



Mamawetan Churchill River Health Region

News Release

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For immediate release

MCRHR puts patient first in service expectation plan

The Mamawetan Churchill River Health Region is responding to the recommendations of the Patient First Review by developing a plan to ensure that health care services are provided with a focus on the customer's experience and expectations.

"Our plan includes being clear in our communication within the organization on what customer service expectations are, and about our commitment to put the patient first," said the region's Chief Executive Officer, Kathy Chisholm. "We will be building on processes we have already established, and undertaking new initiatives."

The board members of the Mamawetan Churchill River Regional Health Authority recently reviewed the Customer Engagement and Service Expectations Framework and recommended formal approval at its upcoming board meeting in January.

The Board, itself, will have a role to play improving customer service, said Board Chair Joe Hordyski.

"It will provide access to the RHA by continuing to conduct Board meetings in communities outside La Ronge," said Hordyski. "The Board will also enhance communication with community partners and identify opportunities for collaboration."

An example of this was the Authority's November meeting with the Health Board of the Lac La Ronge Indian Band.

Some of the other elements of the framework include:

- Staff attendance at Saskatchewan **Showing WE CARE** Customer Service Seminars;
- Including signage in Cree and Dene in health facilities, and updating lists of individuals available to provide translation services.
- Enhancing awareness of the roles and responsibilities of the Quality of Care Coordinator;
- Partnering with the Health Quality Council to develop an appropriate and effective patient experience survey process for the North.

Staff will also be surveyed for their input.

“We want to ensure they have the tools to support them in providing quality care to their patients and clients, in an environment of respect, trust and safety,” said Chisholm.

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News directors and editors: Please note that Kathy Chisholm will be available for interviews as of January 4, 2010.

Together in Wellness

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