



# Putting People First

2023 Annual Report

The independent comprehensive review of the Yukon's health and social services and the resulting report, *Putting People First*, as well as the implementation of some of its recommendations has been made possible with funding through Health Canada's Territorial Health Investment Fund. The views expressed herein do not necessarily represent the views of Health Canada.

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## Minister's message

### Tracy-Anne McPhee

Minister of Health and Social Services

Improving the health and well-being of all Yukoners is critical to the success of our territory. As Minister of Health and Social Services, I am committed to improving the everyday lives of Yukoners and the vitality of the territory.

The 2020 *Putting People First* report is our roadmap to envisioning a future high-performing, integrated health and social system that is collaborative, culturally safe, anti-racist and puts Yukoners at the centre. The efforts and steadfast dedication of the health and social services workforce, providers and partners outlined in this report fills me with immense gratitude.

Foundational to transforming the territory's health and social landscape is creating a new health authority, Shàw Kwà 'a/Health and Wellness Yukon/Santé et mieux-être Yukon to oversee the delivery of day-to-day health and social services. A key recommendation of the *Putting People First* report is that Health and Wellness Yukon will be built and operate in partnership with Yukon First Nations, health and social system partners and workforce, people with lived experience and Yukoners.

We have made significant progress in setting up new leadership and inclusive governance structures to increase collaboration with Yukon First Nations governments and health system partners. The Chiefs Committee on Health helps fulfill the need for Yukon First Nations to champion and lead health and social system transformation in the territory. The newly formed Health Transformation Advisory Committee will embed the interests, priorities and perspectives of Yukon First Nations into the foundation and operations of Health and Wellness Yukon and the implementation of *Putting People First* recommendations.

As the territory's population grows and ages, our government remains devoted to delivering responsive health and social services that place patients, families, caregivers and the dedicated health and social services workforce at the centre of this work. This report demonstrates the progress made and the commitment to the work ahead to transform our health and social services system to better meet the needs of all Yukoners.



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## Working together, differently

Yukon governments and health partners are working together to build relationships to oversee, coordinate and improve health and wellness outcomes for Individuals, families and communities.

## Cultural safety and humility

Embedding cultural safety and humility into the health and social service system reflects the voices and stories of many Yukon First Nations citizens who provided input into the 2020 *Putting People First* report.

We are committed to building an anti-racist system, in partnership with Yukon First Nations, to integrate cultural safety and humility into organizational leadership, culture and policies. Our goal is to address power imbalances, reduce inequities and improve the health outcomes of Indigenous Peoples.

## Chiefs Committee on Health

The Chiefs Committee on Health will help ensure Yukon First Nations are within the governance structure for health and social system transformation. The committee will help position Yukon First Nations to provide guidance and oversight to support changes needed to improve patient-client responsiveness, experiences and outcomes.

The committee will also be instrumental in the advancement of recommendations from the *Putting People First* report, including:

- integrating cultural safety into the health and social services system;
- understanding and addressing Indigenous determinants of health;
- increasing access to Yukon First Nations cultural and land-based healing; and
- creating a health authority to deliver day-to-day health services.

The Chiefs Committee on Health is comprised of the following members, who were appointed by Yukon First Nations Leadership:

- Chair and Vuntut Gwitchin First Nation Chief Pauline Frost;
- Champagne and Aishihik First Nations Chief Barb Joe;
- Carcross/Tagish First Nation Deputy Chief Darla-Jean Lindstrom; and
- Little Salmon Carmacks First Nation Wolf Councillor Tanya Silverfox.

## Health Transformation Advisory Committee

The Health Transformation Advisory Committee will embed the interests, priorities and perspectives of Yukon First Nations into the foundation and operations of the new health authority, Shàw Kwà 'a/Health and Wellness Yukon/Santé et mieux-être Yukon. Their work includes the development of enabling legislation that will form the basis of the Yukon's future health and social system and help drive health system transformation forward.

