

A different today. A better tomorrow.

Presentation to Accreditation Canada Surveyors

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A different today. A better tomorrow.

Presentation overview

- **Who we are**
- **What we offer**
- **Mission, Vision, Values**
- **Our Promise in Action**
- **Challenges**
- **Points of pride**

We are Capital Health

- Nova Scotia's largest provider of health services
- Committed to caring for and improving the health and lives of more than 400,000 people in Halifax Regional Municipality and the western part of Hants County
- And many more from outside the district and other parts of Atlantic Canada who need specialty, tertiary and quaternary care

We are Capital Health

- Academic health sciences network
- Hospital services, public health, primary health care, continuing care, mental health and addictions, forensic hospital
- 36 buildings on 10 campuses - 4 million sq. ft.
- Plus 19 leased sites in the community - 250,000 sq. ft.

We are Capital Health

- **Second-largest employer in Nova Scotia**
- **One of Canada's Top 100 Employers (twice)**
- **Annual budget of \$870 million
(\$2.4 million each day)**

What we offer

- **Core health services to adult residents**
- **Primary health care**
- **Tertiary and quaternary acute care**
- **Academic and clinical learning opportunities**
- **Mental health care and forensic hospital**
- **Community health programs**

What we offer

- **Health promotion**
- **Addiction prevention and treatment services**
- **Integrated chronic care services**
- **Public Health services**
- **Continuing care**

What we offer

- **1 urgent care centre with 7,000 patient visits**
- **2 collaborative emergency centres**
- **5 Diabetes management centres with 12,000 patient visits**
- **2 community health teams with 7,000 participant visits**
- **Integrated chronic care centre with 8,500 patient visits**
- **530 visits with clinical nurse specialist at prideHealth**

We are Capital Health

- **10,342 employees**
- **2,214 medical staff and learners**
- **1,900 volunteers**
- **1,380 beds**
- **450 family practitioners deliver 8,000 services daily**
- **40 nurse practitioners**

We are Capital Health

- **739,286 outpatient clinic visits**
- **157,977 emergency visits**
- **39,821 operative cases**
- **466,919 inpatient days**
- **33,259 admissions**
- **13.51 average length of stay (days)**

We are Capital Health

- 1,233 active research projects
- 19,974 calls to 1-800 line for Continuing Care service
- 4,750 Continuing Care clients in community
- 3,669 clients in Addictions programs
- 1,131 families in prenatal classes
- 980,082 doses of vaccine administered
- 1,240 people seen at the International Travel Clinic
- 26 youth health centres in schools

District reach



Our Mission

“To be a world-leading haven for people-centred health, healing and learning.”

Capital Health is an academic health sciences network providing timely access to advanced patient care, leading-edge research and training for the current and the next generation of health care professionals.

Our Vision

Healthy people, healthy communities

Our Values

Integrity

Courage

Caring

Accountability

Inquisitiveness

Our Promise in Action

2008 - *Our Promise* launched

- 34 milestones
- Input of patients, families, physicians, employees and volunteers

2013 - *Our Promise in Action* launched (renewed strategic plan)

- Sharper focus and more clarity
- 14 strategic goals

Strategic Plan Renewal

- **Practical, clear, concrete**
- **Measurable targets**
- **Aspirational (yet grounded in baselines)**
- **Helped focus attention and resources**
- **Gave traction to “high concept” transformational strategy**

Strategic Plan Renewal

- **Current vision/mission/values/strategies**
- **Focus: 2 to 3 outcomes per strategy**
- **Clarity: Communicate direction, define strategies**
- **Action: Emphasize implementation**
Ensure goals are achievable

Our Promise in Action: 2013-16

- **Our Promise reflects Our Mission for a different today and Our Vision for a better tomorrow.**
- **Our Values reflect the kind of people we are and how we choose to do things.**
- **Our Promise in Action – and its five convergent strategies – are what will make it all happen.**



Our
Promise
in Action

<http://www.cdha.nshealth.ca/media-centre/video/our-promise-action>

Five Strategic Streams

- **Transforming Person-Centred Health Care Experience**
- **Citizen and Stakeholder Engagement and Accountability**
- **Transformational Leadership**
- **Innovating Health and Learning**
- **Sustainability**

Transforming Person-Centred Health Care Experience Areas of Focus

- **Strengthen community-based case for chronic disease**
- **Improve quality of care in transitions**
- **Build a culture of customer service**

Citizen and Stakeholder Engagement and Accountability Areas of Focus

- Partner with the public so individuals and communities can play a key role in managing their own health
- Involve patients directly in their care
- Lead dialogue with the public addressing appropriateness of care

Transformational Leadership

Areas of Focus

- **Improve leadership capacity at all levels**
- **Strengthen accountability of employees and physicians**

Innovating Health & Learning

Areas of Focus

- **Focus on innovation that has benefits for patients and aligns with our mission**
- **Strengthen partnerships with learning institutions**
- **Build our capacity for inter-professional research and inter-professional education**

Sustainability Areas of Focus

- **Innovate systems and processes for greater efficiency**
- **Develop funding models based on our priorities**
- **Be better environmental stewards**

Next Steps

Action plans

Each goal has an action team. Action plans were submitted, the Leadership Enabling Team (LET) has approved in principle and plans are in early stages of implementation.

Quality & Patient Safety

All streams intentionally align with quality and patient safety standards through our Integrated Quality and Patient Safety framework.



Challenges

- **Aging infrastructure**
- **Union situation**
- **Emergencies**
- **New government**
- **Merged Services**
- **Common shared financial realities**

Points of Pride

- **Focus on citizen engagement**
- **Community Health Teams**
- **PATH – 3M National Award**
- **Primary Health Care Connections**
- **Atrial Fibrillation**
- **Simulation lab**

Points of Pride

- **Care by Design**
- **Embedded energy advisor**
- **76 Quality and Patient teams (90 per cent with patient membership and all with engagement focus)**
- **Strides made in illness prevention and health promotion (e.g. INSPIRE, Community Health Teams)**

Questions and Answers

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