



Strategic Goals & Objectives 2016 - 2018

QUALITY

Deliver outstanding care with kindness and compassion to those we serve

- ❖ With a future emphasis on seniors' and hospice care for the St. Joseph's site, confirm and embed a person centered philosophy of care that brings excellence in care, dignity, meaning and connectedness to the lives of our residents, patients and their loved ones.
- ❖ Assure excellence in acute care services through the transition to the new Comox Valley Hospital.
- ❖ Strengthen the continuum of care to support timely access to services and smooth patient flow for all patients.
- ❖ Provide an exceptional health care experience through the development and provision of patient-and family-centered care.
- ❖ Enhance our quality culture, processes and outcomes leading to exceptional care and service that fully supports our Accreditation with Exemplary Standing.

SAFETY

Create a safety-focused culture to keep everyone safe

- ❖ Advance our work in patient and resident safety with a focus on medication safety and infection prevention.
- ❖ Create a respectful, safe and rewarding work environment for all.
- ❖ Further develop and implement a safety framework throughout the organization with an emphasis on preventing injury and violence in the workplace.
- ❖ Continue our journey of cultural safety for all with a particular focus on our Aboriginal patients, residents and families.
- ❖ Provide education and training to support excellence in seniors' care, including best practices in responding to and caring for those with dementia.

Care with Compassion

PEOPLE

Maximize the individual and collective capacity and talents of our staff

- ❖ Support and recognize our valuable staff, volunteers and physicians during this time of change, leading to retention of a highly skilled and engaged workforce.
- ❖ With Island Health, implement a comprehensive human resource transition plan that:
 - Maintains quality care and supports a seamless transition of acute care services to the new Comox Valley Hospital;
 - Values and uses the talent and commitment of staff, physicians and volunteers; and
 - Supports the future role for St. Joseph's.
- ❖ Clarify and implement a strong and viable stand-alone operational and staffing model to support residential and hospice care services.

INNOVATION

Pursue innovation to meet needs in new and better ways

- ❖ In partnership, clarify and obtain support for a dynamic and sustainable long-term future role for St. Joseph's, focusing on excellence in innovative care for seniors that supports the needs of the aging and growing population of the Comox Valley and region.
- ❖ Working with Island Health and other partners, develop a new model of care for frail seniors that supports their independence and dignity across the full continuum of care.
- ❖ Demonstrate good stewardship of resources through enhancing our culture of accountability.
- ❖ Realize the effective use of information technology through the continued implementation of electronic health records (e.g. IHealth) and other information systems.