# **Our Strategic Direction 2024-2027**



## **VISION**

Health and well-being for all.

## **MISSION**

Working together to improve quality of life for individuals and communities, inspired by innovation and partnership.

## **VALUES**

- Quality
- Integrity
- Compassion

January 24, 2024

Safety

## **GOALS**

- 1. Improve health and wellness.
- 2. Deliver high-quality care.
- 3. Ensure sustainable health-care.
- 4. Cultivate an engaged workforce.

## Taking a Population Health Approach A vestity and Wellness **Embedding** Advancing Indigenous person- and health and familycentred care wellness Prioritizing \* services that are integral equity and to improving access nealth and well Partnerships with being for all communities, care providers, people, clients, patients and families Cultivate an Engaged No. Modernizing Ensure technology and analytics Addressing climate change and sustainability Encouraging and Supporting Innovation

## **Our Goals**

**Improve** 

Health and

Wellness

Deliver

Quality

High-

Care

## **Our Strategic Priorities**

## **Advancing Equity and Access** We are focusing on:

- Building capacity and shared understanding across IH, and using data to reveal health inequities.
- Changing how we deliver services to improve equity and access, including for Indigenous, rural and remote
- Acting upon the many factors that influence population health and health equity.

#### **Advancing Indigenous Health and Wellness**

#### We are focusing on:

- · Continued implementation of the 2022-2026 Indigenous Health and Wellness Strategy.
- Implementing actions to advance Indigenous Health and Wellness across all of the IH
- Promoting and maintaining sustainable, respectful and responsive partnerships between Indigenous Peoples and IH.
- · IH services are free from racism and discrimination.
- · Indigenous Peoples and Communities have equitable access to culturally safe care.

## Health and Well-being for All **Primary Care** We are focusing on:

Primary care optimization and practice standards.

**Prioritizing Services that are Integral to Improving** 

- UPCC implementation and operationalization.
- Primary care network development and support.

#### Mental Health and Substance Use We are focusing on:

- Strengthening staff knowledge and capacity.
- Co-ordinated care advancement.
- Continuous quality improvement.
- Indigenous Mental Wellness Plan implementation.
- Continued toxic drug crisis response.

### **Seniors Care**

We are focusing on:

#### Access to services where and when needed.

- · Research and innovation for health-care needs,
- practice, and technology. Results and improved understanding and access to care.

#### **Cancer Care**

#### We are focusing on:

- · Preventing and diagnosing cancer earlier.
- Improving timely access to diagnostics, treatment, and supportive care.
- Decreasing barriers to care with a focus on Indigenous, rural, and remote communities.
- Investing in people and partnerships.

#### Surgical, Medical Imaging and Laboratory Services We are focusing on:

- Timely access to services and care.
- Investment in capital equipment, devices, and software
- · Quality, safety, and patient experience.

#### **Embedding Person- and Family-Centred Care** We are focusing on:

- · Implementation of the Person- and Family-Centred Care (PFCC) Framework to put individuals at the forefront of their health and care.
- Incorporating PFCC principles and practices across all of the IH Strategic Priorities.
- Continue to support and work with the PFCC Steering Committee with the important input of patient partners.

## Ensure Sustainable Health-Care

#### **Modernizing Technology and Analytics**

#### We are focusing on:

- Modernizing technology.
- Creating people-centred systems.
- Protect digital assets from cyber threats. Generating knowledge from data.

#### Addressing Climate Change and Sustainability

#### We are focusing on:

- Preparing for climate-related emergencies.
- Evaluating and reducing our environmental impacts.
- · Bolstering sustainable healthy community development.
- · Establishing accountability for action across Interior Health
- Mitigating greenhouse gas emissions.

## Cultivate an Engaged Workforce

#### **Supporting our People**

#### We are focusing on:

- Creating a workplace where people want to come to work, stay, and are well to provide the best care possible to clients and communities we serve. Supporting the health and wellness of our workforce.
- Redesigning the way we work.
- Retaining and training staff.
- Recruiting for the future.

#### **Taking a Population Health Approach**

Improve and protect the health of entire populations by:

- · Shifting efforts upstream.
- · Using evidence to assess health to develop strategies that improve and protect the health of the population.
- · Collaborating with partners to address the determinants of health.

#### **Encouraging and Supporting Innovation**

Creating a culture where innovative ideas are encouraged and explored by:

- · Implementing new models of care.
- Adopting new technologies.
- · Using effective innovative approaches for better care.

## **Approaches** to How We Do **Our Work**