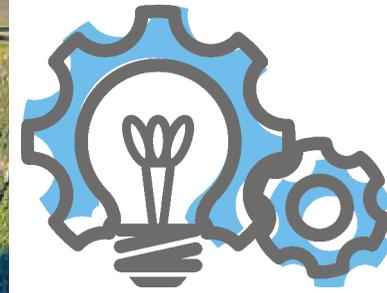




Strategic Goals 2020-2023

Year Two Progress: 2021-2022

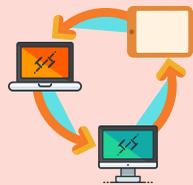


Strategic Issue Three: Innovation

Strategic Goal Three: By March 31, 2023, through innovative models of service delivery, Western Health will have improved access to health services in priority areas.

Objective Year Two: By March 31, 2022, Western Health will have commenced implementation of innovative initiatives to improve access to services in priority areas.

Priority Area 1: Rural Emergency Departments



All Western Health hospital and health centre emergency departments were linked together using **TECHNOLOGY**

Priority Area 2: Primary Care



HEALTH NEIGHBOURHOODS website launched; including *Find a Provider* waitlist process

Priority Area 3: Chronic Disease Prevention and Management



Program usage indicators identified and being monitored to determine program demand and service utilization

Priority Area 4: Community Paramedicine



IMPLEMENTATION PLAN developed with recommendations to expand Community Paramedicine in priority areas

Collaborative care models identified



Implementation plans were established for each model



Usage indicators identified to ensure practice standards are being met



Collaborative Care Teams established in Corner Brook/Cox's Cove, and Deer Lake Medical Clinic

All BETTER Prevention practitioners in Western Health clinics:

- 1 Documenting in EMR
- 2 Offering both virtual video visits and virtual telephone visits

Diabetes Flow Sheet designed and implemented in EMR



Second ambulance team implemented to support:

- transfer of patients
- COVID-19 response
- Humberwood Program



Indicators identified to determine service demand and utilization