

About the review

Our role as the Independent Expert Panel is to make recommendations about changes and improvements to the health and social programs and services available in Yukon.

To do that, we need to hear from Yukoners about their experiences using our health and social systems.

We want to talk to you about how we can:

- Improve the quality of health and wellness of Yukoners.
- Ensure patients, clients, families and providers have positive experiences.
- Provide better value for money.

Building a better system can only happen if we all participate in the conversation. Change is hard but we are committed to gathering your ideas and making recommendations that will have a positive benefit for the territory. We invite you to join the conversation.



Terms of Reference

The Terms of Reference, which provide us with the direction and guidelines from the Government of Yukon for the comprehensive review, may be found here: hss.gov.yk.ca/pdf/Terms_of_Scope_Comprehensive_Review.pdf

What are our next steps?

To learn about the kinds of things we should be considering, we've launched an online discussion board for Yukoners to offer their thoughts based upon a series of questions. We are also meeting with First Nation governments, health and social program and service providers and non-government organizations that are providing services directly to you and your neighbours. This is taking place between now and the end of this summer. After that, we will put together a summary of everything we learned and share it with you.

In October and November 2019, we will meet with Yukoners in communities across the territory to gather your ideas about how to make improvements and talk about what matters to you.

Once we have your ideas, we will make recommendations to the government on how to improve the quality of the system and provide better value for money.

How to get involved

We want to hear from you about what's working well and what's not working well, your ideas about how our health and social programs and services can be more efficient and get better results, and talk about how we decide what to spend our money on.

We invite you to participate by joining our discussion at online.engageyukon.ca or by completing this questionnaire.

Between June 3–14, 2019, the Independent Expert Panel will be able to meet with First Nation governments, community and volunteer organizations, non-government organizations and health care providers. If you would like to set up a meeting, please email healthreview@gov.yk.ca or call 667-8205 (toll-free within Yukon at 1-800-661-0408 ext. 8205).

Share your thoughts

If you require more space, please feel free to attach additional sheets of paper.

Part 1 - Values

For each of these values please help us identify what's working or not working in Yukon.

Access

Improve access to the right programs and services that build on our strengths as a territory and respond to local community needs.

Quality

Deliver innovative, high-quality services that make Yukoner's lives better.

Sustainability

Address the factors driving costs and make the best use of the money and people we have to improve wellness.

Coordination of Care

Make prevention a key priority and influence health and social service providers and programs to work together to respond to the multiple needs of Yukoners.

Reconciliation

Value the traditional health practices of Indigenous peoples and recognize the impact of colonialism on the health and wellness of Indigenous peoples. Work with Yukon First Nations to improve culturally safe health and social programs and provide services through a trauma-informed lens.

Part 2 – Creative Ideas

For each of the themes below, what are your creative ideas on solutions to improve what we do? How do we get better results for Yukoners? How can we be more efficient in the way we deliver these services to improve quality?

1. Primary health care and delivery models

When Yukoners are not feeling well, an easy option is to go to the emergency department. Sometimes this is the best choice, but it is also the more expensive option in our system. The emergency room is designed to provide specific emergency care, and often cannot fully address the needs of Yukoners using it instead of more appropriate health care options like walk-in clinics, substance use treatment centres, doctors' offices or other hospital units. When Yukoners feel unwell, or when they are looking for information and supports on wellness, where else could people go for these services?

What type of providers should be available for Yukoners to meet with?

What kind of programs or options do we need to keep people healthy in the community, before they need to go to a hospital?

2. Coordination of care within and out of the territory

Most Yukoners prefer to receive care close to home. Can we better use technology so people don't have to travel to receive care?

When they do have to travel, how do we make sure there are no gaps when people are moving between providers or services?

How do we reduce confusion when Yukoners are transitioning between care providers while on medical travel?

3. Individuals with multiple layers of needs

Many people have health, mental health and substance use challenges, and they may also be affected by social inequities. Often they have to access different services and providers in different locations before they receive the treatment and support needed to start to feel better. How do we make sure Yukoners in need receive the right care and support matched to their needs, at the right time, in the right place?

4. Aging in place

Yukoners want to remain independent and in their community as long as possible but there are some gaps in services for seniors and elders. What services do we need to provide to allow older Yukoners to maintain independence and stay in their home and community?

5. Pharmacare and pharmaceutical benefits

Some Yukoners receive coverage for drug benefits, others may only receive limited coverage, while some are not covered at all. It can be difficult to support wellness when Yukoners have difficulty obtaining drug coverage. Universal drug coverage can be expensive, though we know that a lack of drug coverage results in poorer health outcomes. How can we make sure that Yukoners have access to the drug benefits they need while making sure we can still afford to pay the bills?

6. Social supports

Our social assistance programs were designed many years ago and don't meet the diverse needs of today's society. Individuals with chronic conditions often have complex health and social support needs. Our existing systems don't do the best job of helping people get back into the workforce. How can we make sure that we can better meet the needs of clients?

Part 3 - Key Considerations

As Yukoners, what are the most important things we should think about as we conduct this review?

How do we make the best use of our limited financial resources?

How do we make decisions about what to spend our money on?

What advice would you give to create a healthy and sustainable future? What trade-offs should we think about?

Thank you for your comments

Please return this questionnaire via the pre-paid envelope. If you wish to send additional comments or have questions, contact:

EMAIL healthreview@gov.yk.ca

PHONE 667-8205 (toll-free within Yukon at 1-800-661-0408 ext. 8205)

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