

## Report Examining Care Provided to Paige Hansen by Saskatoon Health Region

### *Recommendations*

#### *Care Coordination & Communication:*

- Build upon the recent implementation (February 2006) of two part-time pediatric clinical coordinators by expanding the role to full time. Hire a supernumerary pediatric charge nurse immediately.
- Immediately formalize the model and criteria for patient/family conferencing in pediatrics.
- Immediately develop and implement a framework for shared responsibility of care by members of the medical staff, to ensure continuity of care and clarity of roles.
- Encourage the pediatric physician leader and nurse manager along with others from the pediatric leadership team to develop a plan that will enhance teamwork and communication among care providers and with patients/families by fall 2006.
- Implement effective mechanisms for transfer of information at interface points including shift changes, discharge and patient/client movement between healthcare services and sectors across the health region.
- Require health care personnel to identify themselves and their role to patients and their families.

#### *Access:*

- Immediately communicate to members of the medical staff the process for arranging out-of-province referrals.
- Review the prioritization system for pediatric access to the operating room by SHR's Surgical Operations Committee.

#### *Documentation:*

- Improve the quality of health record documentation and address variation of documentation on a region-wide basis with evident improvement by the end of 2006/07. Continue to provide education sessions to staff, physicians and students on the importance of quality documentation.
- Document more extensively the differential diagnosis (other possible diagnoses) rather than just the favoured diagnosis.

#### *Other:*

- Encourage staff to follow normal process unless urgent need dictates otherwise (i.e. suggestion of booked operating room time for elective inpatient procedure such as insertion of Broviac™ catheter).
- Review the evident differences between Saskatoon Health Region and Stollery Children's Hospital bone scan protocols and change standard of practice where appropriate.
- Saskatchewan Health will work with the regional health authorities on developing further ways to raise the public profile of the quality of care coordinators.