

Status Update
PAC Date January 22, 2025

Chapter 19 and 26 - Saskatchewan Health Authority - Analyzing Surgical Biopsies in Regina and Saskatoon Labs Efficiently from 2022 and 2024 Report of the Provincial Auditor Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority implement a consistent approach for prioritizing and issuing timely diagnosis reports for surgical biopsies.</p> <p><i>(2018 Report – Volume 2, p. 144, Recommendation 3; Public Accounts Committee agreement March 1, 2022)</i></p>	245	Implemented	<ul style="list-style-type: none"> The Saskatchewan Health Authority (SHA) has worked to develop consistent performance metrics. Performance metrics have been implemented following integration with the Laboratory Information System. The Provincial guidelines on prioritizing and issuing timely diagnoses was implemented in December 2024. with monthly monitoring of internal quality targets starting in January 2025. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 19 and 26 - Saskatchewan Health Authority - Analyzing Surgical Biopsies in Regina and Saskatoon Labs Efficiently from 2022 and 2024 Report of the Provincial Auditor Volume 2					
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<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority educate healthcare providers on properly completing surgical biopsy requisitions for Regina and Saskatoon labs.</p> <p><i>(2018 Report – Volume 2, p. 147, Recommendation 6; Public Accounts Committee agreement March 1, 2022)</i></p>	246	Implemented	<ul style="list-style-type: none"> The SHA revised the surgical biopsy requisition form a detailed completion guide. The new form and guide have been communicated to stakeholders and fully implemented. Lab Medicine is now monitoring compliance of completed requisitions through scheduled quarterly reviews. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 19 and 26 - Saskatchewan Health Authority - Analyzing Surgical Biopsies in Regina and Saskatoon Labs Efficiently from 2022 and 24 Report of the Provincial Auditor Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>3. We recommended the Saskatchewan Health Authority require its labs to keep records of preventative maintenance completed by technical staff on its surgical biopsy equipment.</p> <p><i>(2018 Report – Volume 2, p. 149, Recommendation 7; Public Accounts Committee agreement March 1, 2022)</i></p>	246	Implemented (Provincial Auditor 2024 Volume 2)	<ul style="list-style-type: none"> A new process has been implemented to review the maintenance logs to identify noncompliance in a timely manner. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority establish measurable service objectives for its key healthcare facilities and critical components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 193, Recommendation 1; Public Accounts Committee agreement March 1, 2022)</i></p>	217	Partially Implemented	<ul style="list-style-type: none"> Completed Facility Condition Index (FCI) assessments and quality assurance checks. Implemented updated reporting tools and integrated FCI data into the capital plan. Updates to the FCI and measurable service objectives have been finalized for owned and operated facilities. Service objectives and associated reports for the FCI have been documented, with supporting Work Standards implemented. Initiated preventative and deferred maintenance reporting from the Computerized Maintenance Management System (CMMS). 	<ul style="list-style-type: none"> Continue work with Saskatoon teams on how to best utilize preventative and demand maintenance data as a management tool to ensure accurate metrics and determine if designated thresholds are appropriate. 	March 31, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority control the accuracy and reliability of maintenance data in its IT system for key healthcare facilities and components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 195, Recommendation 2; Public Accounts Committee agreement March 1, 2022)</i></p>	218	Implemented	<ul style="list-style-type: none"> • A work Standard has been developed and implemented outlining user access levels to the CMMS. • Access levels within CMMS are established to ensure data integrity, with restrictions in access to make data changes. 	<ul style="list-style-type: none"> • N/A Implemented. 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>3. We recommended the Saskatchewan Health Authority maintain complete information on each of its key healthcare facilities and components located in the City of Saskatoon and surrounding areas to enable the preparation of a comprehensive maintenance plan.</p> <p><i>(2019 Report – Volume 1, p. 196, Recommendation 3; Public Accounts Committee agreement March 1, 2022)</i></p>	218	Implemented (Provincial Auditor 2022 Volume 2)	<ul style="list-style-type: none"> The SHA has reviewed and updated facility information to ensure completeness. 	<ul style="list-style-type: none"> N/A – Implemented. 	N/A - Implemented
