

# Strategic Plan 2015-2019



*Together we want to:*

## **1. Improve access to family health care**

- Increase timely access to primary care
- Find innovative ways to engage various health care services
- Prevent unnecessary visits to the Emergency Room
- Help patients find the right mental health care services

## **2. Drive safety through evidence-based practice**

- Improve strategies to prevent and manage infection control, falls and fall related injuries, and adverse drug events.

## **3. Improve the care journey for those who need health services most**

- Work with patients with complex medical conditions and needs to develop strategies which help them navigate the system
- Enable people to manage their own health

## **4. Increase the value of our health care system for the people we serve**

- Lead improvements in quality care close to home
- Be a leader in developing and managing our resources

## **5. Engage communities and stakeholders**

- Develop and improve communication and engagement strategies
- Increase, where appropriate, connections between stakeholders (staff, communities, Local Health Integration Network, leaders)

## **Our VISION**

To improve the overall health and well-being of our communities through being a leader and working with partners in an integrated and sustainable rural health care system.

---

## **Our MISSION**

As your healthcare partner close to home, dedicated to quality and safe patient care we will:

- Treat everyone with respect, compassion and dignity
  - Place patients and families as a core focus
  - Build a workplace environment where all staff, physicians and volunteers feel valued and have opportunities to grow
  - Strengthen and expand our relationships with stakeholders and health care partners
  - Demonstrate our social responsibilities and good stewardship of all resources
- 

## **Our VALUES Which Translate Into Actions**

**CARING** – We will provide excellent care, and make our patients, staff, physicians and volunteers feel cared about.

**ACCESSIBLE** – We will overcome barriers, and work to ensure our patients have care “close to home”.

**RESPONSIVE** – Working hard to reduce wait times for services. We want our communities to know they can find help with their questions and concerns about their care.

**INTEGRITY** – We will make ethical decisions, embrace positive change, and face challenges with the intent to make the system better for those we care for.

**NETWORKING** – We will build strong collaborative relationships that provide our communities with health promotion strategies and solutions that are understandable with transitions that are seamless and easy to navigate

**GROWTH** – We will be good stewards of our resources, with worthwhile growth objectives and goals that stretch our physicians, staff and volunteers to reach their full potential as we strive to achieve our vision and mission.