The Health Transformation Advisory Committee will also advise on broader objectives, including shaping a comprehensive Territorial Health Plan, advancing additional *Putting People First* recommendations and supporting the appointment of the Health and Wellness Yukon Board of Directors.

The Health Transformation Advisory Committee is comprised of:

- Stephen Mills, Vuntut Gwitchin First Nation citizen appointed by the Chiefs Committee on Health;
- Diane Strand, Champagne and Aishihik First Nation citizen appointed by the Chiefs Committee on Health;
- Doris Bill, Kwanlin Dün First Nation citizen appointed by the Chiefs Committee on Health;
- Deputy Minister of Health, Tiffany Boyd appointed by the Minister of Health and Social Services;
- Deputy Minister of Social Services, Ed van Randen appointed by the Minister of Health and Social Services; and
- Yukon Hospital Corporation CEO, Jason Bilsky appointed by the Minister of Health and Social Services.

# The case for health and social services system transformation

Population health needs have changed over the last 50 years, with traditional models of care no longer meeting the evolving needs of individuals, communities, patients, caregivers, families and the health and social service workforce.

Health and social service systems around the world are transforming to place patients and staff at the centre of this work. Many Canadian jurisdictions are following suit, transforming health care and social service systems to meet the needs of the individual and overall population.

COVID-19's impact on our healthcare and social services staff and system further illustrated the urgent need to strengthen the Yukon's health and social services system to be better prepared for the future.

## **2020 *Putting People First* report**

To understand the current state of our health and social services and to discuss how things could be better, an independent expert panel heard from over 920 voices. The panel captured the stories, concerns, and recommendations of our key partners and stakeholders, including:

- health and social service providers;
- Yukon First Nations governments;
- Yukon government staff;
- community organizations;
- non-governmental organizations; and
- the public.

The panel made 76 recommendations in the *2020 Putting People First* report, highlighting key areas of a high-performing health and social system which include:

- collaborating with Yukon First Nations on health outcomes, cultural safety and traditional healing;
- partnering with communities and people with lived experiences to get their input on services;
- improving social supports and overall population health;
- bridging the gap between government and other organizations and sectors; and
- improving systems to create more holistic and integrated care; and continuously evaluating data and community input to improve services.



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## Shä w Kwä 'a/Health and Wellness Yukon/ Santé et mieux-être Yukon

A core recommendation from the 2020 *Putting People First* report was to establish a new health authority, Shä w Kwä 'a/Health and Wellness Yukon/Santé et mieux-être Yukon.



# What's a health authority?

Health authorities are organizations or agencies lead by a Board of Directors that are often responsible for:

- service delivery;
- planning and coordination of services and programs; and
- monitoring and evaluating services and programs.

A health authority also works with governments, partners and other stakeholders to improve the health and wellbeing of the people it serves.

Focused on the collective health of the patient, our new health authority, Health and Wellness Yukon, will:

- break down the silos Yukoners face in our current system;
- put Yukoners' needs at the core; and
- serve Yukoners better.

## A better connection to the community

Health and Wellness Yukon will establish enduring connections. This means engaging more with partners, the public and people with lived experience to:

- reduce inequalities;
- create strong relationship-based care; and
- monitor and evaluate health and social outcomes.

## Focus on efficiency and outcomes

Health and Wellness Yukon will take a whole-system view. This means we can:

- plan better;
- be more efficient; and
- be more innovative in how we deliver health care.

## Clearer division of roles and responsibilities

Health and Wellness Yukon's board of directors and the chief executive officer are accountable for health service delivery. The Government of Yukon will be accountable for:

- social services delivery;
- long-term strategy;
- resource allocation; and
- oversight.

# Laying the foundation for change

Over the past year, the Department of Health and Social Services, in partnership with Yukon First Nations governments and health system partners, have focused on three key areas to ready the health and social services system for change.