<p>Outstanding Recommendation:</p> <p>4. We recommended the Saskatchewan Health Authority consistently set the nature, extent, and frequency of preventative maintenance activities for similar categories of key healthcare facilities and components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 198, Recommendation 4; Public Accounts Committee agreement March 1, 2022)</i></p>	219	Partially Implemented	<ul style="list-style-type: none"> Critical Building Operations Maintenance Programs (BOMPs) are implemented in the CMMS, standardizing minimum preventative maintenance (PM) frequencies based on Canadian codes and standards. BOMPs are applied only where equipment data has been aligned with BOMP standards. 	<ul style="list-style-type: none"> Further implementation of BOMPs is continuing. This includes documentation of maintenance frequency and code requirements. Implementation of Phase 2 Building Operations Maintenance Program standards is targeted to be complete by June 30, 2025. 	June 30, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>5. We recommended the Saskatchewan Health Authority use its planned maintenance activities as an input to setting its Saskatoon-area maintenance budget.</p> <p><i>(2019 Report – Volume 1, p. 199, Recommendation 5; Public Accounts Committee agreement March 1, 2022)</i></p>	220	Partially Implemented	<ul style="list-style-type: none"> Developed a risk-based maintenance plan to prioritize key facilities and support annual capital requests. Reviewed historical information and initiated planning for automated reporting from the CMMS system. 	<ul style="list-style-type: none"> Continue data cleanup to activate updated BOMP's and inform budgetary and operational decisions. Incorporate cleaned data to support ongoing budgetary decisions. Services Saskatoon will update the equipment type data in the Computerized Maintenance Management System to align with provincial BOMP by June 30, 2025. 	June 30, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>6. We recommended the Saskatchewan Health Authority complete preventative maintenance on its key healthcare facilities and components located in the City of Saskatoon and surrounding areas within expected timeframes.</p> <p><i>(2019 Report – Volume 1, p. 200, Recommendation 6; Public Accounts Committee agreement March 1, 2022)</i></p>	221	Partially Implemented	<ul style="list-style-type: none"> The SHA developed the Building Operations Maintenance Program (BOMP) and have implemented phase 1 BOMP's into the CMMS system. 	<ul style="list-style-type: none"> The SHA will implement the Building Operations Maintenance Program. Critical BOMPs are created, approved, and implemented in the CMMS. Work moving forward is to complete equipment type matching and updates. 	June 30, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>7. We recommended the Saskatchewan Health Authority have written guidance for classifying and prioritizing requests for demand maintenance on key healthcare facilities and components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 201, Recommendation 7; Public Accounts Committee agreement March 1, 2022)</i></p>	222	Partially Implemented	<ul style="list-style-type: none"> • New prioritization process has been developed and staff have been trained as required. • Implemented new prioritization process for demand maintenance, including staff training. • Finalized and operationalized the prioritization process. • Assigned priority ratings to work orders at Royal University Hospital. • Expansion of priority ratings to sites in Saskatoon and surrounding rural areas was completed in October 2024 via Saskatoon Call Center. The Intake system now prioritizes for all Saskatoon and area sites. 	<ul style="list-style-type: none"> • Ongoing staff training to adopt prioritization process underway. • After-hours prioritization needs will be addressed with retraining of after-hours staff on the Prioritization Work Standards. 	March 31, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>8. We recommended the Saskatchewan Health Authority complete demand maintenance in line with priority rankings for key healthcare facilities and components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 201, Recommendation 8; Public Accounts Committee agreement March 1, 2022)</i></p>	222	Partially Implemented	<ul style="list-style-type: none"> • The SHA has operationalized the newly developed process. • The updated prioritization work standard has been implemented for all Saskatoon and area sites. • Service level targets have been established using CMMS data. The first report was available in November 2024, and managers are now able to observe staff use of CMMS. Reporting is reviewed by managers, with additional staff training provided to meet the targets. 	<ul style="list-style-type: none"> • The SHA has drafted a reporting and escalation strategy associated with an updated Demand Maintenance Prioritization Work Standard. Implementation of the escalation strategy to occur by March 31, 2025. This will enable notification to managers when targets are not being met and corrective actions can be reviewed with staff to ensure accuracy and consistency of data. 	March 31, 2025

