



Northern Health

Strategic Plan – 2009 to 2015



“The Northern way of caring”

Through the efforts of our dedicated staff and physicians, in partnership with communities and organizations, we provide exceptional health services for Northerners



Northern Health leads the way in promoting health and providing health services for Northern and rural populations

- **Northern Health** is known for our strong primary health care system. People experience seamless and coordinated service. The 'Primary Care Home'¹ is the foundation for multidisciplinary health care and helps people navigate across services.
- **Northern Health** involves people and their families in their own health and health care. Individuals and families feel respected and are treated compassionately.
- **Northern Health** provides high quality health services, using evidence and innovation, to meet the needs of our Northern and rural populations. We are known for the creativity of our staff and physicians and for our innovative use of technology to care for people as close to home as possible.
- **Northern Health** is recognized as an outstanding place to work, learn, and grow. We foster a safe and healthy work environment. Education and development of people in the north, for the north, attracts and retains staff and physicians.
- **Northern Health** works with communities and organizations to support Northern people to live well and prevent injury and illness. The health status of Northern people is improving faster than the rest of BC.

¹A 'Primary Care Home' is where people establish a long term relationship with a multi-disciplinary team and through this team, receive health care and are supported in managing their own health.

We treat people with:

- Respect: honouring diversity and treating people fairly
- Compassion: caring genuinely
- Empathy: understanding and earning trust

We demonstrate:

- Integrity: ensuring open, honest, ethical behaviour
- Stewardship: showing transparent, responsible and effective use of resources
- Quality: providing exceptional service guided by evidence

We work in a spirit of:

- Collaboration: working together to better serve the people of Northern BC
- Innovation: learning and finding better ways to deliver health care

- Integrated Accessible Health Services
- A Focus on Our People
- A Population Health Approach
- High Quality Services

Northern people will have access to integrated health services, built on a foundation of primary health care

We will:

- Partner with others to establish multi-disciplinary 'Primary Care Homes'¹ where people will access coordinated health services
- Partner with aboriginal people to build a health system that honours diversity and provides service in a culturally relevant manner
- Build efficient and effective secondary and specialty services which are aligned with the 'Primary Care Home' and designed to meet the needs of Northern populations
- Develop and implement strategies that improve service provider collaboration
- Measurably improve satisfaction with the health services provided by Northern Health



¹A 'Primary Care Home' is where people establish a long term relationship with a multi-disciplinary team and through this team, receive health care and are supported in managing their own health.

Northern Health will create a dynamic work environment that engages, retains and attracts staff and physicians

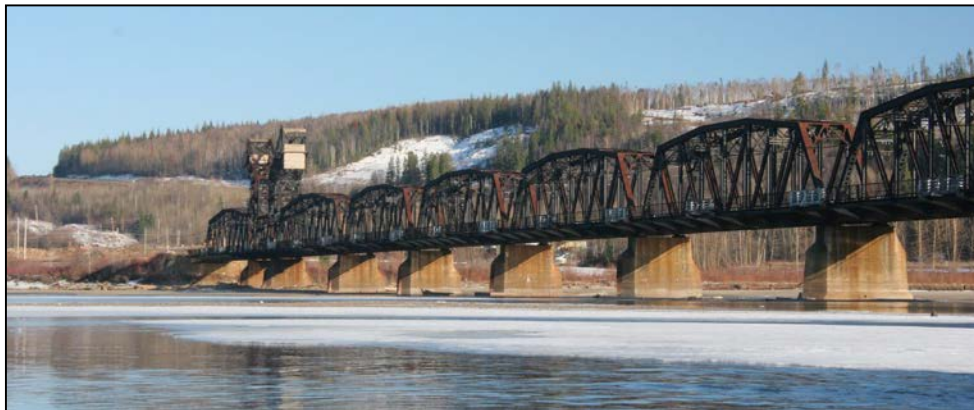
We will:

- Measurably improve staff and physician engagement within Northern Health
- Establish a culture of workplace health and safety
- Establish and implement an innovative retention strategy that includes:
 - Developing and supporting effective, innovative leaders and managers who will guide our organization now and in the future
 - Educating, developing, and mentoring our staff internally and through partnerships with academic and other organizations
 - Providing clear expectations of staff through performance planning
- Develop and implement an innovative recruitment strategy

Northern Health will lead initiatives that improve the health of the people we serve

We will:

- Work with communities and organizational partners to identify and act on key issues where a population health approach can have a significant positive impact on the health of Northern people
- Work in partnership with our staff and physicians to create initiatives that foster a safe, healthy, and environmentally responsible workplace
- Use population health evidence to inform health service planning and resource allocation



Northern Health will ensure quality in all aspects of the organization

We will:

- Establish a culture of continuous quality improvement and patient safety
- Establish the organizational structures and processes required for effective decision making
- Foster a learning environment and engage in research, in partnership with academic organizations
- Strengthen our capacity to manage the change needed to improve quality
- Identify and manage risks to the organization and strengthen our preparedness for emergencies



Thank You!

