

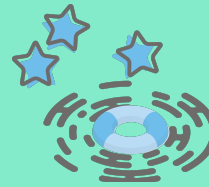


OUR PEOPLE

Strategic Goal One

Enhanced workforce capacity and capability through enabling an engaged, skilled, well-led, and healthy workforce.

- An environmental scan of external and internal factors that impact an engaged, skilled, well-led, and healthy workforce was completed.
- A working group was established and developed a plan to implement the Guarding Minds at Work employee survey.
- The Kincentric Employee Engagement survey was completed by over 1,100 employees and a preliminary review of the findings was completed.
- A preliminary gap analysis was completed to compare workforce capacity and capability and practices within Western Health with best practices to identify priority initiatives.
- Priorities and additional performance measures will be identified early in 2021-22, once gap analysis is finalized and findings validated through consultation with key internal stakeholders.



QUALITY AND SAFETY

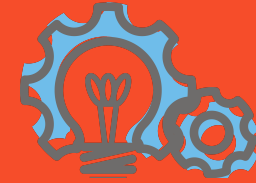
Strategic Goal Two

Improved quality and safety across the organization in priority areas.

- An environmental scan of quality and safety within Western Health was completed.
- A jurisdictional scan was completed and a PFCC e-learning module for staff was co-designed with patient partners.
- Following a scan of evidence and review by Western Health patient partners, the Public and Patient Engagement Evaluation Tool (PPEET) was selected as the appropriate tool to measure patient partner engagement.

Key priorities identified:

1. Reduce preventable patient harm in hospital
2. Enhance person and family centred care and improve patient and family partnerships in quality and safety
3. Enhance culture of safety
4. Improve measurement of access to services and wait times within priority areas identified through collaboration with regional physician leaders and patient partners



INNOVATION

Strategic Goal Three

Improved access to health services in priority areas through innovative models of service delivery.

- Priorities were identified following completion of a review of evidence-based practices, a gap analysis, preliminary geostatistical mapping, and stakeholder engagement sessions.

Key priorities identified:

Rural emergency departments

1. Develop and initiate implementation of a collaborative care model of service delivery for Western Health rural emergency departments

Primary health care

1. Develop and initiate implementation of strategies to enhance access to primary care
2. Develop and initiate implementation of strategies to enhance access to Chronic Disease Prevention and Management (CDPM) Programs
3. Develop and initiate a plan to expand the Community Paramedicine program