

Your Voice Matters

What we heard from Spiritwood and Area

Care Continuity, Coordination and Integration

"There is a communication problem with emergency care, lab results and primary health care providers."

Continuity and communication was a concern for some patients who suggested that information sharing between different providers was poor.

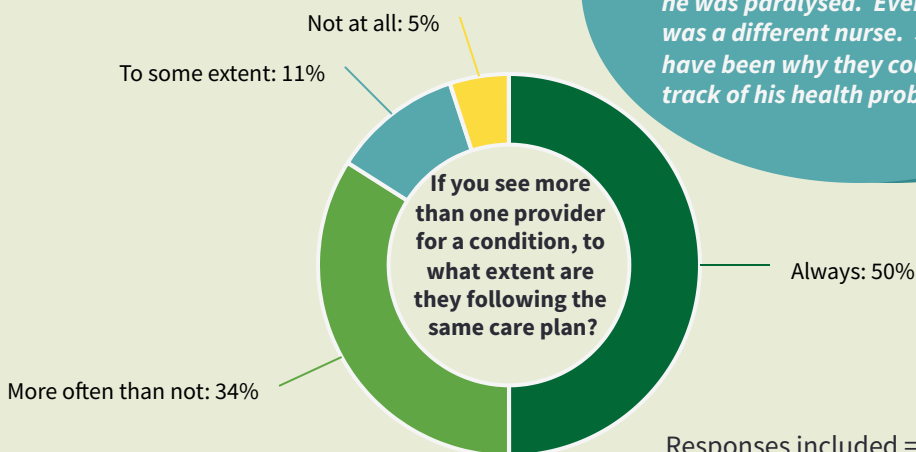
A lack of continuity and high turnover was a concern from some patients.

This results in the patients feeling as though the healthcare providers are not up to speed with what is going on with the patient.

As a result patients are not able to connect with a physician/nurse ("a lot of people from the community want to see the same person or face again and again"). This is concerning because having a connection between the patient and the healthcare provider is essential for the patient to develop trust in the healthcare system. A lack of trust in the healthcare system can result in patients not following the provider's instructions and not coming to their appointments.

One participant was quite distressed and felt unassured in the healthcare their husband was receiving, mentioning the lack of continuity of care as one of the issues.

"My husband is paralysed on the left side of his body. The nurse tried to carry out tests on the left side of his body and I have to tell [the nurse] that he was paralysed. Every day there was a different nurse. So that might have been why they could not keep track of his health problems."



What are we doing to help?

- Contracting nurse practitioners on a regular basis while stepping up efforts to recruit permanent nurse practitioners with incentives

- Active recruitment for Nursing, Therapies, combined laboratory and x-ray technology and medical laboratory technology positions

- Listening to the voice of patients to help improve their experiences

- Team huddles to improve continuity and communication amongst the team

- Working closely with digital health to improve provider workflow and communication

- Having regular conversation and collaboration with programs such as mental health and addictions, physiotherapy, lab and x-ray services to make care more holistic for clients



Saskatchewan Health Authority