



Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

650 Main St.
Winnipeg, Manitoba
R3B 1E2 CANADA

TEL: 204| 926.7000
FAX: 204| 926-7007
www.wrha.mb.ca

650, rue Main
Winnipeg (Manitoba)
R3B 1E2 CANADA

TÉL: 204| 926.7000
TÉLÉC: 204| 926-7007
www.wrha.mb.ca

MEMO

Date: March 4, 2011

To: **WRHA Senior Management**
Hospital CEO's & COO's
Allied Health Leaders
WRHA Program Directors
Community Program Team
Nursing Leadership Council
Medical Executive Committee
Regional Utilization Committee
Jeanette Edwards
Dr. Sheldon Permack
Ingrid Botting

From: **Réal Cloutier, Chief**
Operating Officer and Vice
President, Long Term Care
& Community Health
Services

Trish Bergal,
Regional Director,
Utilization

Gina Trinidad,
Executive Director,
PCH Program

cc: Panel Process Improvement Project Leads
Janet Bjornson
Dan Skwarchuk

Telephone: 926-8085
926-7060

Fax: 926-7007

Subject: Panel Process Improvement Project – Electronic Survey

Earlier correspondence informed of a process improvement project to ensure appropriate and timely access to personal care home beds. The purpose of the project is to analyze all components of the current Long Term Care panel process, and to identify improvement opportunities. A number of consultation sessions have been held to date for site, program and community stakeholders. These sessions have provided meaningful insights and interesting suggestions for improvements. The experience of patients, clients, residents and families is being captured via interviews.

In addition to the consultation sessions electronic surveys have been developed to solicit further feedback on the panel process.

NOTE:

- **The surveys will be available for 3 weeks, March 3 to March 24, 2011.**
- Individuals who participated in a consultation session are welcome to complete the survey.
- The final questions allow for a story to be told about a patient experience that is relevant to the panel process, and additional free flow comments.

Two surveys are available for completion. The Hospital/Regional Program survey focuses on patients accessing Long Term Care from the hospital. The Community Sector survey focuses on clients accessing Long Term Care from their home/community. Select the survey that is most appropriate for your role/place of employment. (Please note a third survey exists specific to the Personal Care Home sector. The link to that survey has been sent under separate cover to those who work in the Personal Care Home Program.)

To access the Hospital/Regional Program survey, please hold down the “Ctrl” key and click on the following link:

<https://spreadsheets.google.com/viewform?formkey=dGFCTEJRZmV5M3YxZ0ZDWhBd3FCSkE6MA>

To access the Community Sector survey, please hold down the “Ctrl” key and click on the following link:

<https://spreadsheets.google.com/viewform?formkey=dEw2SG5KRTI3OEVJZDhrZWlyUGNEZIE6MA>

If you are not able to access the survey by clicking on the link, please follow these instructions:

1. Highlight the link then press the “Ctrl” and “C” keys at the same time to copy the link.
2. Open Internet Explorer and paste the link into the web address field at the top by pressing the “Ctrl” and “P” keys at the same time.
3. Press the “Enter” key.

If you encounter technical difficulties with the survey please e-mail hadamko@wrha.mb.ca.

We encourage you to take advantage of this opportunity to provide feedback and suggestions.

Thank you for your participation.