



Strategic Plan

Looking to 2023



Mission and Vision

Mission



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

Vision

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

What if we could:

- Help people to be exceptionally healthy and to stay independent?
- Create a health system where people can get the services they need when they need them?
- Shrink our geography and provide needed health services closer to home by innovatively combining technology and supports?
- Embrace diversity, ensure cultural safety, and free our workplaces of discrimination?
- Become the first place people look to build and to thrive in their careers?

Our Values

Values

Values statements guide decisions and actions.
We will succeed in our work through:

EMPATHY

Seeking to understand each individual's experience.

RESPECT

Accepting each person as a unique individual.

COLLABORATION

Working together to build partnerships.

INNOVATION

Seeking creative and practical solutions.



“We engage our hearts and minds in each task we undertake. We focus on our challenges and support our colleagues; we are the Northern Health family.”

— *Sahar Ebadzadsahraei, Project Coordinator, Information Technology Services, Prince George*

Strategic Priorities



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Priority 1: Healthy People in Healthy Communities

Northern Health will partner with communities to support people to live well and to prevent disease and injury.

We will:

1. Renew and implement the First Nations Health and Wellness Plan in partnership with the First Nations Health Authority and First Nations communities.
2. Support healthy communities and healthy environments, acting in partnership with communities, industry, policymakers, academia, and other organizations.
3. Stimulate conversation and partnership to creatively develop and support accessible, affordable housing.
4. Manage health risk factors and support healthy living, following the Lifetime Prevention Schedule, in alignment with Primary Care Networks.

Strategic Priorities

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Priority 2: Coordinated and Accessible Services

Northern Health will provide health services based in a Primary Care Network with a link to specialized and acute services. These services will support people and their families over the lifespan, from staying healthy, to living well with disease and injury, to end-of-life care.

We will:

1. Improve access and coordination of health services for all Northerners.
2. Reorganize the health services we provide to place an emphasis on supporting people to stay independent with access to strong, sustainable health care to meet acute and complex needs when required.
3. Use innovative practices in transportation, accommodation, and technology to balance the fact that services are not available in every community.
4. Improve access to surgical and diagnostic services by reducing wait times.

Strategic Priorities

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Priority 3: Quality

Northern Health will improve continuously.

We will:

1. Advance a culture of quality and safety.
2. Embed a person- and family-centred approach in everything we do.
3. Partner to promote innovation and continuous learning.
4. Implement and maintain evidence-informed standards.

Strategic Priorities

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Priority 4: Our People

Northern Health will provide a positive, dynamic environment where staff and physicians make a difference for the people we serve.

We will:

1. Ensure workplaces are physically and psychologically safe, with a focus on fostering collaborative, respectful working relationships.
2. Promote culturally safe practices everywhere.
3. Develop leadership, and implement innovative strategies to recruit, achieve, and maintain a sustainable workforce.
4. Support people to enjoy fulfilling careers.

Strategic Priorities


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Priority 5: Communications, Technology, and Infrastructure

Northern Health will advance communications, technology, and infrastructure.

