

TRANSFORMATION UPDATE REPORT

August 19, 2024

TRANSFORMATION OFFICE

The Transformation Office (TO) launched the first “Pulse Check” meeting series for the Patient Registry, Workforce Recruitment, and Patient Medical Home workstreams. These meetings provided a structured and collaborative forum to align on current progress, address any bottlenecks, and establish a path forward. We are also excited to welcome two new Workstream Directors to our team, Maribeth Ryan, and Kyle Dudley.

Maribeth, a seasoned healthcare leader with over 32 years of experience, has held various management and leadership roles, including Manager in Ontario's Homecare Program and Program Manager for Community Specialty Services in PEI, and has implemented key initiatives in healthcare, particularly during and post-Covid, leveraging her Master's Certificate in Healthcare Management, a Diploma in Adult Education, and a BSc in Nursing to effectively manage large, cross-functional teams and navigate complex human resource challenges.

Kyle, a strategic leader with over 20 years of experience in corporate and non-profit sectors, has a strong educational background and a track record of leading strategic projects and operational excellence initiatives, including his role as CEO for the Canada Games and Director of Aboriginal Relations and Operational Excellence with Compass Group.

ORGANIZATIONAL CAPACITY

As Health PEI embarks to rapidly advance health system transformation and improve access for all Islanders, ensuring appropriate organizational capacity and alignment to meet the health system's objectives is a critical enabler.

To ensure the system is set up for success and can sustain these initiatives into the future, there is a focus to identify how Health PEI can build capacity to achieve our goals. This work seeks to identify opportunities to strengthen the ability of Health PEI to achieve our desired outcomes through building and maintaining the skills, infrastructure and resources needed. A session was held with leadership to discuss strategies of how capacity can be built through strengthening the following components:

- **Leadership Capacity:** Leaders create and sustain the vision, inspire, model, priorities, make decisions, provide direction and innovate to achieve the organizational mission
- **Management Capacity:** Organizational resources are gathered and used appropriately to implement programs
- **Technical Capacity:** Teams have the skills, tools and facilities to deliver on programs and manage operations
- **Adaptive Capacity:** The organization monitors, assesses, responds to and creates internal and external change (i.e., a learning organization)

Capacity building tactics will be prioritized and contemplated in further detail in upcoming workshops, to inform an implementation roadmap.



WORKFORCE RECRUITMENT

Considering the recent Physician Services Agreement (PSA) ratification, the Workforce Recruitment team swiftly came together to identify immediate opportunities to streamline physician recruitment. These opportunities were included on an action plan and tracker to support ongoing monitoring of implementation. One of the quick wins - the development of a daily recruitment command table, has been successfully launched this past week.



PATIENT MEDICAL HOME OPERATING MODEL

The PMH master tracker has been socialized with the Director of Primary Care and Chronic Disease and the Medical Affairs Strategic Advisor and is now used as a source of truth across teams to ensure that there is consistent alignment on the status of existing and new PMHs moving forward. Further to last week's update, the team has conducted interviews with network managers to confirm the essential activities for setting up new PMH and pinpoint areas where existing PMHs can be enhanced. Concurrently, they are developing a target operating model, roadmap, and provincial plan, all aimed at achieving improved patient outcomes and healthcare efficiency.



PATIENT REGISTRY

The Patient Registry workstream has conducted a series of workshops to validate the team's understanding of the current state and design the future state. Some of the key discussions from the workshops included:

- What are the overarching policies and guidelines that should inform use of the registry? Are there any gaps?
- What mechanisms can be put in place to ensure the data entering the patient registry is accurate? What external systems can we cross-reference with?
- How can we automate the process of moving patients through the registry, saving time that can be reinvested into higher value activities?
- How can we leverage modern technology to collect better data, enhancing communication with those currently waiting to be affiliated with a primary care provider and improving transparency and trust with the system?



MEDICAL SCHOOL LEARNING SUPPORT

The Medical School Learning Support team met with the Health PEI Medical Education team to learn more about the current state and data available. The team also convened with leadership from Health PEI and UPEI in a Health System Visioning & Planning Workshop on August 14th. The intended purpose was to validate their understanding of the current state of medical education in PEI, align on a shared vision for a health system that supports medical learners, and initiate collaboration on an integrated roadmap.