

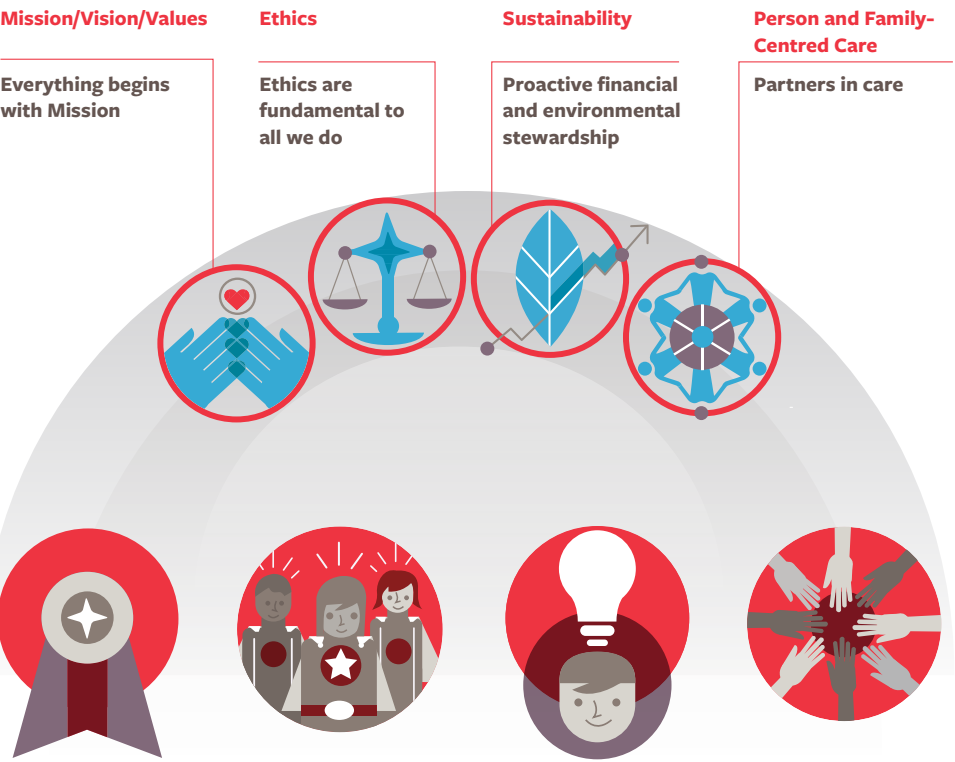


OUR MISSION: FORWARD

We're on a mission to define the future of health care in British Columbia. For all of us, this is a remarkable opportunity to create a Providence that will lead the way into the future of health care. This is our mission going forward.

Our Foundational Principles

Our four foundational principles describe our core beliefs; they are in our DNA. They guide our efforts and serve as a perpetual framework for our actions throughout our seven-year plan and beyond.



Our Strategic Directions

Our four strategic directions are a set of priorities that will help us organize and plan our work over the next seven years. Think of Providence as a rocket ship. We need to equally fire up all four of these engines to propel it into the future.



missionforward.ca

OUR SEVEN-YEAR MISSION: FORWARD

The four to five goals we’ve developed for each priority are just the start of the actions that will flow from our high-level directions and principles, and a way to organize our efforts moving forward.



QUALITY-FORWARD

Strategic Direction 1:
Exceptional Quality, Safety & Value

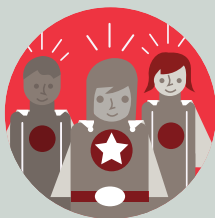


GOALS

- 01 Understand, evaluate and prioritize quality (outcomes, experience & safety including eliminating preventable harm).
- 02 Readily access data and information and use them continuously to improve our person and family-centred care.
- 03 Offer the people we serve the right care, in the right place, at the right time.
- 04 Improve the physical environment at all our sites.
- 05 Practise “value-based health care”, which prioritizes what matters to the people we serve as a way to drive quality and efficiency.

PEOPLE-FORWARD

Strategic Direction 2:
Inspiring People & Teams

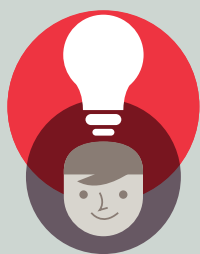


GOALS

- 01 Be the organization of choice, with a focus on attracting, developing, engaging & retaining our people.
- 02 Engage and empower our people in meaningful ways and nurture a culture where every voice is heard.
- 03 Prioritize the health, safety and well-being of our people.
- 04 Ensure each of us understands how our work connects to Providence’s Mission, strategic directions and goals.

LEARNING-FORWARD

Strategic Direction 3:
Discover, Learn & Innovate For Impact



GOALS

- 01 Make every interaction with the people we serve an opportunity for learning, research and continuous improvement.
- 02 Nurture and support innovative and disruptive ideas that transform care in BC and around the world, especially especially for vulnerable and diverse populations.
- 03 Ensure that each of us understands that we have the responsibility and the opportunity to improve our services.
- 04 Be an education leader among Canadian academic teaching hospitals and prioritize the training of the next generation of health care professionals.

PARTNERSHIPS-FORWARD

Strategic Direction 4:
Partnerships



GOALS

- 01 Create partnerships with government and other public, private and academic organizations to advance new models of care.
- 02 Cultivate partnerships that enable integrated care and more seamless transitions between hospital, specialty care, primary and community care.
- 03 Seek and create partnerships with leading technology and digital health organizations to improve responsiveness, connectivity and quality.
- 04 Prioritize partnerships that improve the care journey for Indigenous Peoples and vulnerable populations.