



## Strategic Plan 2020 to 2024

### Planning for our Future

Services de santé de Chapleau Health Services is a rural, integrated health care model, providing a full spectrum of services in English and French. This is our mission – it's what we do today.

It is our vision and ultimate goal to become a sustainable, remote rural health care hub focused on providing safe, quality, effective, patient centred care.

When we make choices about how we will get to our ultimate goal, we refer to our values. Four values are especially important to us.

- **Inclusiveness** – We will respect the promotion of social inclusion, individual choice, independence, dignity and individual rights.
- **Integrity** – We will be honest and transparent in what we do.
- **Compassion** – We will show concern and care for others in all that we do, and will especially be mindful of the needs of our elders.
- **Focus on Health and Safety** – We will care about the health and safety of patients, clients and employees.

With this strategic plan, we are confirming to you the three broad directions we will work on for the next few years to move us toward our ultimate goal. They are to:

- **Continuously improve care and services**
- **Collaborate to build a healthy community**
- **Ensure sustainable operations**

The specific **goals** associated with each of these broad directions will be developed, reviewed and revised annually. Some of them will be completed over the life of the strategic plan, while others may be completed within a much shorter time. The goals that we have initially set in relation to each of these broad directions are included here.

#### **To continuously improve care and services, we will:**

- Work with other organizations to develop an Ontario Health Team to serve the needs of local residents.
- Explore opportunities to increase the number of ELDCAP (long-term care) beds in a way that is revenue neutral.
- Enhance the services available for people with mental health issues.

#### **To collaborate to build a healthy community, we will:**

- Communicate with the public to ensure that people know about our services and how to access them

- Work with other organizations to develop a pool of community volunteers to focus on supporting our elder citizens.
- Advocate for and work with the residents of Foleyet to obtain services that will meet their needs.

**To ensure sustainable operations, we will:**

- Ensure that each division of the organization operates within its budget.
- Implement Meditech Expanse in the most economical way possible.
- Ensure sufficient resources to provide appropriate healthcare services.
- Identify critical functions and provide cross-training to ensure that the organization is never without them.

Our Board, CEO and Leadership Team will develop detailed action plans for each of these goals, and will regularly monitor our progress in achieving them.

For us, the phrase **‘nothing about us without us’<sup>1</sup>** represents our commitment to engage in conversations with you about decisions that will affect you. It means that we will engage with you as we develop these goals and as we design processes that will affect you. This commitment applies to everyone - clients, patients, staff, partners and other stakeholders. Please join us on this journey.

---

<sup>1</sup> The phrase ‘nothing about us without us’ is a slogan that represents the idea that no policy should be decided without full and direct participation of the groups affected by it. It is rooted in 1500’s central European political tradition. It was used by disability activism in the 1990s, and has been taken up since in a variety of populist movements. Reference: [https://en.wikipedia.org/wiki/Nothing\\_About\\_Us\\_Without\\_Us](https://en.wikipedia.org/wiki/Nothing_About_Us_Without_Us)