



Office of the Minister
Box 2703, Whitehorse, Yukon Y1A 2C6



March 29, 2017

Brian Gillen, Chairman of the Board
Yukon Hospital Corporation
5 Hospital Road
Whitehorse, Yukon Y1A 3H7

Dear Mr. Gillen:

Re: Letter of Expectation

This Letter of Expectation outlines the Department of Health & Social Services (HSS) expectations for you as Chairman of the Board of Trustees for the Yukon Hospital Corporation (YHC) for the period of April 1, 2017 to March 31, 2018. This letter is intended to provide you with guidance as well as provide transparency and accountability in the use of public funds and the delivery of public services.

YHC is a primary partner in the delivery of Yukon's health system with a role to play in the full spectrum of care provided in Yukon. Under the *Hospital Act* RSY 2002, c. 111 the Board of Trustees has authority to govern the activities and programs of the YHC in support of its objectives to supply: a) hospital and medical care and service; b) supervised residential care and continuing care; and c) rehabilitative care and services so as to meet the needs of people in Yukon.

As the Minister responsible for Health and Social Services, it is part of my mandate to examine options to improve front-line health care services through a collaborative care model. By this I mean teams of care providers from across disciplines working to their full scope of practice to provide patients with a comprehensive range of health and care services appropriate to their needs. As partners, we have a shared responsibility to ensure an efficient and sustainable health care system for Yukoners and together I believe that we can support greater collaboration as well as other priorities.

To achieve our common goal, YHC is directed to do the following:

Strategic priorities:

- Demonstrate excellence in client-directed care and ensure patient-focused outcomes are top priority.
- Improve service coordination and interface with continuing care services at Thomson Centre and with other services, including mental health services and community health programs.



- Provide better supports at discharge with community partners to ensure seamless quality care.
- Support telehealth through a dedicated non-shared space for clinical telehealth on the hospital campus.
- Examine and identify options for managing pension solvency into the future.
- Ensure changes are made to hospital bylaws to enable nurse practitioners to practice and that these roles are integrated into Yukon hospitals.
- Actively participate to support regulation and implementation of midwifery practice in Yukon.
- Initiate a program review of rural hospitals in Dawson City and Watson Lake to determine the efficiency and effectiveness of services to meet community needs.
- Facilitate service enhancements, including building maintenance at Dawson City Community Hospital, that create opportunities for local businesses and improve coordination with the Department of Highways and Public Works.

General/Business:

- Provide leadership to the Board of Trustees including the effectiveness and accountability of Board members.
- Foster an ongoing collaborative relationship between YHC's CEO and Health and Social Services (HSS) Deputy Minister.
- Align YHC's business plan with HSS' business plan and a 'one government' approach.

Reporting requirements:

- Meet reporting requirements either within or in addition to reporting that happens related to the funding agreements with government.

In a letter to the previous Chair in 2014 (see attached), a number of performance reporting requirements were identified with respect to efficiencies in the provision of hospital services, including setting efficiency, quality and access targets within annual business plans. It is my expectation that YHC will continue to work with the department to address these requirements.

In the next year I look forward to creating new opportunities for dialogue between HSS and YHC. I believe that through more open, positive and co-operative working relationships that we will better achieve our mutual goals, and the best possible outcomes for Yukon.

Sincerely,



Pauline Frost
Minister of Health and Social Services

c: Brenda Lee Doyle, Acting Deputy Minister, Health and Social Services
Jason Bilsky, CEO, Yukon Hospital Corporation
Sherri Wright, ADM of Health Services, Health and Social Services

Attachment: Letter of Expectation January 17, 2014