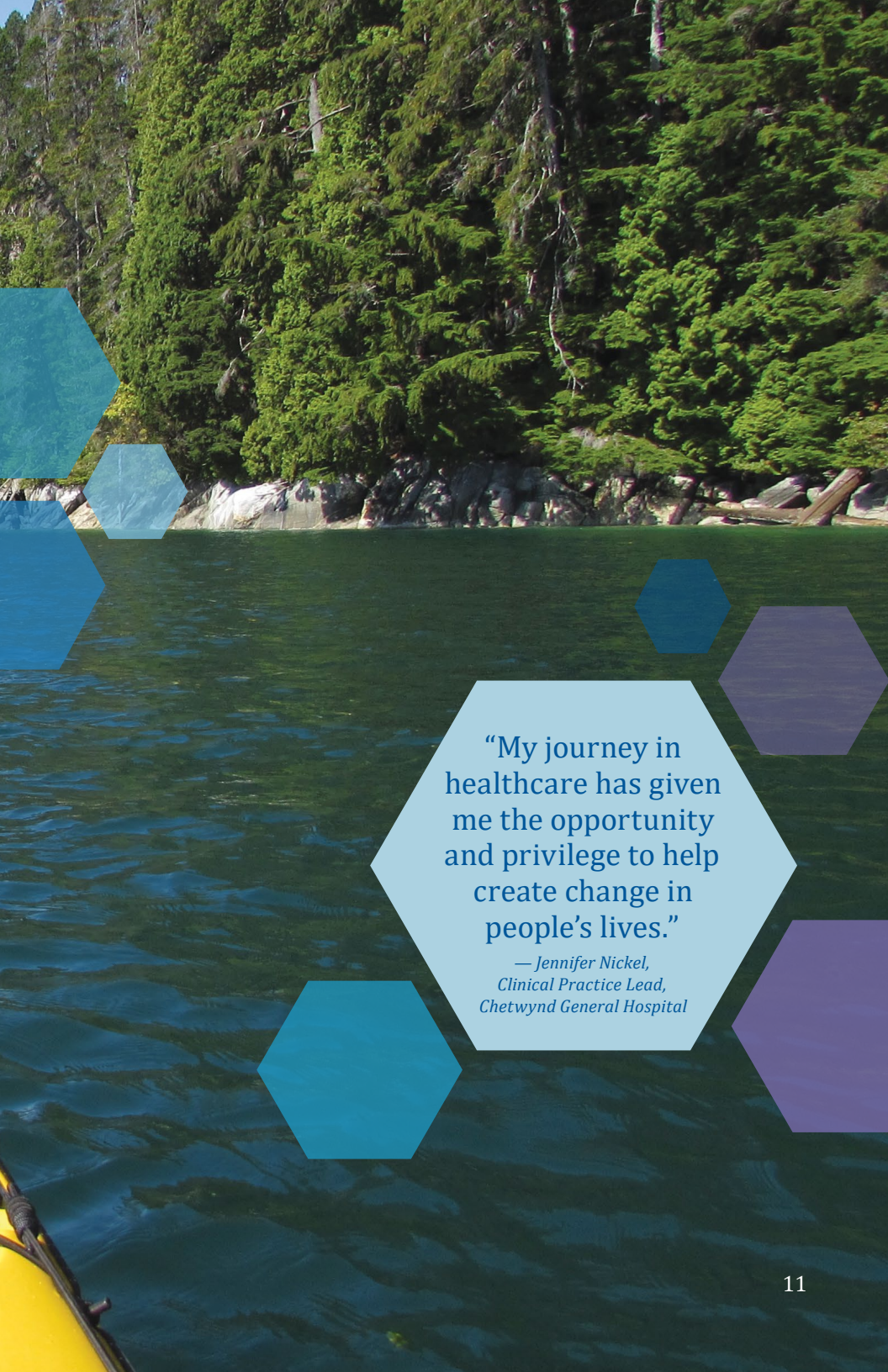
We will:

1. Using traditional and digital platforms, communicate more effectively with Northerners.
2. Ensure that staff and physicians are active participants in health care dialogue and decision-making.
3. Use innovative technologies to support new ways of practicing in person and virtually.
4. Work with regional hospital districts, foundations, and auxiliaries to invest in capital projects, facilities, and equipment to meet the health care needs of Northerners.



“I can’t say enough
about the teamwork
and camaraderie here.
We are capable of great
things when we all
work together.”

— Lorilee Sweeney,
*Manager, Acute Care Services,
Nursing Administration,
Kitimat General Hospital*



“My journey in
healthcare has given
me the opportunity
and privilege to help
create change in
people’s lives.”

— Jennifer Nickel,
Clinical Practice Lead,
Chetwynd General Hospital