## **Redefining the scope and responsibilities of the Department of Health and Social Services**

from managing day-to-day health care delivery to overseeing population health, promotion, protection and performance while managing some services and programs. The department will provide strategic direction and oversight to Health and Wellness Yukon.

**Creating the foundations to form Health and Wellness Yukon** and assisting with the transition, including developing new legislation to enable the creation of Health and Wellness Yukon and the development of a Territorial Health Plan.

## **Making clinical improvements through the integration of programs across the system**

by reducing silos and aligning services and functions. Clinicians and direct-care workers will be better connected with each other and those they care for.

As we build the foundation for these three areas, some key milestones will guide the transformation. These milestones include:

- creating legislation for Yukon's health authority;
- a multi-year Territorial Health Plan; and
- clinical improvements and care integration alignment.

## **Health Authority legislation**

With guidance from health system providers, Yukon First Nations governments and senior officials, health authority legislation will form the basis of the Yukon's future health and social system and help drive system-wide transformation.

Expected to be tabled in spring 2024, the legislation for Yukon's health authority represents a significant collaborative step in reshaping the Yukon's health and social services landscape to better serve Yukoners. Essential areas to be addressed include:

- **Inclusive governance:** Collaborating with Yukon First Nations to establish foundational governance frameworks and principles to address systemic racism, cultural safety and inclusive care.
- **Equitable care:** Involving patients and equity-deserving Yukoners in how Health and Wellness Yukon operates.
- **Enhanced accountability:** Establishing mechanisms for transparency within Health and Wellness Yukon.
- **Clear responsibilities:** Defining program, service, and functional responsibilities for both the Department of Health and Social Services and Health and Wellness Yukon.

## **Territorial Health Plan**

The Territorial Health Plan will be a multi-year plan that will set the vision and principles for Yukon's health and social services system, population health and health in communities. This plan will set priorities and accountabilities for the Government of Yukon and Health and Wellness Yukon.



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## Clinical improvements and care integration

Clinical improvements and care integration will strengthen the Yukon's health and social services system to provide safe, accessible, integrated and person-centred care that meets the needs of all Yukoners.

Work is underway to improve care and integrate services. This work will involve communities, people with lived experience and health care providers to better understand, reflect and support patients and clients.

# Our vision for the future

**Our vision for the future is to create a person-centred health and social services system built upon the diverse experiences, interests, priorities and perspectives of all Yukoners.**

By putting Yukoners at the centre, we will build a responsive and high-performing health and social services system focused on:

**Capability and culture:**

supporting the needs and choices of the individual.

**Comprehensive care delivery:**

every interaction centres around the values of the patient, care partner and family.

**Clear purpose, strategy and strong leadership:**

exceptional person-centred care at the core of all we do

**Collaborative governance systems:**

all levels of the system represent and centre around the interests of all Yukoners.

**Technology and built environments:**

enabling technology to deliver person-centred care.

**Measurement and improvement:**

culture of improvement centred on patient input, outcomes and experiences.

Adapted from *Putting People First* figure 1.2: Elements of a high-performing health and social system.

## 2019 – 2020

### Comprehensive review of Yukon's health and social programs and services

Over 920 Yukon voices shared their stories, concerns and recommendations to improve healthcare programs and social services.

#### May 2020

##### Putting People First report released

The report outlined 76 recommendations providing a roadmap for health and social services transformation.

#### August 2020

##### Yukon government endorsed Putting People First

The Government of Yukon committed to working with partners across the territory as the transformation moves forward.

#### Spring 2021

##### Initial health and social services system transformation project team created

Preliminary project team formed in preparation for work to move ahead.

#### Spring 2022

##### Health System Transformation team in place

As the project evolved, the team grew to form the Health System Transformation Team.

#### November 2022

##### Putting People First annual report released

The Government of Yukon reported that of the 76 recommendations, 14 were operational, 39 were in progress and 23 had yet to be started.

