

Central Health Strategic Plan 2020-2023



Vision

The Vision of Central Health is **healthy people and healthy communities.**

Mission

Central Health will provide quality care and services that respond to the needs of the people of Central Newfoundland and enable individuals and communities to improve their health through information, education and partnerships.

Values

Central Health values are its organizational ethics that guide and inspire best practices of employees, physicians, volunteers, and leadership. They encourage us to strive for excellence and grow with purpose to support the health and well-being of the people we serve. They create a guiding framework and enhance our person- and family-centered care philosophy, where the person we serve and their family are at the heart of every decision we make and every action we take.



Compassion



Respect



Quality



Accountability



Stewardship

Issue #1: Our People



Goal: By March 31, 2023, Central Health will have fostered a culture that supports a safe, healthy and engaged workplace.

3 Year Indicators

Implemented new leadership structures within the 'People and Culture' and 'Medical Services' teams

Implemented a comprehensive performance development system

Implemented a strategy to reduce unplanned absences

Implemented a recruitment and retention strategy

Implemented a safe and healthy workplace strategy

Increased workplace engagement opportunities

Implemented efficiencies in human resource processes

Improved select performance measures

Issue #2: Quality Patient Experience



Goal: By March 31, 2023, Central Health will have transformed the person and family care experience through engagement and partnership across the continuum of care.

3 Year Indicators

Increased input from and partnerships with patients and families

Improved communication and information sharing with individuals who access programs and services

Improved health literacy for patients receiving care and services

Issue #3: System Improvements



Goal: By March 31, 2023, Central Health will have achieved system improvements and better value through the optimization of resources, partnerships and technology.

3 Year Indicators

Implemented a Workforce Management System

Implemented a Virtual Care Strategy

Realized efficiencies in health information management processes

Implemented select data integrity and quality mechanisms

Improved processes to support booking, cancelling and rescheduling of select appointments

Improved access and patient flow

Developed and implemented a Regional Electronic Medical Records Strategy

Implemented select system improvement strategies to achieve appropriate, effective and safe care

Issue #4: Improved Health



Goal: By March 31, 2023, Central Health will have implemented strategies and fostered partnerships to enable the population to improve their health and well-being.

3 Year Indicators

Implemented an Indigenous Health strategy in partnership with First Nation communities

Expanded Home First approach

Implemented Home Support Program Review Recommendations

Implemented Central Health Chronic Disease Prevention and Management Strategy

Implemented **Towards Recovery** action plan

Implemented primary health care initiatives in at least two priority areas

Increased awareness and engaged individuals to take action for healthy living

5 Partners in Health Engagement:

The development of Central Health's Strategic Plan 2020-2023 was grounded in Dr. Charles Boelen's 5 Partners in Healthcare Approach to engagement and partnership. Central Health engaged in meaningful discussion with **communities, policy makers, healthcare professionals, health managers, and academic institutions**. Eight sessions with representation from all five partners were held in various communities throughout the Central region.



Questions, comments or concerns you would like to share?

Please contact:

Keith Parsons
Regional Manager
Planning and Performance
(709) 651-6340
keith.parsons@centralhealth.nl.ca

Cassandra Byrne
Planning Coordinator
Planning and Performance
(709) 651-6487
cassandra.byrne@centralhealth.nl.ca