

## Health Services Program Update

Preparations for an updated health service program began in 2010 and continued through 2011. The office met with service providers across the health sector to explain the role of the office and to hear their suggestions.

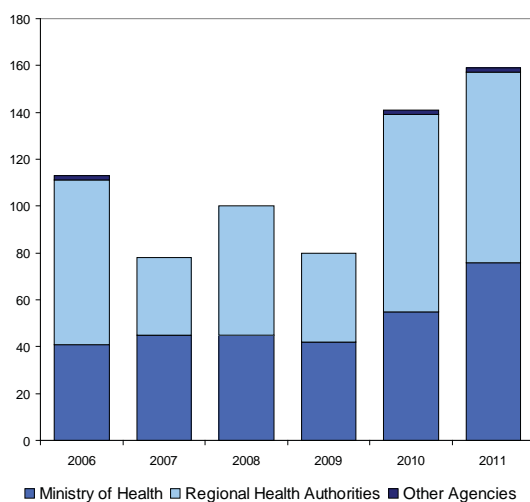
One of those suggestions was to increase public awareness about the office's work in health, and the office is doing more work in that area.

Health complaints have increased from 80 in 2009 to 159 in 2011 - most likely a reflection of increasing awareness of the office's role in health.

## Other Highlights

- Ombudsman Kevin Fenwick was appointed Acting Public Interest Disclosure Commissioner on February 9, 2012 and will table his first annual report in that capacity in April 2013.
- Ombudsman Saskatchewan applied Lean principles in a review of its own case management practices.
- The office was consulted as part of several legislative and policy reviews, including *The Correctional Services Act 2011*, *The Adult Guardianship and C-decision-making Act*, *The Workers' Compensation Act* Committee of Review and appeal policies for the Provincial Disaster Assistance Plan.
- A public awareness survey revealed that, while 76.3% of people said they had heard of Ombudsman Saskatchewan, only 34.2% of that group were aware that the Ombudsman could take complaints about regional health authorities, the Saskatchewan Cancer Agency or the Ministry of Health. Based on this and other information gathered in the survey, Ombudsman Saskatchewan developed an advertising campaign to help people better understand the existence and role of the office.
- Demand for the office's "Fine Art of Fairness" workshops continues and workshops are now booking into 2013.
- The Ombudsman awarded an Accolade to several individuals and groups who demonstrated fairness in 2011. SaskEnergy also received an accolade for a dramatic drop in complaints - from 91 in 2005 to 13 in 2011.

## Health Complaints Statistics



## Case Examples

*Names of individual complainants have been changed to protect confidentiality.*

**When Was That Exactly?:** Dexter and Desiree, who were both in their 90's returned to Saskatchewan after spending a couple of years in another province - but ran into a snarl of red tape around getting their health cards reinstated. (p.10)

**I Still Want to Work:** Dallas was over 60 and had worked all his life. Now he had a medical condition and was waiting for surgery. He had used up his savings and was still trying to find a job that he could do, but was forced to apply for social assistance to make ends meet. He told us that he was not provided with enough money for even the most basic necessities and was treated disrespectfully. (p. 11)

For more details on these and other cases featured in *Annual Report 2011*, visit our website at [www.ombudsman.sk.ca](http://www.ombudsman.sk.ca).