#### Summer 2023

##### Chiefs Committee on Health and Health Transformation Advisory Committee established

Yukon First Nations partner to transform health and social services for the benefit of all Yukoners.

#### Fall 2023

##### Second Putting People First annual report to be released

The Government of Yukon will provide updates on the progress of the Putting People First recommendations.

#### Spring 2024

##### Legislation to be tabled

Legislation for the creation of Health and Wellness Yukon to be tabled in the Yukon Legislative Assembly. Union to be informed 120 days in advance, as described in the collective agreement.

#### ESTIMATED DATE: Spring 2026

##### Health and Wellness Yukon is operational, this date may change as work continues.

The estimated date is two years after the legislation passes, and this date may change as work continues.

Based on the newly ratified collective agreement, the Yukon Employees Union will be informed 120 days prior.

# Timeline

# Progress

The 2020 *Putting People First* report was endorsed by the Government of Yukon in August 2020.

The report outlined 76 recommendations to improve the Yukon's health and social services system. The work of implementing the recommendations involves various departments and Yukon government priorities outlined in reports and action plans including:

- Our Clean Future: A Yukon strategy for climate change, energy and a green economy;
- Yukon Aging in Place Action Plan;
- Housing Action Plan for Yukon;
- Changing the Story to Upholding Dignity and Justice: Yukon's Missing and Murdered Indigenous Women, Girls and Two-spirit+ People Strategy; and
- LGBTQ2S+ Inclusion Action Plan.

## Progress statuses

This report provides an update on the work that has been carried out, is underway or, is in the planning stages or has yet to start.

While many recommendations have been implemented and are in progress, longer-term fundamental changes are expected to be implemented over multiple years.

Some recommendations can't be started or become operational until there is a health authority. These recommendations are marked H&WY (Health and Wellness Yukon).

All *Putting People First* recommendations are assigned one of three progress statuses:



### Operational

The recommendation has been implemented.



### In progress

Work on the recommendation is underway.



### Not started

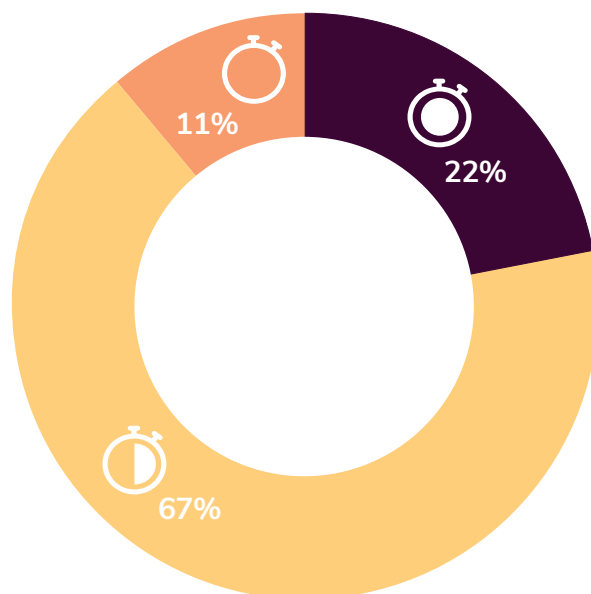
Work on the recommendation has not started or is being planned in a phased approach.

## Operational vs complete

We have chosen to classify recommendations implemented as "operational" rather than "complete". In doing so, we remain committed to a culture of continuous improvement where programs, services and initiatives will continue to be improved even after they are in place.

Of the 76 recommendations:

- 89% are operational or in progress; and
- 11% have not yet been started.



## Chapter 1

### Transforming the health and social system

These recommendations focus on a new approach to delivering health and social services, one that is focused on achieving the quadruple aim.

**1.1 Reorient the Yukon's health care system** from a traditional and fragmented medical model to a focus on population health accompanied by integrated, person-centred care across the health and social system.



