

July 13, 2015

Strategizing to ensure future success

Provincial transcription services project team held successful planning event to sort out critical path ahead

On July 7, various members of the provincial transcription services project team—about 20 people in all—collaborated at a full-day planning event in Saskatoon. The face-to-face session was very well-attended and all but two regional health authorities were able to send a representative to the table.

“The full team hadn’t come together in quite some time,” said Janine Daskalchuk, director of transcription services at 3sHealth. “And given the recent developments in the project, which we’re really excited about, we felt like it was the right time to reconvene in person to talk about where we’ve been and strategize as to some crucial next steps.”

At the session:

- Participants reviewed recent milestones and the current status of the project;
- 3sHealth presented a breakdown of the work that will need to happen as part of the detailed planning phase of the project; before the event, 3sHealth transcription team members had identified and documented draft strategies and considerations that were then shared at the session to enable full group discussion;
- The larger group then discussed those strategies and considerations; participants provided valuable feedback that will now be incorporated as part of next steps; and
- Many questions and strategic concerns were identified throughout the process.

Coming together to start addressing these kinds of matters is important given that in June the project charter (which describes an overall, phased-in approach to project implementation) received unanimous endorsements from the CFOs and CEOs of each health region and SCA. Both endorsements are contingent upon the system securing appropriate funding.

“It was wonderful to get that support,” says Kendell Arndt, project sponsor and vice-president at 3sHealth. “With these endorsements we have made some significant progress without a doubt. We can now start doing some important work in the next few months to help pave the way for a smooth and seamless transition down the road.”

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The project charter envisions a 30-month timeframe to fully plan and implement the transformation of transcription services province-wide. The 30-month period will commence once funding is secured. The first six months of that 30-month period will be devoted to in-depth planning before the first phase of implementation begins. The work that the team did on the 7th and will continue to do post-session will inform how we as a system approach that six-month planning period.

Next steps for project team members include:

- Identifying (at the local level) the composition of RHA/SCA transition teams to support implementation;
- Conducting site visits at each RHA and SCA to collect data related to current transcription volumes, technology interfacing requirements, and more;
- Developing site assessments for each RHA and SCA to determine readiness and sequencing;
- Drafting an integrated timeline for the implementation phase; and
- Working through procurement processes to determine provincial transcription technology solutions for medical imaging, medical labs, and health information management.