

Health PEI

TRANSFORMATION UPDATE REPORT

September 4, 2024

TRANSFORMATION OFFICE

The Transformation Office created a dashboard for Patient Registry and Patient Medical Homes in collaboration with Health Analytics that will act as a source of truth to track workstream progress. The team is actively developing an additional dashboard for the Workforce Recruitment workstream to support monitoring activities. The TO has also successfully onboarded six new team members, including three new Project Managers and three new Workstream Directors. An updated team structure can be found [here](#).

ORGANIZATIONAL CAPACITY

Building off the first ELT workshop conducted last week, the Organizational Capacity team conducted their second workshop which focused on prioritizing identified initiatives to address gaps and build organizational capacity at HPEI. The team is focused on completing the third and final part of this series of workshops and building their recommendations and high-level implementation roadmap.

WORKFORCE RECRUITMENT

The Workforce Recruitment team continues to validate and re-design the future state recruitment process for Nursing & Allied Health professionals. Given the PSA release, further ongoing improvements specific to the physician recruitment process are underway. These initiatives include the previously announced daily command table, assigning a dedicated point of contact for each candidate, and developing a streamlined process for tracking and monitoring key recruitment pipeline metrics to support continuous improvement. The team is also developing a communication and change management plan to support the transition of a new recruitment approach.

We would like to extend our thanks to Shannon Graham, our Workforce Recruitment Director, for her contributions in driving these early wins as she returns home to British Columbia. Sophie Oliff (KPMG), who has been working alongside Shannon, will step into the role until December to ensure we maintain our momentum as we continue to build the Centre of Excellence for recruiting healthcare workers. Maura McKinnon will continue to provide oversight as the Workstream's Executive Sponsor.

PATIENT MEDICAL HOMES (PMHs)

The PMH Team has identified opportunities to increase patient affiliation at existing PMHs, assuming prescribers reach the maximum panel sizes and the necessary support staff are available to bolster the team-based model of care. These findings will be incorporated into a shared PMH Provincial Plan, which outlines the path to affiliate patients on the registry through both existing and new PMHs. The team is also continuing the development of a PMH Operating Model and an associated implementation playbook for new PMHs. Earlier this

week, a workshop was hosted to validate the contents of the draft Operating Model, which will be shared with appropriate stakeholders in the coming weeks.



PATIENT REGISTRY

Over the past week, the Patient Registry workstream completed the draft recommendations for future state policy, process, data and technology considerations for effectively managing unaffiliated Islanders. The team conducted two workshops to review these recommendations and gather feedback. The team is continuing to work with ITSS to explore ideal tools and solutions that will support future improvement activities for the patient registry. The team is also continuing the data clean up effort which to date has reduced the registry by almost 4,600 entries.



MEDICAL SCHOOL LEARNING SUPPORT

The Medical School Learning Support team consolidated the findings from their recent Health System Visioning and Planning workshop into a Current State and Visioning Report that has been distributed to workshop attendees. The team is also meeting with smaller focused groups to map out the critical path around key pieces of work including facilities planning, faculty compensation, and physician engagement. Planning is underway for their Critical Path Validation workshop, where they will bring together leaders from Health PEI and UPEI to align on timelines and responsibilities for the next steps in integrating UPEI's medical school with the healthcare system.