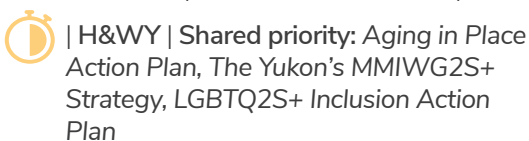
**1.2 Create Health and Wellness Yukon**, a new, arms-length government agency that delivers basic health and social services in the territory and contracts with NGOs or other providers to deliver specialty services on their behalf. This includes managing the hospitals currently under the Yukon Hospital Corporation and primary care, long-term care and treatment facilities under the Department of Health and Social Services.



**1.3 Work with the Yukon Medical Association** through the next contract negotiation cycle to develop alternative payment models to transition away from primarily fee-for-service payment for medical services.



**1.4 Partner with First Nations governments, municipal governments, non-governmental organizations and members of the public** in the long-term planning of health and social services that meet community needs and are culturally safe.



| H&WY | Shared priority: *Aging in Place Action Plan, The Yukon's MMIWG2S+ Strategy, LGBTQ2S+ Inclusion Action Plan*

**1.5 Implement a population health approach** that considers the social determinants of health to reduce inequities and improve the health of the entire population.



**1.6 Implement an evidence-based approach** to system planning and decision-making.



**1.7 Use clearly identified savings** from some current programs and invest additional resources to move from a focus on acute medical care to a primary-care based population health model with upstream investments in prevention to improve outcomes and ensure the long-term sustainability of the health and social services system.



## Chapter 2

### Putting People First

These recommendations focus on achieving integrated, person-centred care across the health and social system.

**2.1 Create a holistic, expanded primary care system** built on relationships between providers and their clients. In this system, Yukoners are empowered to take control of their care and actively share responsibility for their and their families' health and wellness.



**2.2 Connect every Yukoner to a primary care provider** (physician or nurse practitioner) who provides care as part of an integrated health care team.







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**2.3 Increase the use of virtual care** and develop options for Yukoners to connect with care from their homes and in their communities.

 | Shared priority: *Our Clean Future, Aging in Place Action Plan, LGBTQ2S+ Inclusion Action Plan*

**2.4 Double the current medical travel subsidy** from \$75 per day to \$150 per day, beginning on the first day of travel if an overnight stay is needed, and index to inflation going forward.

 | Shared priority: *Aging in Place Action Plan*


**2.5 Conduct more research on the costs and benefits to provide an additional subsidy for low-income Yukoners** who may not receive care due to travel-related cost barriers.

 | Shared priority: *Aging in Place Action Plan*


**2.6 Create residences in Whitehorse and Vancouver to reduce the need for hotel accommodations** for medical travellers, provide a base for more coordinated out-of-territory care and discharge back to care in the Yukon, and support those who may need help navigating care away from home.

 | Shared priority: *Aging in Place Action Plan*


**2.7 Establish a single unit responsible for case management**, implementing decisions on medevac or commercial flights, decisions on escorts, liaising with home and out-of-territory clinicians, medical facilities, hotels and people's families.

 | H&WY | Shared priority: *Aging in Place Action Plan*

**2.8 Eliminate the restriction of medical travel destinations** ("gateway" cities) in the current medical travel regulations under the Travel for Medical Treatment Act.

 | Shared priority: *Aging in Place Action Plan, LGBTQ2S+ Inclusion Action Plan*


**2.9 Working in partnership with First Nations and municipal governments, provide safe and alternative driving services** between rural communities and Whitehorse.

 | Shared priority: *Aging in Place Action Plan*

**2.10 Develop a client charter** that empowers clients to be proactive partners in their own health and wellness care.

 | H&WY

**2.11 Ensure primary care physicians are integrated into the implementation of 1Health**, the territory's electronic medical record, by working in partnership with the Yukon Medical Association to support full implementation in physician clinics.

 | H&WY

**2.12 Help Yukoners access their personal health information** by making it available via a secure client portal connected to the 1Health system.



