

Strategic Goals & Objectives 2011-2012

Care with Compassion

MISSION

VISION

VALUES

QUALITY PATIENT CARE

Provide optimal compassionate care to support the health and wellness of our population.

Provide the right care to the right person in the right place at the right time.

Attain and maintain applicable accreditation standards and quality dimensions.

Provide culturally appropriate and responsive care.

Provide opportunities for the patients voice to be heard.

QUALITY SERVICES PROVIDED SAFELY

Ensure the safe provision of services.

Enable and encourage a culture of quality and safety.

Nurture and foster a culture where respect for the dignity of every individual (patient, staff, physician, volunteer & visitor) is demonstrated.

Maintain a safe and efficient building.

SUPPORT FOR OUR PEOPLE

Support our staff, volunteers and physicians to provide services of exceptional quality.

Achieve the efficient and effective use of our human resources.

Develop organizational practices aimed at encouraging staff participation and involvement to build a culture of engagement and empowerment.

Advance the development of our leaders.

SUSTAINABLE QUALITY SERVICES

Systems, services and programs are aligned across the continuum of care, both internally and externally.

Ensure that we form collaborative partnerships and develop better connected multi-disciplinary care.

Realize the effective use of enabling Information technologies.

Position our programs and services in preparation for the North Island Regional Hospital initiative.

Fulfill the requirements of our service level agreement with the Vancouver Island Health Authority.

Strategic Enablers

Leadership

Human Resources

Communication

Finance

Information Management

Partnerships

Equipment & Facilities