

UPDATED STRATEGIC DIRECTIONS 2012-2017

1

Adopt and Implement People-Centred Care

People-Centered Care sees clients as actively engaged in the management of their own health. This includes care which is comprehensive, coordinated, timely, and respectful of clients' needs and experiences.

2

Improve Access for Those Who Face Barriers

RCHS seeks to reduce avoidable differences in health between people. As an inclusive organization, we will identify underserved populations in our service areas and enhance efforts to engage them in improving their health and well-being.

3

Strengthen Efforts to Engage Individuals & Communities through Health Promotion

Health promotion aims to reduce differences in health status thereby ensuring equal opportunities and resources to enable all people to achieve their fullest health potential. We will increase our efforts to engage individuals and communities to increase control over and improve their health.

PRIORITIES 2014–2015

- ✓ Improve Patient Safety
- ✓ Enrich Client Experience
- ✓ Enhance inter-professional teamwork
- ✓ Increase awareness by individuals with diabetes about RVDS services
- ✓ Increase continuity of diabetes education for individuals who access RVDS

- ✓ Timely access to primary care
- ✓ Ensure those living with diabetes have equitable access to RVDS regardless of where they live
- ✓ Reduce diabetes related complications through regular screening

- ✓ Focused efforts on those living in poverty
- ✓ Strengthen programs that address needs of marginalized populations
- ✓ Enhance communications – internally and externally



4

Provide and Demonstrate Value for Money

Making the best use of public healthcare dollars and other resources is essential to maintaining service to our communities. Demonstrating value will involve realignment of internal resources, innovation and improved coordination with external partners towards a more integrated health system.

5

Foster a Healthy Workplace

Our ability to serve clients and communities depends upon our skilled and caring staff and volunteers. We will continue to foster a supportive workplace towards increased professional fulfillment and the health and well-being of our staff and volunteers.

6

Work Together to Improve our Local Health Care System

To provide residents, especially the sickest and most vulnerable, with improved care that makes the best use of health care resources requires a redesign of local health care delivery.

Success depends on multiple providers, front-line and leadership and clients working together to transform the system and on building support in our communities. RCHS is committed to working collectively to achieve this end.

PRIORITIES 2014–2015

- ✓ Enhance culture of quality improvement
- ✓ Realign internal resources and improve coordination with external partners

- ✓ Human resource systems and processes
- ✓ Staff feedback and development

- ✓ Participate and lead local health system transformation efforts
- ✓ Prevent disease through appropriate screening