**2.13 Trial models that provide rapid access** to a primary care provider for family-practice sensitive conditions, reducing the use of the Whitehorse General Hospital emergency department for this purpose.



**2.14 Expand the department's vaccine program** to incorporate new vaccinations recommended by public health available at no cost to clients.


 | Shared priority: *Aging in Place Action Plan*

## Chapter 3


### Fostering community wellness

These recommendations focus on delivering care as close to home as possible, with a focus on promoting health and wellness in our communities and involving Yukoners in developing solutions.


**3.1 Involve communities in assessing their local health and social needs** and planning local health and social programs and services that meet their needs and are culturally safe.

 | H&WY | Shared priority: Aging in Place Action Plan, The Yukon's MMIWG2S+ Strategy

**3.2 Increase the availability of community-based providers** by better retaining established providers, and developing new pathways that encourage rural and First Nations Yukoners to enter into health and social services careers.

 | Shared priority: The Yukon's MMIWG2S+ Strategy

**3.3 Increase services offered in the communities** through mobile screening and service provision.

 | Shared priority: The Yukon's MMIWG2S+ Strategy

**3.4 Involve client-owners and families in planning transitions** from hospital to community by implementing a patient-oriented care transitions bundle modelled on the Bridge-to- Home Program as promoted by the Canadian Foundation for Healthcare Improvement.

 | Shared priority: Aging in Place Action Plan

**3.5 Adopt a universal approach to mental health and substance use prevention** for children and youth in the Yukon that builds on the success of the Planet Youth model.



**3.6 Working with First Nations partners and rural communities**, define trauma-informed practice for the Yukon.



**3.7 Improve health outcomes and reduce the social harms** by introducing a suite of evidence-informed policy and legislative changes to encourage a culture of moderate alcohol consumption in the territory and create an environment that supports individual decision-making.



**3.8 Work towards fully-funded, universal early childhood education** for all Yukon children over the age of one and provide families with options to improve children's learning outcomes:

- Coordinate early learning services at all levels to ensure the child is put at the centre by moving early learning to the Department of Education;
- Open current preventative and supportive early learning programs, moving towards universal access for all Yukon families;
- Increase accessible training opportunities for day home and daycare providers to support continued integration of preventative and early learning supports; and
- Provide access to early learning and/or childcare services opportunities for more families by increasing the current subsidy system in the Yukon.



**3.9 Expand palliative and end-of-life care programs and supports** by providing direct funding to individuals and families.



| Shared priority: Aging in Place Action Plan

**3.10 a. Expand support for Yukoners with dementia** and their families to allow client-owners to remain in their own homes as long as possible. Expanding the already successful day program at Whistle Bend Place will help lighten the load for families caring for a loved one with dementia.



| Shared priority: Aging in Place Action Plan, The Yukon's MMIWG2S+ Strategy

- b. **Expand support for Yukoners with dementia** and their families to allow client-owners to remain in their own homes as long as possible. Provide dementia training for formal and informal caregivers to support Yukoners to remain at home longer.


 | Shared priority: *Aging in Place Action Plan*

## Chapter 4 Advancing reconciliation

These recommendations focus on working with Yukon First Nations to create a system that is culturally safe and to reduce health inequities for Yukon First Nations citizens.

**It is important to note that we hope to work with Yukon First Nations on many recommendations, not just those in this chapter, with the goal of advancing reconciliation. Many recommendations, like the development of a health authority, are foundational parts of transforming the health and social system and cultural safety needs to be embedded from the start.**

- 4.1 **Partner with Yukon First Nations** to develop and implement a comprehensive and coordinated approach to cultural safety and humility that prevents racism.

 | Shared priority: *The Yukon's MMIWG2S+ Strategy*

- 4.2 **Enhance programs and services at long-term care homes** to better support First Nations residents and their families. This includes culturally focused activities, increasing staff knowledge and sensitivity, offering traditional meals, and ensuring residents' spiritual needs are met.

 | Shared priority: *Aging in Place Action Plan*


- 4.3 **Collaborate with Yukon First Nations governments to develop understanding of Indigenous determinants of health** in the Yukon and their role in health disparities, and implement effective interventions to address them, in order to eliminate the disparities in health outcomes experienced by First Nations Yukoners.




