Eastern Health Strategic Plan 2020-2023 Putting Excellence into Action

Vision

Eastern Health's vision is **Healthy People**, **Healthy Communities**. This vision is based on the understanding that both the individual and the community have important roles to play in maintaining good health.

We work with the communities we serve, and partner with others who share a commitment to improving health and well-being, to help us achieve this vision.



Healthy People, Healthy Communities

Values

Eastern Health's core values guide the behaviour of all individuals in the organization as they provide services and interact with others. As the organization grows and evolves, so too should the principles that it stands for. Eastern Health's core values have been updated to better reflect the views shared by its employees, physicians and the public.



Accountability

Be responsible. Take ownership. Serve with integrity. Be able to explain our actions.

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Caring

Show kindness. Be compassionate. Be understanding. Commit to peoplecentred care.



Excellence

Go above and beyond. Support and promote innovation. Strive for greatness.



Respect

Be considerate. Recognize and celebrate diversity. Treat everyone equitably.



Collaboration

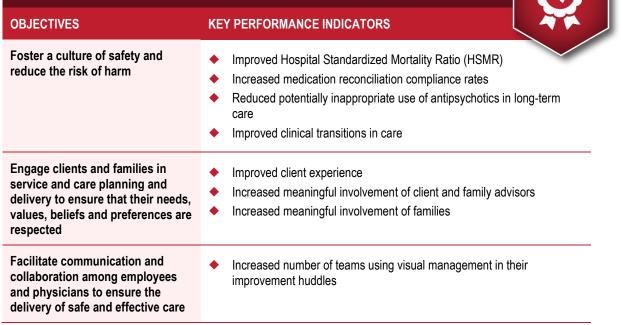
Be a team player. Connect across programs. Engage with communities. Value everyone's contribution.

Priority Area 1: Access

GOAL: By March 31, 2023, Eastern Health will improve access to services in identified program areas.	
OBJECTIVES	KEY PERFORMANCE INDICATORS
Improve access to primary health care	 Increased attachment to a primary health-care provider Better management of chronic disease with a focus on COPD Increased utilization of virtual care Increased patient and provider satisfaction with alternative methods of delivering primary health care
Improve access to mental health and addictions services	 Decreased wait times for outpatient child psychiatry Decreased wait times for outpatient adult psychiatry Decreased wait times for child and adolescent counselling services
Help seniors stay healthy and independent at home for as long as possible	 Increased number of seniors with an annual assessment completed Increased number of seniors with a support plan completed
Delivered acute care and tertiary-level services efficiently	 Decreased Alternate Level of Care (ALC) days in acute care Decreased length of stay for typical acute care inpatients Resumption of services to volumes appropriate for the current COVID-19 Alert Level with established backlog plan

Priority Area 2: Quality & Safety

GOAL: By March 31, 2023, Eastern Health will improve outcomes and client experiences by focusing actions and resources on excellence in care



Priority Area 3: Population Health

GOAL: By March 31, 2023, Eastern Health will improve health outcomes and reduce health inequities in the populations it serves.

OBJECTIVES	KEY PERFORMANCE INDICATORS
Embed smoking cessation within clinical practice to ensure smoking cessation efforts are coordinated, systematized and integrated into all health-care settings within Eastern Health	 Increased reach of smoking cessation program
Strengthen the systems that support public health and well- being	 Increased percentage of the Public Health e-health digital innovation strategy implemented
Partner intersectorally to secure increased investments in population health	 Increased collaboration with partners on population health initiatives

Priority Area 4: Healthy Workplace

GOAL: By March 31, 2023, Eastern Health will create a healthier workplace. **OBJECTIVES KEY PERFORMANCE INDICATORS** Improve the physical and Decreased employee lost time injuries ٠ psychological health and Increased support for psychological self-care ٠ safety of our employees, Improved psychological job fit physicians and volunteers Increased civility and respect ٠ Increased clarity of leadership and expectations ٠ Increased protection of physical safety ٠

Priority Area 5: Sustainability

GOAL: By March 31, 2023, Eastern Health will improve the sustainability of the organization.		
OBJECTIVES	KEY PERFORMANCE INDICATORS	
Remain within the annual approved government operating expenditure limit	 Decreased variance from operational expenditure budget 	
Enhance clinical efficiencies and improve appropriateness of care	 Reduced potentially inappropriate use of antibiotics Reduced potentially inappropriate use of biochemistry testing Reduced potentially inappropriate use of opioids 	
Reduce the environmental impact of the organization	 Reduced carbon emissions Reduced energy consumption Reduced waste 	
Harness innovation to improve patient care and to elevate Eastern Health as a leader in the Canadian health innovation sector	 Increased number of patients involved in health technology clinical trials Increased economic development 	