Status Update
PAC Date January 22, 2025

Chapter 20 Saskatchewan Health Authority—Maintaining Healthcare Facilities in Saskatoon and Surrounding Areas from 2022 Report Of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>9. We recommended the Saskatchewan Health Authority consistently document the priority of capital maintenance projects undertaken in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 202, Recommendation 9; Public Accounts Committee agreement March 1, 2022)</i></p>	223	Implemented	<ul style="list-style-type: none"> The SHA has developed a two-year capital planning process supported by the documented rationale for project prioritization. 	<ul style="list-style-type: none"> N/A – Implemented. 	N/A – Implemented
<p>Outstanding Recommendation:</p> <p>10. We recommended the Saskatchewan Health Authority report to senior management the results of maintenance activities for its key healthcare facilities and components located in the City of Saskatoon and surrounding areas.</p> <p><i>(2019 Report – Volume 1, p. 204, Recommendation 10; Public Accounts Committee agreement March 1, 2022)</i></p>	224	Implemented (Provincial Auditor 2022 Volume 2)	<ul style="list-style-type: none"> Monthly reports for budget execution and maintenance performance are provided to senior leaders. 	<ul style="list-style-type: none"> N/A – Implemented. 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 18 - Saskatchewan Health Authority – Triaging Emergency Department Patients in Saskatoon Hospitals from 2023 Report of the Provincial Auditor Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>1. We recommended the Saskatchewan Health Authority provide consultant care for less urgent or non-urgent patients outside of its emergency departments.</p> <p><i>(2013 Report – Volume 2, p. 225, Recommendation 2; Public Accounts Committee agreement January 15, 2015)</i></p>	184	Implemented (Provincial Auditor 2023 Volume 1)	<ul style="list-style-type: none"> The Saskatchewan Health Authority (SHA) reviewed patient traffic in Saskatoon and developed a strategy to divert, as appropriate, those patients from emergency departments. The SHA has implemented initiatives to enhance specialist access and optimize hospital capacity. These include expanding cardiology and neuroscience virtual consultation services for regional hospitals and implementing the Saskatoon Capacity Action Plan. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 19 – Saskatchewan Health Authority – Safe and Timely Discharge of Patients from Regina Hospitals from 2023 Report of the Provincial Auditor Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority require health care professionals involved in patient care prepare a comprehensive, multidisciplinary patient care plan.</p> <p><i>(2015 Report – Volume 1, p. 157, Recommendation 2; Public Accounts Committee agreement September 17, 2015)</i></p>	188	Partially Implemented	<ul style="list-style-type: none"> The SHA is working to standardize inpatient processes to allow teams to develop multidisciplinary patient care plans. 	<ul style="list-style-type: none"> The SHA will continue efforts to standardize inpatient processes. The SHA continues to work towards physician contracts which will support multi-disciplinary rounding at the bedside. 	December, 2025
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority require staff to follow the policy when completing medication reconciliations prior to discharging patients.</p> <p><i>(2015 Report – Volume 1, p. 164, Recommendation 8; Public Accounts Committee agreement September 17, 2015)</i></p>	189	Partially Implemented	<ul style="list-style-type: none"> The SHA has implemented policies and procedures to support Medication Reconciliation and Medication Safety. 	<ul style="list-style-type: none"> The SHA continues to work with staff and physicians to improve compliance with its medication reconciliation policies and procedures. 	December, 2025

Status Update
PAC Date January 22, 2025

Chapter 24, Saskatchewan Health Authority – Minimizing Employee Absenteeism in Kindersley and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority reassess the role of human resources in promoting employee attendance to enable more timely resolution of issues causing employee absenteeism.</p>	216	Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> Saskatchewan Health Authority (SHA) has enhanced its attendance management processes by expanding the role of Human Resources (HR) and implementation of the Human Resources Target Operating Model. The model provides targeted support to managers through specialized roles and HR business partners, streamline access to resources, and ensure consistent, effective management of absenteeism across the organization. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 24, Saskatchewan Health Authority – Minimizing Employee Absenteeism in Kindersley and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority monitor that those responsible for employee attendance management document discussions and actions with employees who have excessive absenteeism.</p>	217	Partially Implemented	<ul style="list-style-type: none"> SHA has scheduled the full implementation of the Provincial Attendance Support program for Spring 2025, which will include education tools such as videos and other resources to support managers in addressing absenteeism. 	<ul style="list-style-type: none"> The program will introduce a formal attendance support process for employees with excessive absenteeism, requiring managers to use checklists to document discussions and ensuring proper documentation for future intervention if needed. 	June 30, 2025
<p>Outstanding Recommendation:</p> <p>3. We recommended the Saskatchewan Health Authority analyze significant causes of its employees’ absenteeism and implement targeted strategies to address them.</p>	218	Implemented	<ul style="list-style-type: none"> The Accommodations and Attendance Management portfolio has initiated reporting and analysis of absenteeism causes, refining manual data collection processes for accuracy. Additionally, information packages for the top nine absenteeism categories, including educational resources in print and video formats, were developed and fully implemented by December 2023 to support employee awareness and attendance improvement. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 24, Saskatchewan Health Authority – Minimizing Employee Absenteeism in Kindersley and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>4. We recommended the Saskatchewan Health Authority give the Board periodic reports on the progress of attendance management strategies in reducing employee absenteeism and related costs.</p>	218	Implemented	<ul style="list-style-type: none"> In September 2024, the Accommodations and Attendance Management portfolio presented an annual update to the Governance & Human Resource Committee (GHRC) of the SHA Board of Directors, covering attendance support initiatives and key absenteeism causes. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 25, Saskatchewan Health Authority – Overseeing Contracted Special-Care Homes in Saskatoon and Surrounding Area from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority enter into contracts with special-care homes that clearly set out expected accountability relationships between itself, the special-care home, and the Ministry of Health.</p> <p><i>(2017 Report – Volume 1, p. 168, Recommendation 2; Public Accounts Committee agreement February 26, 2019)</i></p>	223	Partially Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> Saskatchewan Health Authority (SHA), in collaboration with the Provincial Affiliates Resource Group (PARG), supported the affiliates and HCOs through the signing of the Principle’s and Services Agreements. 	<ul style="list-style-type: none"> The Principles and Services Agreement has been finalized by the SHA and PARG and has been signed by almost all affiliates and Health Care Organizations (HCO). 	June 30, 2025

