

# Blanche River Health Strategic Success Plan 2017-2020



## Vision

Our Vision is that BRH is a partnership-based integrated health service HUB – the one stop source of excellent, equitable, collaborative patient centred care across our rural district.

BRH continually demonstrates a strong patient focus and commitment to high level of accessible care, outside the box thinking, and exceptional leadership in Ontario.

Our ultimate objective is to have a measureable impact on improved community health by fulfilling our Mission.

## Mission

Our Mission is to provide the Right care, in the Right place, by the Right person, at the Right Time.

## Core Values

- **Trust and respect** – We value the strong sense of community trust and respect that strengthens our care. This is the basis of our professionalism, our acceptance of diversity, our level of compassion, our dignified care and our patient-focus.
- **Working together** – BRH stands by the belief that a collaborative team approach to providing efficient, effective care is the backbone to great patient outcomes
- **Courage and resourcefulness** – The staff of BRH is open minded, adaptable and resourceful, always embracing change, and committed to working courageously to find a way to provide better patient care.

## Key Success Factors

- **Exceptional communication to patients and for patients** – BRH staff are known for their ability to be inclusive of family and patient in the planning of patient care. We have always understood that clear, transparent and attentive communication is vital in setting expectations and goals, ensuring patient empowerment, and creating the best patient experience.
- **Accessibility** – We see accessibility in two ways; first in terms of the geographical proximity to care, and second, as an aspect of our day-to-day practices which include the accessibility of the way we speak to our diverse populations, our responsiveness to community needs, the systems that support the care of our patients.
- **Partnerships in care transitions and continuity** – BRH has invested in community partnerships, which has led to our strong referral networks, our effective transitions and our timely and well-coordinated care.

# Strategic Directions at a glance – 2017-2020

**Note:** Please see *the Detailed Strategic Directions* for more detail about each strategic direction, including rationale.

	Seamless Access	Active Partnership Development	Integrated Health Services	Patient Empowerment / Focus	Equity
<b>Goal</b>	BRH ensures the unification of a hospital care system that creates seamless, supported access for patients and their family / caregivers across the Blanche River Health region.	BRH actively nurtures and maintains strong patient focused partnerships for the benefit of patients.	BRH is the facilitator of comprehensive, district wide integrated population-based health services.	BRH ensures each patient is empowered, supported and is at the centre of care.	BRH is the district leader in ensuring a fair health system throughout our catchment, [and is a respected equity leader outside of it.]
<b>Strategies</b>	<p><b>1.1</b> Create a legal roadmap for successful amalgamation.</p> <p><b>1.2</b> Create a patient and family care navigator system.</p> <p><b>1.3</b> Ensure there is standardization of care across the catchment (e.g. Hospital and community use the same procedures and policies.)</p> <p><b>1.4</b> Establish a quality initiative around access to care, focused on optimizing team communication.</p>	<p><b>1.1</b> Visually track shared partnership goals, relationships, shared services within the district.</p> <p><b>1.2</b> Formalize communication mechanisms between health system partners.</p> <p><b>1.3</b> Identify barriers to partnership and action plans to solve them.</p>	<p><b>1.1</b> Develop a continuing education program geared toward integration.</p> <p><b>1.2</b> Create an evidence-base plan to link population health needs, specialty services and regional health resources.</p> <p><b>1.3</b> Find ways to enhance full system communication (within hospitals, between hospitals, and with partners).</p>	<p><b>1.1</b> Ensure that happy staff lead to happy patients (reduce stress, improve capacity to provide care).</p> <p><b>1.2</b> Education program / mentoring / support for patients and family.</p> <p><b>1.3</b> Education program / quality initiative for staff about patient empowerment.</p>	<p><b>1.1</b> Establish patient advocacy and support system to increase equity.</p> <p><b>1.2</b> Improvement initiatives around the theme of equity / fairness. Each phase of the patient journey considers equity.</p> <p><b>1.3</b> Advocate for patients upward, and beyond district borders.</p>