- 4.4 **Work with Yukon First Nations, using ownership, control, access and possession (OCAP) principles,** to understand health inequities within the territory and develop responses to reduce these inequities.



- 4.5 **Work with Yukon First Nations governments and the Government of Canada to fund a rural, on-the-land mental health and substance treatment centre** that incorporates: Clinical and traditional/cultural approaches (including land-based healing), Strong linkages with community-based cultural healing resources (pre- and post-treatment).

 | Shared priority: *The Yukon's MMIWG2S+ Strategy*

- 4.6 **Partner with the Government of Canada to create a fund to support land-based healing** in communities across the territory that includes program planning, infrastructure and training.

 | Shared priority: *The Yukon's MMIWG2S+ Strategy*

## Chapter 5

### Closing the gaps for lower-income Yukoners

These recommendations focus on reorganizing disability services and income support to better fit Yukoners' needs and financial resources.

**5.1 Bring together all social assistance delivery agents to create a common vision for social assistance**, leading to the design and delivery of more equitable, effective, easy-to-navigate and person-centred income support programming.



**5.2 Develop a referral policy and procedure to employment and training services** for all individuals on social assistance to determine work readiness and/or vocational planning.



**5.3 Develop a referral policy and procedure for community health services** for individuals with medical barriers to work if they are not currently receiving medical treatment.



**5.4 Create a framework and provide support for data management** and analysis for social supports programs.



**5.5 Conduct a program evaluation of social supports**, to determine if current practices and policies are achieving program objectives and are cost-effective, and what the most influential factors in entering, staying on, and leaving social assistance are in the Yukon.



**5.6 Provide funding to NGOs to formally implement free tax clinics** for low-income Yukoners to maximize benefits tied to income tax filing.



**5.7 Design and implement a guaranteed annual income pilot**, in collaboration with the Yukon Anti-Poverty Coalition, and potential funding partners such as the federal government, health and social research programs and others.



**5.8 Create an income-tested, payer-of-last-resort public plan** for extended benefits.



**5.9 Working with First Nations governments and the Government of Canada**, determine how to coordinate the delivery of non-insured health benefits to all Yukoners to ensure consistency in benefits and efficient delivery.



**5.10 Create a separate, stand-alone disability benefit** for those with permanent disabilities. Leave the Yukon Social Assistance top-up in place for individuals with short-term disabilities, who generally have higher expenses than the average social assistance recipient.



**5.11 Increase the disability top-up** amount to \$325, to reflect inflation since 2005, and index disability income to inflation going forward.



**5.12 Combine Adult Disability Services and Child Disability Services into one needs-based program** and develop a new eligibility and assessment framework for services based on the needs of adults and children with disabilities.



**5.13 Expand the mandate of adult programming to cover a broader range of disabilities and create new services,** as appropriate, to meet the needs of this expanded adult service population.



**5.14 Provide self- or family-managed care funding** to enable adult Yukoners with disabilities to live at home for longer.



**5.15 Align Government of Yukon housing initiatives** under one provider, including management of NGO services for Yukoners requiring housing supports.



**5.16 Implement a By-Name List** to improve coordination among service providers and reduce homelessness in the territory.



**5.17 Work with partners to increase investment in infrastructure and programming** for community food hubs in all Yukon communities.

 | Shared priority: *Our Clean Future*

## Chapter 6

### Creating a high-performing health and social system

These recommendations focus on developing a new approach to how health and social services are delivered.

