

Strategic and Operational Goals 2017–2020

Year One: 2017–2018

Strategic Goal: 1

**ENHANCED
MENTAL HEALTH
PROMOTION AND
ADDICTIONS PREVENTION
BASED ON BEST PRACTICE**

Progress in Year One

A scan of Mental Health Promotion and Addictions Prevention work was completed.

Priority initiatives were identified:

1. Standardize the process for appropriate care and follow up when a person presents at an Emergency Department (ED) in crisis
2. Increase access to groups and peer support for family members/caregivers of people with mental health and substance use issues.
3. Increase promotion of available mental health and addictions services and supports

Strategic Goal: 2

**ENHANCED PRIMARY
HEALTH CARE SERVICES
TO ADDRESS NEEDS OF
RESIDENTS OF THE
WESTERN REGION**

Progress in Year One

An environmental scan was completed to identify strengths and gaps in current primary health care services.

Priority initiatives were identified and include:

1. Establishment of a Primary Health Care Clinic in Corner Brook
2. Implementation of an alternate scheduling model for select family physician practices in the Stephenville area

Strategic Goal: 3

**ENHANCED
PROGRAMS AND
SERVICES TO IMPROVE
OUTCOMES FOR
OLDER ADULTS**

Progress in Year One

An environmental scan of existing programs and services was completed.

Three key priorities were identified:

1. Prevent or delay inappropriate admission to acute care for older adults
2. Ensure appropriate and timely discharge of older adults from acute care
3. Develop integrated service delivery models in priority areas of rehabilitation and palliative care

Operational Goal: 1

**ENHANCED
OPERATIONAL
EFFICIENCY IN
PRIORITY AREAS**

Progress in Year One

A scan related to best practice in health efficiency was conducted.

Key stakeholders were engaged in a discussion of efficiency within program areas.

Based on the review, the following were identified as priority areas:

1. Accessing appropriate care,
2. Delivery of health care services
3. Decreasing unnecessary tests and procedures