

## Quality of care

We will provide high-quality, safe and timely patient care to ensure the best outcomes and high levels of satisfaction for the people we serve

## System integration

We will be leaders in working collaboratively and creatively with other health care providers and stakeholders in order to deliver innovative, effective, integrated quality care

## Our mission

Excellence in rural health care.

## Our vision

To be a leader in rural health care delivery through service excellence, effective partnerships and responsiveness to community health needs.

## Strength in people

We will nurture a healthy and safe workplace to attract and retain dedicated staff, physicians and volunteers, and foster an environment which encourages innovation and quality in patient care

## Financial performance

We will plan for and maintain financial stability such that we deliver quality patient care programs responsive to the needs of the people we serve

## Quality of care

We will provide high-quality, safe and timely patient-centred care to ensure the best outcomes and high levels of satisfaction for the people we serve

- Expand the use of evidence-based practice and develop new, innovative processes to improve patient outcomes
- Enhance strategies that support timely interventions and the best possible care in the most appropriate setting
- Provide a safe and healthy environment for patients and staff

## System integration

We will be leaders in working collaboratively and creatively with other health care providers and stakeholders in order to deliver innovative, effective, integrated quality care

- Continue to support and nurture relationships with internal and external health care providers and stakeholders to optimize delivery of care
- Create a climate to encourage our health care team to explore and develop opportunities for innovation
- Optimize the performance of our care delivery processes and systems

## Strength in people

We will nurture a healthy and safe workplace to attract and retain dedicated staff, physicians and volunteers, and foster an environment which encourages innovation and quality in patient care

- Foster a culture of employee empowerment, involvement and accountability
- Provide the right resources and opportunities to allow our health care team to develop to its full potential
- Develop strategies to attract, retain and allocate human resources that best respond to the needs of our patients
- Continue to promote and sustain an environment that values and supports the health and safety of our staff, physicians and volunteers

## Financial performance

We will plan for and maintain financial stability such that we deliver quality patient care programs responsive to the needs of the people we serve

- Research and develop new and innovative revenue streams
- Utilize performance measures and strategies to optimize effective allocation of operating and capital resources
- Plan and provide for the investments required to align with the needs of the organization to serve our community
- In collaboration with our stakeholders, deliver financial transparency and accountability