Status Update
PAC Date January 22, 2025

Chapter 25, Saskatchewan Health Authority – Overseeing Contracted Special-Care Homes in Saskatoon and Surrounding Area from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority work with the Ministry of Health to confirm performance measures that it requires contracted special-care homes to report on to help them assess each home’s compliance with the Ministry of Health’s Program Guidelines for Special-care Homes and improve quality of resident care.</p> <p><i>(2017 Report – Volume 1, p. 170, Recommendation 3; Public Accounts Committee agreement February 26, 2019)</i></p>	224	Partially Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> SHA, in collaboration with the Provincial Affiliates Resource Group (PARG), supported the affiliates and HCO’s through the signing of the Principle’s and Services Agreements. 	<ul style="list-style-type: none"> The Principles and Services Agreement outlines the expected accountability relationship between the SHA and Affiliates. The SHA is onboarding special-care homes to a new electronic format for capturing corrective action plans for identified Quality Indicators and enhancing accountability. The Principles and Services Agreement has been finalized by the SHA and PARG and has been signed by almost all affiliates and HCO. 	June 2025

Status Update
PAC Date January 22, 2025

Chapter 25, Saskatchewan Health Authority – Overseeing Contracted Special-Care Homes in Saskatoon and Surrounding Area from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>3. We recommended the Saskatchewan Health Authority clearly define service expectations related to quality of care, and include targets for related key performance measures and all key reporting requirements in its contracts with special-care homes.</p> <p><i>(2017 Report – Volume 1, p. 171, Recommendation 4; Public Accounts Committee agreement February 26, 2019)</i></p>	224	Partially Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> The Principles and Services Agreement was finalized by SHA and the Provincial Affiliate Resource Group (PARG), incorporating clearly defined service expectations, performance measures, targets, and reporting requirements for special-care homes. SHA monitors performance indicators for the LTC sector and ensure corrective action plans are in place when targets are not met. 	<ul style="list-style-type: none"> SHA will continue to support special-care homes in meeting service expectations by providing tools for resident-centered plans and complete the onboarding of homes to the electronic format for capturing and monitoring quality indicators, ensuring alignment with the Ministry’s Guidelines. The escalation process for unmet performance measures and targets is outlined within the Principles and Services Agreement The Principles and Services Agreement has been finalized by the SHA and PARG and has been signed by almost all affiliates and HCO. 	June 2025

Status Update
PAC Date January 22, 2025

Chapter 25, Saskatchewan Health Authority – Overseeing Contracted Special-Care Homes in Saskatoon and Surrounding Area from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>4. We recommended the Saskatchewan Health Authority periodically inspect special-care homes to assess if they comply with key areas of the Ministry of Health’s Program Guidelines for Special-care Homes.</p> <p><i>(2017 Report – Volume 1, p. 176, Recommendation 5; Public Accounts Committee agreement February 26, 2019)</i></p>	225	No Longer Relevant to the Saskatchewan Health Authority because the Ministry is now doing inspections	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	N/A

Status Update
PAC Date January 22, 2025

Chapter 25, Saskatchewan Health Authority – Overseeing Contracted Special-Care Homes in Saskatoon and Surrounding Area from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>5. We recommended the Saskatchewan Health Authority take prompt action when it finds non-compliance with key measures that assess special-care homes compliance with the Ministry of Health’s Program Guidelines for Special-care Homes.</p> <p><i>(2017 Report – Volume 1, p. 177, Recommendation 6; Public Accounts Committee agreement February 26, 2019)</i></p>	225	Partially Implemented (Provincial Auditor 2023 Volume 2).	<ul style="list-style-type: none"> SHA incorporated a structured process into the Principles and Services Agreement, enabling the issuance of written notices of non-compliance and requiring affiliates to submit corrective action plans. The SHA staff in Saskatoon have introduced a continuous improvement process to ensure compliance with Ministry of Health guidelines and improve assessment accuracy in Special Care Homes. The process prioritizes homes previously flagged for non-compliance, focusing on sustaining remediation efforts and addressing gaps. Formal reports are shared with leadership teams to support ongoing improvements. 	<ul style="list-style-type: none"> The Principles and Services Agreement has been finalized by the SHA and PARG and has been signed by almost all affiliates and HCO. The SHA is onboarding special-care homes to a new electronic format for capturing corrective action plans for identified Quality Indicators and enhancing accountability. 	June 2025