**6.1 With Health and Wellness Yukon acting in leadership role** create one vision and core principles for the health and social services system.

 | H&WY

**6.2 Create a rigorous annual planning cycle** with robust processes to translate the strategy into action, driving purposeful decision-making and accountability. Incorporate system-level data into strategic plan processes to ensure evidence is driving system planning. Use evidence and community engagement to plan services that are delivered in the community or as close to the community-level as possible.

 | H&WY

**6.3 Develop an engagement and experience team** to involve Yukoners in designing, implementing, evaluating and improving programs and services.



**6.4 Create integrated polyclinics and a community health care network** to provide extended primary health care services and link client-owners with additional services as required. The establishment of a bilingual primary health care team(s) in a Whitehorse polyclinic is a recommended step in implementing this model.



**6.5 As an interim measure while developing Health and Wellness Yukon, hire additional nurse practitioners** where needed to increase access to primary health care providers in the communities and in specialized clinics.



**6.6 Encourage all providers in the system to work to their full scope of practice** and remove barriers, such as lack of hospital privileges for nurse practitioners, to achieve this.



**6.7 Develop new training tools and approaches** to ensure that all those involved in handling personal health information, and those who assess the handling of information, understand the full purpose of the Health Information Privacy and Management Act, including its role in facilitating the effective provision of health care.



## Chapter 7

### Creating a system that keeps us well

These recommendations are focused on taking an evidence-based, population health approach.

#### 7.1 Implement a Health in All Policies

**approach** for the Government of Yukon and work with the federal government and Yukon First Nations governments to identify and mitigate potential health impacts of proposed programs and policies.



#### 7.2 Invest in a comprehensive mix of

**interventions** to address health that will have long- lasting impacts.



#### 7.3 Work with partners across the health and social system

to develop a broad range of health and social indicators, and track and publish them at regular and timely intervals, as a way to track progress on initiatives and ensure transparency and accountability.



#### 7.4 Provide leadership and coordination

for the development of a formal and comprehensive quality improvement approach for the health and social services system.



| H&WY

#### 7.5 Create an evidence and evaluation unit

with a clear population health mandate to support the health and social system, including program area staff and care providers, with data gathering, analysis, surveillance and evaluation.



#### 7.6 Partner with another Canadian

**jurisdiction** to create a data warehouse, bringing together data from different programs to support the implementation of a population health approach in a privacy-sensitive way.



## Chapter 8

### Ensuring financial sustainability

These recommendations focus on addressing areas that no longer provide value-for-money for Yukoners, where cost-savings can be re-invested in other areas of the health and social system.

#### 8.1 End rural zone medical travel subsidies

for Yukoners residing in zones 1 and 2 outside of Whitehorse.



#### 8.2 Conduct a program evaluation of the medical treatment program

focused on the medevac program.



| Shared priority: Aging in Place Action Plan

#### 8.3 Increase the daily rate for residential long-term care

from \$35 to \$50 over three years and index to inflation.



#### 8.4 Work in partnership with the federal

**government** to support a model for a Canada-wide universal pharmacare program.



#### 8.5 Reduce pharmacy markups and fees

to a level close to the national average.



#### 8.6 Harmonize and simplify Government of Yukon pharmaceutical programs

and outsource the administration of these programs. Combine the four different public pharmaceutical benefits programs into one program. The new program should have one consistent formulary.



#### 8.7 Move responsibility for pharmaceutical

**purchasing** for all bedded facilities to Health and Wellness Yukon.



| H&WY

#### 8.8 Transition Yukon public drug program

**coverage** of biologic drugs from biologic “originators” to “biosimilars” where clinically appropriate.



#### 8.9 Develop a robust prescription monitoring

**system** for the Yukon modelled on the Nova Scotia Prescription Monitoring Program, partnering with other jurisdictions where possible to increase capacity.







Yukon