

STRATEGIC PLAN 2017-2020



ACCESS GOAL: By March 31, 2020 Eastern Health will improve access in identified program areas.



Objectives	Key Performance Indicators
Improve access to child and adult psychiatry, as well as selected mental health and addictions services within the community	<ul style="list-style-type: none"> ◆ Decreased wait times for outpatient child psychiatry ◆ Decreased wait times for outpatient adult psychiatry ◆ Decreased wait times for selected community mental health and addictions services
Improve access to primary health care, with a focus on chronic conditions	<ul style="list-style-type: none"> ◆ Decreased admissions for Ambulatory Care Sensitive Conditions
Improve access to selected community supports and long-term care	<ul style="list-style-type: none"> ◆ Increased percentage of admissions to long-term care from a community setting vs. hospital ◆ Decreased Alternate Level of Care (ALC) days in Acute Care

QUALITY & SAFETY GOAL: By March 31, 2020 Eastern Health will improve quality and safety throughout the organization.



Objectives	Key Performance Indicators
Create an environment that fosters the Client and Family Centred Care (CFCC) approach to health care	<ul style="list-style-type: none"> ◆ Positive responses from clients on questions related to engagement and/or experience on 'client experience' surveys ◆ Positive responses from client and family advisors on survey questions related to meaningful involvement
Improve the physical environment of Eastern Health's facilities	<ul style="list-style-type: none"> ◆ Positive responses from clients on questions related to cleanliness of Eastern Health facilities
Increase Eastern Health's focus on safety as it relates to client, family, employee and public safety	<ul style="list-style-type: none"> ◆ Improved Hospital Standardized Mortality Ratio ◆ Increased medication reconciliation compliance rates ◆ Decreased employee injuries

POPULATION HEALTH GOAL: By March 31, 2020 Eastern Health will work toward improving the health of the population through identified strategies/initiatives.



Objectives	Key Performance Indicators
Collaborate with partners on prevention and promotion initiatives to improve the health of the population	<ul style="list-style-type: none"> ◆ Increased breastfeeding initiation ◆ Increased breastfeeding duration (at 6 months) ◆ Decreased rate of current smokers during pregnancy ◆ Increased participation in the NL Colon Cancer Screening Program ◆ Increased organ donation consent rate per year (provincial)
Engage community members in new and existing initiatives that aim to improve the health of the population	<ul style="list-style-type: none"> ◆ Positive responses from community members related to engagement

HEALTHY WORKPLACE GOAL: By March 31, 2020 Eastern Health will create a healthier workplace.



Objectives	Key Performance Indicators
Increase employee engagement	<ul style="list-style-type: none"> ◆ Positive responses from employees on questions related to engagement on 'employee engagement' surveys
Promote employee wellness, with a particular focus on mental health in the workplace	<ul style="list-style-type: none"> ◆ Reduced sick leave ◆ Positive responses from employees on questions related to mental health and wellness on 'employee engagement' surveys

SUSTAINABILITY GOAL: By March 31, 2020 Eastern Health will improve the sustainability of the organization.



Objectives	Key Performance Indicators
Reduce overall costs by reducing waste and increasing efficiencies throughout the organization	<ul style="list-style-type: none"> ◆ Decreased no-shows in selected areas ◆ Decreased length of stay for typical acute care inpatients ◆ Decreased employee overtime ◆ Increased monetary and/or materials savings in selected areas