

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

Below are a couple of highlights of what was achieved in 2021-22. For a more detailed report on progress, please click [here](#) for the 2021-22 Annual Report.

*A Recruitment Steering Committee was established to focus on immediate solutions to current recruitment challenges. The Committee moved forward on several key recruitment and retention initiatives including enhanced social media presence promoting career opportunities.*

*Efficiencies in Human Resource (HR) processes were realized in areas such as recruitment and aligning HR practices with the organization’s business needs.*

*Central Health continued to partner with Patient Experience (PX) Advisors in several areas such as COVID-19 tabletop exercises, leadership interview panels, and Quality Improvement teams.*

*A Health Literacy strategy was developed for chronic disease programming based on extensive engagement and feedback from clinicians and PX Advisors.*

*A Virtual Care strategy was developed with a vision to connect people of Central NL to virtual emergency services through integrated systems and advanced technology.*

*The Automatic Notification System (ANS) was expanded to Audiology and Speech Language Pathology. The ANS provides an appointment reminder and helps reduce no-shows and unused appointments.*

*Central Health continued to advance a Home First model of care to support individuals with complex needs to remain in their home and community, including the implementation of a 24-hour on-call system for Home First matters.*

*Central Health continued to make progress with mental health and addiction services through a variety of initiatives including partnering with a local high school to pilot Doorways (single session counselling)*

Areas we continue to work on and learn from:

- Virtual ER
- Recruitment and Retention

Access Central Health’s full [Annual Report 2021-22](#) and [Strategic Plan 2020-23](#) at

[www.centralhealth.nl.ca](http://www.centralhealth.nl.ca)