

Health and Social Services System Transformation

Presentation to: Standing Committee on Social Development

February 21, 2018

Overview

1. Background

2. Establishment of the NTHSSA

3. Moving Forward

BACKGROUND

Guiding Principles for System Design

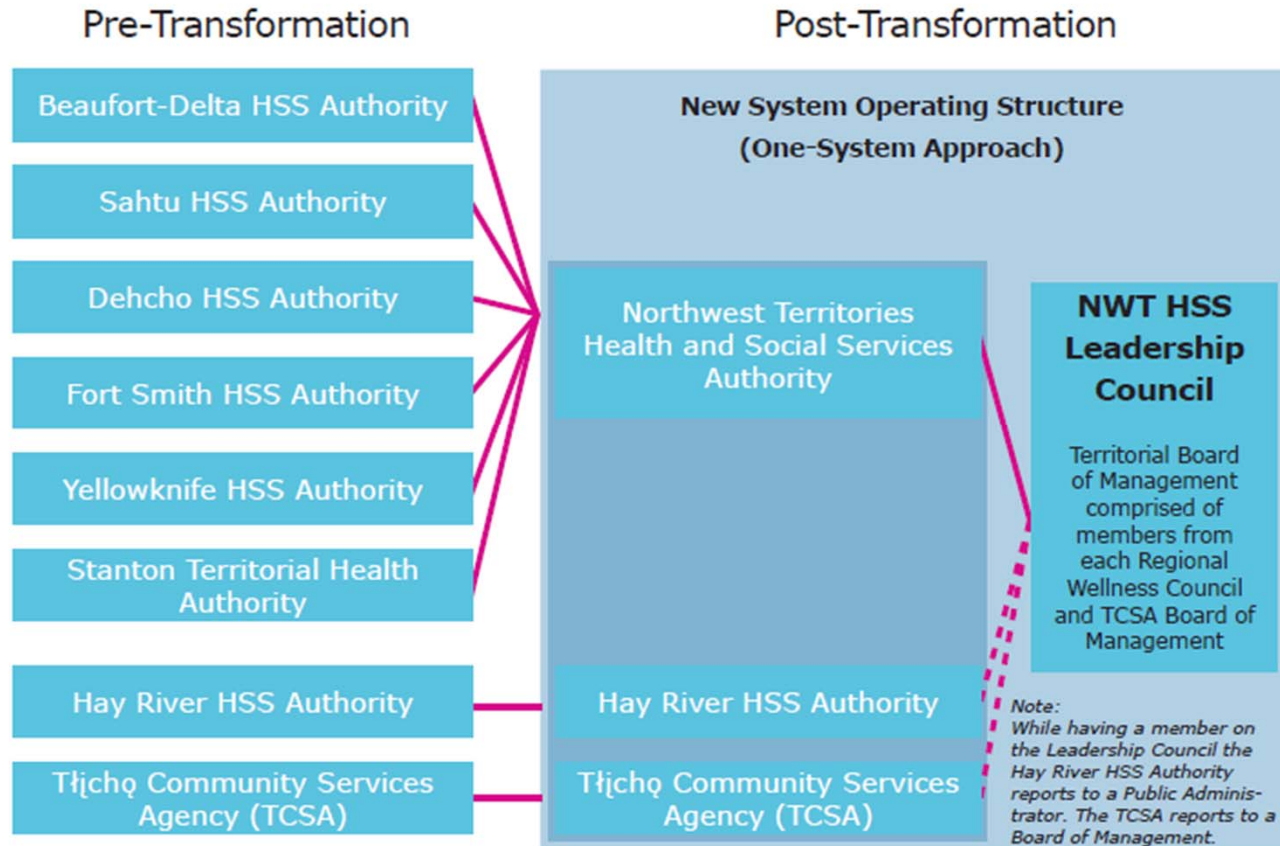
- Focus on the patient/client
- Support individuals and families to stay healthy
- Ensure regions have a voice at the territorial level
- Ensure equitable access to care and services
- Emphasize quality care
- Sustainable
- Respect diversity and all culture

- November 22, 2013 -The Joint Leadership Council (JLC) of the NWT health and social services system vision statement and actions designed to improve efficiency and effectiveness in service delivery.

Governance

- Leadership Council: Governance body, provides direction and facilitates collaboration between authorities.
- Regional Wellness Councils: the “ears and eyes on the ground” in our regions. Designed to incorporate a local voice in territorial decisions.

What Changed?



ESTABLISHMENT OF THE NTHSSA

Since August 1st, 2016

- Over the last 18 months the NTHSSA has focused on establishing an organizational structure and initiating quality improvement.
- Process not an event!

Current Status

- Organizational design complete and implementation happening in certain areas.
- Core stability established: quality services are being delivered regularly
- New structures put in place to support quality improvement as a core function instead of “off the side of a desk”

Financial

Challenge

- Completing amalgamated budgets has been difficult
- Discovering our financial reality: \$76 million accumulated deficit

Impact

- A broad financial picture is helping us better analyze and understand system-wide cost pressures
- Partnership between DHSS/FIN/NTHSSA to find ways to increase sustainability

Innovation

Challenge

- As we examine operations to innovate we are finding areas that need improvement
- These are rarely good news stories.

Impact

- Real impact on quality of services and patient safety.
- Turning the page on transparency and public information sharing

Innovation

Opportunity

- System learning
- Information gathering
- Improving capacity for quality improvement

Impact

- Local best practices
- Data to drive decisions
- People with the skills & data to support change

Patient/Client Care

Opportunity

- Building stronger relationships with clients, patients, families, and communities.

Impact

- An accountable, welcoming, and safe system that helps people improve their wellness.

Patient/Client Care

Opportunity

- A system structured to support patient movement within
- Ability to move not just patients, but their information

Impact

- Consistent chain of care and ability to find the most efficient pathways.
- Ability to provide care in-place, and build system sustainability

MOVING FORWARD

2018-19 and Beyond

- Continuous quality improvement
- Fiscal sustainability
- Strategic direction

Achievements so Far

- Core Stability
- Organizational Design
- Corporate and Practitioner Bylaws
- Partnerships
- Governance Capacity Building
- Transparency and Accountability
- Public Presence (VIP)
- First Amalgamated Budget
- First AGM and Annual Report
- EMR coverage for 90% of NWT residents
- Stanton Renewal