

# Strategic & Operational Plan 2011 - 2014



Western  
Health



# Mission Statement

## **Vision**

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible - Your Health Our Priority.

## **Mission**

The mission of Western Health is that by March 31, 2017, Western Health will have enhanced programs and services, in priority areas, to address the population health needs within the Western region.

## **Values**

The core values of Western Health offer principles and a guiding framework for all employees as they work in their various capacities to protect the rights and freedoms of the people of Newfoundland and Labrador. These core values are:

- **Respect**

Each person shows courtesy, appreciation and consideration for other individuals.

# Mission Statement

- **Equity**  
Each person provides individuals access to programs and services within the Western region in a fair manner.
- **Transparency**  
Each person is honest and open in communication with others and is forthcoming with all information related to decision-making, except where prohibited by legislation.
- **Advocacy**  
Each person supports individuals in meeting their needs or overcoming barriers.
- **Collaboration**  
Each person works with others to enhance service delivery and maximize the use of resources.

# Mission Statement

- **Excellence**  
Each person is committed to life-long learning and will do the best work possible within their skills and the resources available.
- **Innovation**  
Each person identifies opportunities to enhance programs and services.
- **Accountability**  
Each person follows through on his/her duties and responsibilities.

# Strategic Goals & Objectives

## **Strategic Issue One: Chronic Disease Prevention and Management of Diabetes**

### **Goal**

By March 31, 2014, Western Health will have enhanced programs and services in diabetes management to respond to the identified concerns of residents in the Western region.

### **Objectives**

- By March 31, 2012, Western Health will have identified the priority initiatives in diabetes management to respond to the identified concerns of residents in the Western region.
- By March 31, 2013, Western Health will have completed work to prepare for the implementation of the priority initiatives in diabetes management.
- By March 31, 2014, Western Health will have implemented priority initiatives in diabetes management to support enhanced management.

# Strategic Goals & Objectives

## **Strategic Issue Two: Patient Safety in Infection Prevention and Control**

### **Goal**

By March 31, 2014, Western Health will have enhanced patient safety in infection prevention and control to lead to optimal patient outcomes in Western region.

### **Objectives**

- By March 31, 2012, Western Health will have identified the priority initiatives in infection prevention and control to enhance patient safety.
- By March 31, 2013, Western Health will have established performance outcomes for selected priority initiatives to enhance patient safety in infection prevention and control.
- By March 31, 2014, Western Health will have implemented priority initiatives in an infection and control work plan for enhanced patient safety.

# Strategic Goals & Objectives

## **Strategic Issue Three: Health Promotion**

### **Goal**

By March 31, 2014, Western Health will have enhanced health promotion through the implementation of priority initiatives in a health promotion plan to support improving population health.

### **Objectives**

- By March 31, 2012, Western Health will have identified the priority initiatives in a health promotion plan.
- By March 31, 2013, Western Health will have developed a work plan for implementation of the priority initiatives in health promotion.
- By March 31, 2014, Western Health will have implemented priority initiatives in the health promotion plan.



# Operational Goal & Objectives

## **Operational Issue One: Human Resource Planning**

### **Goal**

By March 31, 2014, Western Health will have enhanced its work life culture to support employee recruitment, retention and engagement, in keeping with provincial and regional policy direction and fiscal responsibilities.

### **Objectives**

- By March 31, 2012, Western Health will have completed a literature review and an environmental scan of existing processes for assessing and enhancing employee work life culture.
- By March 31, 2013, Western Health will have implemented a consultative process for identifying and prioritizing actions to enhance work life culture.
- By March 31, 2014, Western Health will have implemented actions to address priority concerns and enhanced work life culture.

# Regional Map







# Western Health

## **Our Vision**

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible - Your Health Our Priority.