Status Update
PAC Date January 22, 2025

Chapter 26 - Saskatchewan Health Authority – Providing Timely Access to Mental Health and Addictions Services in Prince Albert and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority formally assess whether mental health and addictions services are meeting client demand and make adjustments where necessary in its Northeast integrated service area.</p> <p><i>(2018 Report – Volume 1, p. 113, Recommendation 1; Public Accounts Committee agreement February 26, 2019)</i></p>	229	Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> Mental Health and Addiction Services aligned with Canadian Institute for Health Information (CIHI) Wait Time standards and expanded resources, including nurse practitioners and pharmacy positions, to enhance service delivery through a team-based, stepped care model. Child and Youth Psychiatry waitlists decreased through added community support, and a similar team-based model for adult psychiatry is being developed with additional nursing positions and a part-time locum psychiatrist. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 26 - Saskatchewan Health Authority – Providing Timely Access to Mental Health and Addictions Services in Prince Albert and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority develop a strategy to collect key mental health and addictions client information from healthcare professionals for the provincial integrated mental health record system.</p> <p><i>(2018 Report – Volume 1, p. 114, Recommendation 3; Public Accounts Committee agreement February 26, 2019)</i></p>	230	Partially Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> Psychiatry notes are now integrated into the Mental Health and Addictions Information System (MHAIS), ensuring centralized and accurate client records for improved decision-making. MHAIS was successfully implemented in SHA Regina Community programs as of March 31, 2024. MHAIS has been successfully implemented in one Community Based Organization. 	<ul style="list-style-type: none"> Enhancements to MHAIS functionality are planned for psychiatry / physicians' requirements (prescribing and labs). There will be a focus on expanding MHAIS to CBOs operating addiction treatment services. 	<p>Improved functionality for psychiatrists/physicians: Dec. 2026</p> <p>Expansion to CBOs: estimate January 2028</p>

Status Update
PAC Date January 22, 2025

Chapter 26 - Saskatchewan Health Authority – Providing Timely Access to Mental Health and Addictions Services in Prince Albert and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>3. We recommended the Saskatchewan Health Authority identify and analyze clients who frequently use mental health and addictions services to determine how they may be better served in its Northeast integrated service area.</p> <p><i>(2018 Report – Volume 1, p. 114, Recommendation 4; Public Accounts Committee agreement February 26, 2019)</i></p>	231	Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> SHA has implemented dedicated support teams, such as the Community Recovery Team and Police and Crisis Team, to provide tailored interventions for frequent service users, improving outcomes and reducing inpatient stays. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 26 - Saskatchewan Health Authority – Providing Timely Access to Mental Health and Addictions Services in Prince Albert and Surrounding Areas from 2023					
Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>4. We recommended the Saskatchewan Health Authority collaborate with the Ministry of Social Services to enhance access to housing options for mental health and addictions clients.</p> <p><i>(2018 Report – Volume 1, p. 120, Recommendation 5; Public Accounts Committee agreement February 26, 2019)</i></p>	232	Partially Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> The SHA is working in partnership with the Ministry of Social Services to enhance housing and support for youth mental health and addictions, with progress underway in key communities. A contract was signed with a Community-Based Organization (CBO) in Prince Albert on November 1, 2024. 	<ul style="list-style-type: none"> SHA will continue to collaborate to develop and implement middle-tier residential support for youth in key cities, with additional government funding and collaborative efforts to reduce reliance on hospital-based care and improve long-term stability and recovery. 	<p>Saskatoon-Implemented</p> <p>Regina – In progress, operational date March 31, 2026</p> <p>Prince Albert – Contract signed November 1, 2024. Operational date March 2026.</p>

Status Update
PAC Date January 22, 2025

Chapter 26 - Saskatchewan Health Authority – Providing Timely Access to Mental Health and Addictions Services in Prince Albert and Surrounding Areas from 2023 Report of Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>5. We recommended the Saskatchewan Health Authority document evidence of follow-up when clients do not maintain their scheduled mental health and addictions treatment in its Northeast integrated service area.</p> <p><i>(2018 Report – Volume 1, p. 123, Recommendation 9; Public Accounts Committee agreement February 26, 2019)</i></p>	234	Implemented (Provincial Auditor 2023 Volume 2)	<ul style="list-style-type: none"> SHA has maintained a rigorous follow-up protocol to contact outpatient clients who miss appointments within 24 hours and conducted further training sessions to address knowledge gaps and enhance documentation compliance. SHA continues quarterly and monthly reviews of client files to analyze missed appointments, refine corrective action plans, and address barriers to client engagement and communication lapses. 	<ul style="list-style-type: none"> N/A Implemented 	N/A Implemented

