Recruit enough primary care providers and support roles over the next 2 years to affiliate up to 50,000 patients

### Patient Registry Modernization

#### Objective:

Enhance the existing Patient Registry, through improved database connections; tracking and reporting of preferred region; and ensuring a clear path to affiliation through implementing the Collaborative Affiliation approach

#### Target:

- ✓ Affiliate 50,000 Patients from the Provincial Patient Registry by 2027

# Workstream Objectives and Targets



## Improving Access & Flow to Acute Care Services

### Patient Access & Flow

#### Objective:

Reduce ED wait times by improving inpatient bed availability through optimized transition times and streamlined discharge processes

#### Target:

- ✓ Reduce ED provider initial assessment time (PIA-90th percentile) by 35% to align with Canadian average by 2027

### Surgical Backlog

#### Objective:

Reduce surgical wait times by optimizing processes, staffing, and resources, with a focus on improving scheduling, and expanding capacity and use of same-day procedures

#### Target:

- ✓ Reduce wait times for all surgical procedures, measured using data available as increasing the percentage of patients treated w/in benchmark to 65% aligned to Canadian average for hip and knee surgeries by 2027

### Diagnostic Imaging Backlog

#### Objective:

Reduce diagnostic imaging wait times in PEI through process optimization, workforce management, and waitlist validation

#### Target:

- ✓ Decrease the 90th percentile imaging wait times by 25% for CTs, MRIs, and Ultrasounds by 2027, aligning Prince Edward Island with Canadian wait time performance

# Workstream Objectives and Targets



## Building the Foundation for Accountability & Excellence

### Medical Leadership Model

#### Objective:

Build and enhance culture across the medical leadership team by focusing on tangible changes

#### Target:

- ✓ Establish an effective medical leadership model through collaborative planning and tangible changes

### Operational Excellence

#### Objective:

Develop an Operational Excellence roadmap, and establish foundational elements of a management system, engaging executive leadership to drive sustainable performance improvement

#### Target:

- ✓ Create a culture of professional accountability and excellence throughout the health system

### Medical School Learning Support

#### Objective:

Prepare for the establishment of new medical school and fully incorporate learners and a learning health system philosophy into PEI's health system

#### Target:

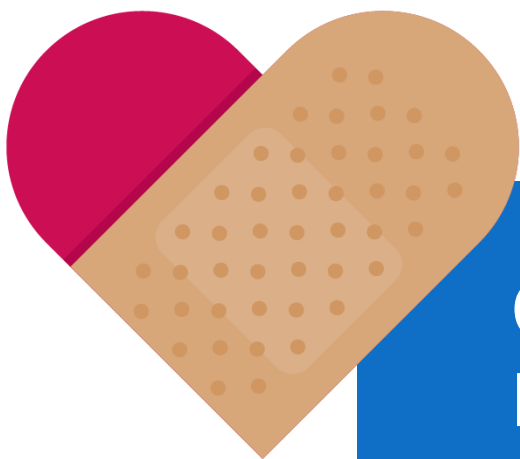
- ✓ Ensure a customized learning health system for optimal health learning and training opportunities on the Island

# Opportunities for Engagement



The TO development and ongoing work will be a collaborative effort. We'll be seeking opportunities for engagement across all departments and levels to ensure everyone has a voice in shaping its direction and leveraging its support.

Through this process, we ask that teams share information, be forthcoming, and engage in the process of setting up this new team! We're all in this work for the right reasons and in this together.



## Our Overarching Goal: Excellence in Healthcare Delivery

By establishing the TO, we're taking a significant step towards ensuring the successful implementation of key priorities and setting ourselves up to have the capacity to deliver more effectively going forward, ultimately leading to excellence in healthcare delivery.



## For more information...

We'll continue to provide ongoing updates via the dedicated Health Transformation page on the Staff Resource Centre.

For any questions, please feel free to contact us at [healthpei@gov.pe.ca](mailto:healthpei@gov.pe.ca).

# Health PEI