Our Promise in Action

On April 1, 2013, we launched a renewed strategic plan for Capital Health – Our Promise in Action. We began with a broad engagement effort, seeking feedback on our original strategic plan, Our Promise. We received input from hundreds of Capital Health’s community members – patients, families, citizens, employees, physicians and partners – through focus groups, engagement sessions, e-surveys, drop-in sessions and stakeholder meetings.

We learned that Our Promise was the right path, with the right vision – in the last five years, we have made great strides in advancing the plan – but without enough focus and clarity, we weren’t fully achieving our objectives.

Through Our Promise, we have become more person-centred in our care and services. We engage citizens and communities in our plans and decisions much more than we did before. We have reaffirmed our academic commitment and introduced many innovations. We have changed the culture of leadership at Capital Health. We have worked to ensure our organization and the services we provide are sustainable.

Our Promise is still our promise – we are not changing course – but we are committed to bringing new focus and clarity to our strategic direction. We have refined the definitions of each of the five strategic streams, and set renewed areas of focus, clear goals and achievable measures, so everyone can see how their daily work can be aligned with the revitalized plan.

Since the April 1 launch, we have been communicating the plan throughout Capital Health, beginning with a series of internal conversations to discuss how we arrived at Our Promise in Action, how we can each contribute to the plan and how we can move forward together.

Our Promise in Action clearly defines our strategic goals, and our measures and reporting system will guide our success.

Co-executive leads, and their teams, are developing action plans under each of the goals. Many initiatives will be implemented to ensure we meet our objectives for 2016. In fact, some of those initiatives are already underway.

We will be reporting against the measures regularly, sharing the results throughout Capital Health and celebrating the wins together. This will ensure we are all informed and working together toward our vision of healthier people and healthier communities.

Thank you to all of our Capital Health community members who have taken the time to provide input and help move Our Promise forward.

To learn more about Our Promise in Action, please visit www.cdha.nshealth.ca/our-promise-action.
Transforming Person-Centred Health Care Experience

Putting those we serve – patients, families, communities – at the centre of our work. Relentless pursuit of excellence in care and service.

AREA of FOCUS: Strengthen community-based care for chronic disease.
GOAL: Significant increase over baseline of chronic disease management occurring in the community where appropriate.
MEASURE: 5% reduction in the number of return outpatient visits annually at selected clinics in relation to hypertension, heart disease, COPD, and diabetes.

AREA of FOCUS: Improve quality of care in transitions.
GOAL: Care teams will improve achievement in meeting established standards in the quality of care at key transition points substantially over 2012 baseline levels.
MEASURE: 50% overall compliance in documenting patient instructions on the discharge summary.

AREA of FOCUS: Build a culture of customer service.
GOAL: Patients, families and communities report customer service interactions with Capital Health employees and physicians meet or exceed their expectations.
MEASURE: 20 point increase in the percentage of patients responding most favourably on customer service related survey questions.

Our Mission is to be a world-leading haven for people-centred health, healing and learning.

Our Vision is for a future with healthy people and healthy communities.

Our Values are who we are and how we act. We're grounded in integrity, and courageous, caring, accountable and inquisitive.

Citizen and Stakeholder Engagement and Accountability

With patients, partners and the public, we exchange information, make decisions, act together and share responsibility to improve health and well-being.

AREA of FOCUS: Partner with the public so individuals and communities can play a key role in managing their own health.
GOAL: Significant increase in number of individuals reporting that Capital Health has supported them in playing a key role in managing their own health.
MEASURE: 10 point increase in percentage of residents who say they have received support in managing their own health.

Innovating Health and Learning

Excellence in education and research. Learning all the time, in everything we do. Embracing new ideas and having the courage to do things differently.

AREA of FOCUS: Focus on innovation that has benefits for patients and aligns with our mission.
GOAL: New innovations are demonstrably aligned with organizational goals, have clear benefits for patients, and contribute to sustainability.
MEASURE: Implementation of a health technology assessment process for all new major capital equipment expenditures over $500,000, and all new externally provided diagnostic testing which costs more than $10,000 annually per type of test.

Sustainability

Making responsible and wise decisions about our resources now while investing in the future. Transforming the system to ensure it is there when and where needed.

AREA of FOCUS: Innovate systems and processes for greater efficiency and quality.
GOAL: Optimize resources to improve organizational (system) performance, quality and efficiency.
MEASURE: 60% of typical cases for identified Case Mix Groups have an Average Length of Stay (ALOS) equal to or less than the Expected Length of Stay (ELOS).

Transformational Leadership

Everyone is expected to be a leader in their work. Together we are accountable to make things better.

AREA of FOCUS: Improve leadership capacity at all levels.
GOAL: Employees and physicians working at Capital Health will meet or exceed expectations of leadership in their work as defined by the Capital Health leadership capabilities.
MEASURE: 20 point increase in the percentage of employees and physicians responding most positively on survey scales related to leadership.

Innovate

Making responsible and wise decisions about our resources now while investing in the future. Transforming the system to ensure it is there when and where needed.

GOAL: Significant increase in the percentage of patients reporting that Capital Health is a leader in adopting changes when and where needed.
MEASURE: System to ensure it is there when and where needed.

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Capital Health is independently recognized as a leader in adopting practices and processes that minimize the impact on the environment.
MEASURE: 15% reduction in total annual electrical energy consumption.

Groups have an Average Length of Stay (ALOS) equal to or less than the Expected Length of Stay (ELOS).

MEASURE: 85% positive feedback from patients and physicians about their care.

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