Status Update
PAC Date January 22, 2025

Chapter 21 and 18 - Saskatchewan Health Authority - Preventing and Controlling Hospital-acquired Infections in the Regina General Hospital and Pasqua Hospital from 2022 and 2024 Report of the Provincial Auditor Volume 1, respectively					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>1. We recommended the Saskatchewan Health Authority give hospital staff, responsible for patient care, formal training updates on infection prevention and control practices at least annually.</p> <p><i>(2018 Report – Volume 2, p. 158, Recommendation 1; Public Accounts Committee agreement March 1, 2022)</i> Status – Partially Implemented</p>	199	Implemented	<ul style="list-style-type: none"> • Provincially standardized Infection Prevention and Control (IPAC) training and education for onboarding and orientation has been developed. • Annual IPAC education is mandatory and is available online for all SHA staff. • Reminders and status updates towards 100% annual completion target are communicated quarterly. 	<ul style="list-style-type: none"> • N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 21 and 18 - Saskatchewan Health Authority - Preventing and Controlling Hospital-acquired Infections in the Regina General Hospital and Pasqua Hospital from 2022 and 2024 Report of the Provincial Auditor Volume 1, respectively					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>2. We recommended the Saskatchewan Health Authority use external observers to conduct regular blind direct observation hand-hygiene compliance audits in its hospitals.</p> <p><i>(2018 Report – Volume 2, p. 161, Recommendation 2; Public Accounts Committee agreement March 1, 2022)</i> Status – Partially Implemented</p>	200	Implemented (Provincial Auditor 2024 Volume 1)	<ul style="list-style-type: none"> • Full launch of provincial Clean Hands Auditing Program occurred October 31, 2024, including the requirement for regular blind direct observation compliance audits. 	<ul style="list-style-type: none"> • N/A - implemented 	N/A - implemented

Status Update
PAC Date January 22, 2025

Chapter 21 and 18 - Saskatchewan Health Authority - Preventing and Controlling Hospital-acquired Infections in the Regina General Hospital and Pasqua Hospital from 2022 and 2024 Report of the Provincial Auditor Volume 1, respectively					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>3. We recommended the Saskatchewan Health Authority actively monitor actions taken by Regina hospitals' patient-care units with lower than acceptable hand-hygiene compliance rates.</p> <p><i>(2018 Report – Volume 2, p. 163, Recommendation 3; Public Accounts Committee agreement March 1, 2022)</i> Status – Not Implemented</p>	201	Implemented	<ul style="list-style-type: none"> The SHA hand hygiene policy was updated and communicated in September 2024, and includes accountabilities for monitoring, reporting, and developing Corrective Actions when hand hygiene rates are lower than acceptable thresholds. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 21 and 18 - Saskatchewan Health Authority - Preventing and Controlling Hospital-acquired Infections in the Regina General Hospital and Pasqua Hospital from 2022 and 2024 Report of the Provincial Auditor Volume 1, respectively					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>4. We recommended the Saskatchewan Health Authority regularly give senior management a written analysis of emerging risks and causes based on trends of hospital-acquired infections.</p> <p><i>(2018 Report – Volume 2, p. 166, Recommendation 4; Public Accounts Committee agreement March 1, 2022)</i> Status – Not Implemented</p>	202	Implemented (Provincial Auditor 2024 Volume 1)	<ul style="list-style-type: none"> The Infection Prevention and Control (IPAC) Epidemiologist is providing quarterly updates on trends and risks to senior management. 	N/A - Implemented	N/A – Implemented

Status Update
PAC Date January 22, 2025

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>1. We recommend the Saskatchewan Health Authority work with its partners to update the Provincial Tuberculosis Strategy, with input from high-risk populations and communities</p>	113	Partially Implemented	<ul style="list-style-type: none"> As part of the Public Health Agency of Canada’s (PHAC) engagement for the development of a Pan-Canadian TB Elimination Strategy, Saskatchewan Health Authority (SHA) took part in national and provincial Tuberculosis (TB) Roundtable discussions, addressing key issues such as TB detection and treatment in urban and rural settings, education, social determinants of health, and immigration. On November 21, 2024, the Saskatchewan TB Partnership reviewed the findings from the Roundtable discussions. This included updating the Terms of Reference and adjusting the membership to ensure proper representation. 	<ul style="list-style-type: none"> The compiled summaries from the Roundtable discussions are expected to be completed by early 2025. These summaries will inform the Saskatchewan TB Partnership’s efforts to align the provincial strategy with federal TB goals and address community-specific needs. SHA and its partners will continue collaborating to develop a comprehensive and inclusive Provincial Tuberculosis Strategy, incorporating the updated findings from the Roundtable discussions. 	June 30, 2026.

