

## VISION

Healthy People in Healthy Rural Communities



## MISSION

We strive for healthier communities by working with our residents and health system partners to deliver high quality health and wellness services

# STRATEGIC PLAN 2019-2022

## QUALITY CARE

Ensure that everything we do results in the highest quality programs and services

## HEALTH PROMOTION

Promote and advocate for change to enhance the well-being of individuals and communities

## ORGANIZATIONAL HEALTH

Build workplace practices that strengthen organizational health and best use of resources

## Strategic Directions

Accessible programs and services for rural families

Effective mechanisms for client engagement

Service integration/strategic partnerships

Advanced use of technology for information sharing

CRCHC is a credible leader in the healthcare system

Focus on system navigation as a means of further linking and coordinating primary care and community services

Exceptional communication at both internal and external levels

Equity and inclusion for all residents

Focus on upstream intervention, prevention and community development

Maintain focus on organizational cohesiveness across staff groups, Board and volunteers

Succession planning for Board and staff

Most effective and efficient use of organizational resources

Effective and responsible risk management

## Board Priorities 2019-2020

Complete the accreditation process successfully

Apply the new Senior Friendly Care Framework

Client engagement activities drive organizational planning

Through networking and strategic communications, promote the CHC model of health and well-being as a viable means of meeting rural healthcare needs

Board to Board planning that drives coordination and system transformation

Succession planning for Board treasurer position and for key staff

Review and monitor our organizational risk management framework

## Values

- 1 We are accountable and responsive to the community and value the voice of our clients
- 2 We respect the diversity of all people in our community
- 3 Staff and volunteers are our most valuable resource
- 4 We work in partnership with people to encourage involvement in their own health and well-being
- 5 Everyone has equal access to our services
- 6 Healthy communities grow stronger by addressing the social determinants of health
- 7 Staff uphold the highest professional standards and ensure quality in service delivery to our clients
- 8 Local governance is reflective of the communities we serve
- 9 We advocate for health care partnerships and system transformation
- 10 We ensure transparency in all of our work