

In 2019, Central Health used Dr. Charles Boelen’s “5 partners in health approach” to gather valuable feedback in determining its strategic priorities for our 2020-23 strategic planning cycle. This included 8 open community sessions throughout Central NL.



Based on what we heard from YOU, for 2020-23, Central Health is focusing on:

	<p>Our People</p> <p>“fostering a safe, healthy and engaged workplace”</p>
	<p>Quality Patient Experience</p> <p>“transforming the person and family care experience through engagement and partnership”</p>
	<p>System Improvements</p> <p>“achieving improvements and better value by optimizing resources, partnerships and technology”</p>
	<p>Improved Health</p> <p>“Implementing strategies and fostering partnerships to enable the population to improve their health and well-being”</p>

The following of some highlights of what we have achieved in 2020-21:



- » *A Medical Services Physician Leadership structure was developed along with the approval and adoption of new Medical Staff bylaws.*
- » *To help address physician, nursing and other staff vacancies, a comprehensive recruitment plan was developed.*
- » *Central Health has Increased Partnerships with Patient Experience Advisors within several areas, including our Policy Advisory Committee, Emergency Operations Center and new facility construction.*
- » *A Client Navigator Program was launched to help guide clients and patients through Central Health’s health care system.*
- » *The use of virtual technology was greatly expanded in health care delivery, most notably in the area of home-based virtual health care appointments.*
- » *Remote patient registration was successfully implemented in Central Health’s Midwifery Program as well as for the Mobile Crisis Response team within Mental Health and Addictions Services.*
- » *Central Health continued to support and advance a Home First model of care by adding a Physician and two Nurse Practitioners to the Home First Integrated Network to support assessment and comprehensive care planning for clients.*
- » *Opioid Dependency Treatment (ODT) was made more accessible to patients by adding additional staff. Treatment is now offered in both Gander and Grand Falls-Windsor.*

Areas we continue to work on and learn from:

Wait Times / Access to Service

Recruitment and Retention

Access Central Health’s full [Annual Report 2020-21](#) and [Strategic Plan 2020-23](#) at

www.centralhealth.nl.ca