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>2. We recommend the Saskatchewan Health Authority track and assess when individuals are notified about tuberculosis cases during contact investigations.</p>	118	Implemented	<ul style="list-style-type: none"> SHA ensures prompt notification and assessment of individuals potentially exposed to active TB cases using the TB Prevention and Control (TBPC) SK Management System, aligned with Canadian TB Standards. The system ensures comprehensive tracking and management of TB contact investigations, following the Contact Investigation Cascade of Care process. SHA has developed work standards and an evaluation tool to monitor database utilization and adherence to timelines for TB contact investigations. 	<ul style="list-style-type: none"> Implemented 	N/A Implemented

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>3. We recommend the Saskatchewan Health Authority utilize criteria to determine an appropriate treatment delivery method(s) for patients with tuberculosis.</p>	121	Partially Implemented	<ul style="list-style-type: none"> SHA uses established indicators and criteria, aligned with Canadian Tuberculosis Standards and organizational policies, to inform physician recommendations for treatment delivery methods. 	<ul style="list-style-type: none"> SHA plans to evaluate treatment effectiveness and client satisfaction, considering factors like treatment completion, barriers to adherence, and social determinants of health. SHA is working with Digital Imaging, Human Resources, and other partners to expand access to care in high-incidence communities through closer-to-home services and telehealth options. Insights from ongoing initiatives and the anticipated Pan-Canadian TB Elimination strategy will guide updates to policies and work standards, ensuring treatment delivery methods meet client needs and improve health outcomes. 	June 30, 2026.

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>4. We recommend the Saskatchewan Health Authority determine the most efficient and effective tuberculosis care model (i.e., virtual, clinical) to use for tuberculosis care in the province.</p>	122	Partially Implemented	<ul style="list-style-type: none"> SHA is committed to determining the most efficient and effective TB care model by evaluating both virtual and clinic-based delivery methods for TB management. This evaluation will include an analysis of patient care needs, health service accessibility, and resource utilization to identify the model that best meets the needs of diverse populations across the province. 	<ul style="list-style-type: none"> SHA plans to conduct an in-depth analysis to identify the most efficient and effective TB care model, considering the needs of diverse populations across the province. SHA will leverage insights from collaborations with stakeholders and advancements in telehealth and virtual care technologies to optimize TB care delivery. The goal is to improve access to high-quality services, maintain efficiency, and address the needs of high-risk and underserved communities. 	March 31, 2026

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>5. We recommend the Saskatchewan Health Authority set clear expectations for making the public aware of tuberculosis outbreaks</p>	124	Partially Implemented	<ul style="list-style-type: none"> SHA is working to incorporate guidelines developed by the Junior Public Health Officer with the Northern Inter-Tribal Agency (NITHA) into TB outbreak management protocols. These guidelines are expected to improve public awareness and communication during outbreaks. SHA has engaged with leadership and Medical Health Officers (MHOs) to develop guidelines for reporting TB outbreaks, including providing outbreak information to the public through SHA internet portal. 	<ul style="list-style-type: none"> SHA plans to finalize and implement the guidelines from NITHA, aligning with public health practices to improve communication and coordination during outbreaks. SHA will continue developing specific guidelines for reporting TB outbreaks in non-NITHA communities to ensure consistency in outbreak communication. SHA will revise roles and responsibilities based on feedback from the TB Partnership meeting, ensuring improved coordination and support during TB outbreaks. 	June 30, 2026.

Chapter 6, Saskatchewan Health Authority – Preventing the Spread of Tuberculosis from 2024 Report of Provincial Auditor – Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New Recommendation:</p> <p>6. We recommend the Saskatchewan Health Authority analyze and report on key information related to tuberculosis services</p>	126	Partially Implemented	<ul style="list-style-type: none"> SHA developed a reporting template in Spring 2024 to track TB current state, trends, outbreaks, and the status of investigations. Distribution of this report has been expanded to include all Saskatchewan Medical Health Officers (MHOs) and a broader group of Executive Leadership to increase awareness of TB incidence in communities. 	<ul style="list-style-type: none"> SHA is in the early stages of reviewing the current annual surveillance report to identify areas for improvement. The goal is to create a summarized version for public access, enhancing transparency while respecting community needs. 	June 30, 2026.

Status Update
PAC Date January 22, 2025

Chapter 17 - Saskatchewan Health Authority – Delivering Accessible and Responsive Ground Ambulance Services in Southwest Saskatchewan from 2024 Report of the Provincial Auditor Volume 1					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>1. We recommended the Saskatchewan Health Authority report to senior management, the Board, and the public actual results against key measures to assess the success of its ground ambulance services at least annually.</p> <p><i>(2016 Report – Volume 2, p. 141, Recommendation 7; Public Accounts Committee agreement February 26, 2019)</i></p>	195	Partially Implemented	<ul style="list-style-type: none"> Implemented Computer-Aided Dispatch (CAD) system including a data analytics module that supports reporting against key measures. 	<ul style="list-style-type: none"> Within the 2025-26 fiscal year, SHA EMS will report key metrics on ground ambulance services to the SHA Executive Leadership team, the SHA Board, the Ministry of Health, and the Public. 	March 31, 2025

