



# Strategic Goals 2017-2020

## Year Three Outcomes: 2019-2020

**Strategic Issue Two:** Primary Health Care Services


**Strategic Goal Two:** By March 31, 2020, Western Health will have enhanced primary health care services in priority areas to address the needs of the residents within the Western region.

**Objective Year Three:** By March 31, 2020, Western Health will have implemented of priority initiatives to enhance primary health care services.

Indicator:  
**Initiated implementation of Primary Health Care Collaborative in Corner Brook.**

Indicator:  
**Improved outcomes for individuals with Ambulatory Care Sensitive Conditions (ACSC) who were followed by the Collaborative for at least a year.**

Indicator:  
**Implemented alternate appointment scheduling process in Bay St. George Medical Clinic.**



The BETTER Program implemented with Corner Brook Wellness Collaborative (CBWC) and Bay St. George Medical Clinic

**28%**  
Decrease In **HOSPITAL**  
**ADMISSIONS**

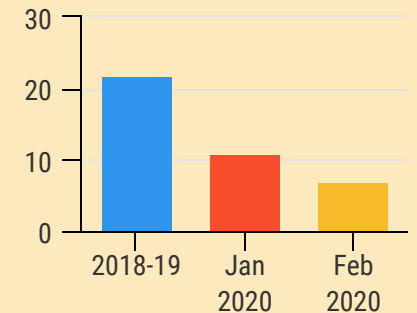
**52%** ↓ Reduction in missed appointments

**24%** received **BETTER** screening, exceeding target of 10%  
of CBWC patients age 45-65

### Patient Experience:

- 1 Felt cared for, respected, and comfortable at the clinic
- 2 Identified ease of accessing other services offered by Western Health

Significantly reduced wait time for next available appointment



**A physician and LPN were recruited and trained in EMR**

**35%** ↓ In CTAS Level 4 and 5 visits to the Emergency Department



**EMR**  
IMPLEMENTED