

# Our declaration of health

Health is among the most precious of our personal possessions. It is in health that we are best able to care for one another and contribute to a more vibrant, generous society. It is in health that we have the full capacity to pursue the possibilities and potential of our shared human experience.

We believe Capital Health comprises every person who lives within the district and every person from beyond who seeks our care, and that in our collective strength we can achieve many successes, face tough issues and make difficult decisions.

We believe every person has the right and the responsibility to achieve their individual optimal state of health, and that such health embraces all aspects of our humanity: the physical, emotional, mental and spiritual.

We believe in each of us lies the courage and the confidence to decide how best to reach our health potential, and we are entitled to the full knowledge, respect and trust that empower wise decision-making.

We accept as shared responsibility the need to promote healthy living, prevent and treat illness and disease, and provide end-of-life care, and we do so in a safe and giving community that insists on compassion, kindness, empathy and humility.

We acknowledge a reality of finite resources; yet in accepting limits, we commit to pushing against them to achieve more, ever mindful that our decisions and actions must be just, equitable and for our greater good.



**We, the members of the organization called Capital Health – the employees, physicians, learners and volunteers – are people caring for people**

**We care for the whole person before us.**

**We care with our hearts as well as our hands and our minds.**

**We care by bringing to bear the sum of our individual knowledge and humanity.**

**We care by helping to build a better tomorrow, as lifelong learners, educators of the next generation and researchers of new frontiers in health and healing.**

**We care by embracing our place in the broader community and working with our friends and neighbours to address the many social conditions that affect well-being.**

**We do all this so that, together, we can realize our shared vision of healthy people, healthy communities.**

# Our Promise Strategy



## Setting our direction.

Capital Health is on a journey to become a world-leading haven for people-centred health, healing and learning. A journey without a guide can be a perilous one. The inukshuk serves as our reminder that we can achieve something greater together than we ever could alone; that we need to be leaders and share our wisdom with one another; that we have a choice in the direction we take.

We have a goal. Now let's work together to make sure we're on the path that gets us there.





Strategy	Outcomes	Indicators
<p>Transforming Person-Centred Health Care Experience</p>	<ul style="list-style-type: none"> <li>• Patients and families are satisfied and care meets or exceeds their expectations</li> <li>• Care makes sense to patients and families</li> <li>• Citizens access services they need to stay healthy in a timely way</li> <li>• Citizens receive safe, quality care</li> <li>• When you need hospital care, we will be here for you with compassion</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and family satisfaction survey measuring healing, facilities, care and behaviours</li> <li>• Patient care errors are minimized to the lowest possible level</li> <li>• Realistic standards for access are set and met</li> <li>• Patients are satisfied with their role in care decision-making</li> </ul>
<p>Citizen and Stakeholder Engagement and Accountability</p>	<ul style="list-style-type: none"> <li>• Clients, patients and families involved in priority setting and decision making</li> <li>• Capital Health will be an open and transparent organization which is accountable to the public</li> <li>• Capital Health takes action to effect societal changes</li> </ul>	<ul style="list-style-type: none"> <li>• Public satisfaction scores with Capital Health in the areas of safety, quality and accessibility</li> <li>• Public knowledge about Capital Health services</li> <li>• Increased activity in health policy initiatives</li> </ul>
<p>Transformational Leadership</p>	<ul style="list-style-type: none"> <li>• All leaders are held accountable for living Our Promise</li> <li>• Optimal levels of joy, pride, trust and respect are reported by staff, physicians and volunteers</li> <li>• Capital Health is an employer of choice and people are drawn to work here</li> </ul>	<ul style="list-style-type: none"> <li>• Rate of employee engagement</li> <li>• Rate of staff retention</li> <li>• Joy, pride, respect, trust index measure</li> </ul>
<p>Innovating Health and Learning</p>	<ul style="list-style-type: none"> <li>• Current and future practitioners advance care through a spirit of enquiry</li> <li>• Health, healing and learning accessible within communities</li> <li>• Integrated health care teams deliver holistic care</li> <li>• Integrated teams are involved in applied research / share learning</li> <li>• New paradigms of knowledge creation and learning</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of integrated teams involved in applied research</li> <li>• Evidence of holistic care available at Capital Health</li> <li>• Multi-disciplinary / inter-professional research groups</li> <li>• Integrated training, education, professional development programs</li> <li>• Outreach / community-based research and education</li> </ul>
<p>Sustainability</p>	<ul style="list-style-type: none"> <li>• Capital Health has safe healing spaces</li> <li>• Capital Health has safe equipment</li> <li>• Capital Health demonstrates stewardship of the public's resources for the future</li> <li>• The communities that comprise Capital Health will be healthier</li> <li>• Capital Health is environmentally responsible</li> </ul>	<ul style="list-style-type: none"> <li>• Number of environmental initiatives</li> <li>• Rate of recruitment – hard to fill positions</li> <li>• Resource accountability</li> <li>• Population health indicators</li> <li>• Public and staff satisfaction with physical environment</li> </ul>