Status Update
PAC Date January 22, 2025

Chapter 27 – Saskatchewan Health Authority – Efficient Use of MRIs in Regina from 2024 Report of the Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>1. We recommended the Saskatchewan Health Authority formally and systematically assess the quality of MRI services that radiologists provide.</p> <p><i>(2017 Report – Volume 1, p. 143, Recommendation 4; Public Accounts Committee agreement June 13, 2018)</i></p>	250	Implemented (Provincial Auditor 2024 Volume 2)	<ul style="list-style-type: none"> The Saskatchewan Health Authority (SHA) has implemented a peer review system to formally and systematically assess the quality of MRI services provided by our radiologists. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 27 – Saskatchewan Health Authority – Efficient Use of MRIs in Regina from 2024 Report of the Provincial Auditor – Volume 2					
Recommendation and Status at Time of Audit	Page	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation</p> <p>2. We recommended the Saskatchewan Health Authority regularly monitor the quality and timeliness of MRI services that contracted private MRI operators provide.</p> <p><i>(2017 Report – Volume 1, p. 144, Recommendation 6; Public Accounts Committee agreement June 13, 2018)</i></p>	251	Implemented (Provincial Auditor 2024 Volume 2)	<ul style="list-style-type: none"> The SHA has implemented measures to regularly monitor the quality and timeliness of MRI services provided by contracted private MRI operators. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented
<p>Outstanding Recommendation</p> <p>3. We recommended the Board of the Saskatchewan Health Authority receive periodic reports on the timeliness and quality of MRI services, including actions taken to address identified deficiencies.</p> <p><i>(2017 Report – Volume 1, p. 146, Recommendation 7; Public Accounts Committee agreement June 13, 2018)</i></p>	251	Implemented (Provincial Auditor 2024 Volume 2)	<ul style="list-style-type: none"> The SHA has revised its reporting structure to ensure that senior management receives detailed reports on the timeliness and quality of MRI services. 	<ul style="list-style-type: none"> N/A - Implemented 	N/A - Implemented

Status Update
PAC Date January 22, 2025

Chapter 04 (2022) and 08 (2023, 2024) - Saskatchewan Health Authority from 2022, 2023 and 2024 Report of the Provincial Auditor Volume 2, respectively.					
Recommendation and Status at Time of Audit	Page of 2024 Report	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>1. We recommended the Saskatchewan Health Authority sign an adequate service level agreement with eHealth Saskatchewan to enable monitoring of the quality and timeliness of eHealth’s provision of IT services.</p> <p><i>(2018 Report – Volume 2, p. 80, Recommendation 1; Public Accounts Committee agreement March 1, 2022)</i></p>	47	Partially Implemented	<ul style="list-style-type: none"> The ITSA 2.0 was signed in September 2024 between SHA and eHealth Saskatchewan (eHealth), defining governance and service management. Key advancements include the addition of a sub-committee for IT risk, security, and privacy, as well as the implementation of cybersecurity key performance indicators. 	<ul style="list-style-type: none"> Subsequent versions will continue to advance the ITSA schedules between the parties. March 2025 is the target date for meeting an adequate service agreement. 	March 31, 2025
<p>Outstanding Recommendation:</p> <p>2. We recommended the Saskatchewan Health Authority separate incompatible duties.</p> <p><i>(2019 Report – Volume 2, p. 86, Recommendation 3; Public Accounts Committee agreement March 1, 2022)</i></p>	48	Partially Implemented	<ul style="list-style-type: none"> Manual processes have been implemented to mitigate the risks associated with duties not being separated. Vendor management has been restructured for better separation of duties, and a conflict-reporting system is being refined to ensure compliance, with regular reporting expected after system stabilization. 	<ul style="list-style-type: none"> Fully implement the AIMS system to consolidate payroll functions and establish automated segregation controls. 	March 31, 2026

Status Update
PAC Date January 22, 2025

Chapter 04 (2022) and 08 (2023, 2024) - Saskatchewan Health Authority from 2022, 2023 and 2024 Report of the Provincial Auditor Volume 2, respectively.					
Recommendation and Status at Time of Audit	Page of 2024 Report	Current Status	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding Recommendation:</p> <p>3. We recommend the Saskatchewan Health Authority document and share an overall lesson learned report for the AIMS project with other government agencies.</p> <p><i>(2023 Report – Volume 2, p. 54, Recommendation 1; Public Accounts Committee has not yet considered this recommendation as of November 4, 2024)</i></p>	49	Not Implemented	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Management will facilitate the completion of a formal lessons learned report for the AIMS project once implemented. 	March 31, 2026