

**\*\*\*MEDIA RELEASE\*\*\***

**FOR IMMEDIATE RELEASE**  
**September 28, 2004**

**Report on Regional ER services Released**  
**Independent review of the regional Emergency Room (ER) services in the Saskatoon Health Region completed.**

Edmonton, AB – Ohlhauser & Associates, an Edmonton based healthcare consultancy firm makes 36 recommendations to improve quality of care in the Saskatoon Health Region's ERs. Of the recommendations, action has already been completed on five and initiated on an additional 22.

"Our report outlines ways the Region's ERs can work more effectively together. The challenges facing these ERs are shared by communities across Canada, but solutions will be unique to this community," explains Dr. Larry Ohlhauser, the Alberta health care consultant leading the review with assistance by a medical and nursing review team from across Western Canada.

"I have seen a strong team commitment, delivering good, compassionate care. Their innovative ideas, and positive response to these recommendations, have positioned the Region very well to succeed."

"This plan affirms our shared commitment to working more effectively together, continuing to improve patient care in our ERs," says St. Paul's Hospital Chief Executive Officer, Brenda FitzGerald. St. Paul's Hospital Board is responsible for the governance and management of Pre-hospital and Emergency Services for the Region.

Ohlhauser & Associates was asked to look at integration of the Health Region's ER services and make recommendations regarding leadership structure and work flow. The report observes the following: "There is a keen interest at all levels and from everyone we spoke with, to provide the best ER services possible. The focus of these recommendations is on improving quality of care. Fixes will not be easy, nor will they be resource neutral. Courage, determination and patience are required by the clinical teams, administration and government. There will be challenges associated with changes in practice and ways of working. Ongoing and honest communication will be the key to success."

Recommendations which have been completed include:

- Appointing an interim Regional Head of ER – Dr. Paul Hayes
- Appointing Site Leaders for Royal University Hospital, St. Paul's Hospital and Saskatoon City Hospital
- Funding for all physician Site Leaders for the ER
- Enhancing the accountability process for inpatient units when considering bed closures
- Establishing the terms of reference developed for an ER Executive Committee

Recommendations where action has begun include:

- Forming a regional ER services council to set direction around best practices
- Recruiting a permanent Regional Head of ER
- Creating an articulated Vision for the integration of regional Emergency Services
- Formalizing triage orientation and ongoing education
- Involving the College of Medicine in strategic planning

### **Ohlhauser & Associates Background:**

Whether the issue is defining strategy, empowering people, maintaining momentum or coping with change, even the best organizations inevitably reach a threshold. Ohlhauser & Associates provides a full range of healthcare and management consulting services designed to help leading organizations overcome challenges and bridge new opportunities.

Dr. Larry Ohlhauser combines his extensive experience as a speaker, facilitator and strategic advisor with the talent and vision of his associates to help large healthcare institutions, government departments and service firms bridge difficult organizational gaps.

- Strategic and operational planning
- Governance and change management
- Conflict resolution
- Executive counselling and mentoring

### **CONTACT:**

**Lisa Clark**  
Executive Assistant  
Ohlhauser & Associates  
Phone: 780-423-9952  
Fax: 780-423-1195

[lisa@ohlhauserassociates.com](mailto:lisa@ohlhauserassociates.com)  
[www.ohlhauserassociates.com](http://www.ohlhauserassociates.com)