



**Partners Community Health
Strategic Plan 2022 – 2025**

March 2022

**PARTNERS
COMMUNITY
HEALTH**

**VISION:**

To honour lives and choices and deliver seamless care

**MISSION:**

We are committed to building strong system partnerships and connections that put people first, a learning and leading healthcare community, and best-in-class service across the aging continuum.

**VALUES:**

Compassion - we care for all people with respect, dignity, and empathy

Excellence - we provide high-quality care with an optimal experience in a learning environment

Inclusivity - we bring diversity, equity, and cultural appropriateness into everything we do

Creativity - we are innovative and embrace new and different ideas

Our Strategic Priorities:

Excelling in equitable **care delivery** to improve healthy aging



Establishing **trusted partnerships** and connections



Building a **diverse and inclusive workforce**



Achieving **operational excellence and sustainability**

Enablers:

Leadership

Communications and Engagement

Technology and Data

Accountability:

Report annually on detailed work plan activities and progress and outcomes achieved

STRATEGIC PRIORITIES, GOALS AND ENABLERS:



Excelling in equitable **care delivery** to improve healthy aging

Excel in **long-term care operations** through the development of the new health centre on Speakman Drive

Expand community services **through introduction of innovative and inclusive models of care** to support a broader set of needs for the diverse and aging populations we serve

Build **additional community-based health hubs** to equitably support the full spectrum of seniors needs across the healthcare journey



Establishing **trusted partnerships** and connections

Develop **academic and technology partnerships** to support research and innovation

Build a strong network of **community partnerships** with focused efforts to improve access, navigation and connectivity of care

Lead in **promoting and spreading PCH partnership** models and approaches



Building a **diverse and inclusive workforce**

Establish and maintain a strong **foundational workforce** to support excellence in service delivery

Build a comprehensive staffing approach that enhances **recruitment, retention, partnerships and growth**

Develop a strategy for building strong **diversity, equity and inclusion**, including through partnerships, and ensure it is embedded into everything we do



Achieving **operational excellence and sustainability**

Build strong **operational capabilities** including financial and reporting management

Develop a **sustainability plan** that supports the growth of the organization

Establish a **quality framework** with clearly defined metrics and protocols to measure success

Leadership – building strong leadership courage and capacity to support the development of PCH and ensure sustainable growth in the short- and long-term

Communications and engagement – developing and executing upon a strong communications and engagement strategy to clearly articulate PCH's role, vision, mission and values to key stakeholders in the community

Technology and data – driving innovation through digital care and technologies to improve access to care and analytic capabilities to become an insight driven organization