



A journey together

Yukon Hospital Corporation Strategic Plan 2018–2022



our commitment

Yukon Hospital Corporation is an integrated system of hospitals in Whitehorse, Dawson City and Watson Lake that aims for a high standard of hospital care in a way that meets and respects the unique personal and community needs in all of the Yukon.

Our territory is a vibrant and inspiring place to live in and care for. The Yukon's diverse customs, cultures, experiences and communities shape who we are as an organization and health care team, making equity, partnership and reconciliation important to us.

Our Strategic Plan 2018–2022, values, directions and goals are designed to strengthen and further integrate our hospital system. We will work with our patients and all the communities we serve as partners in reaching our vision of *A journey together. The best care every time.*

our mission

Safe and excellent hospital care





our vision

A journey together. The best care every time.

Health care is an important, very personal and unique experience for each of us. It is a journey that involves the patient, first and foremost, along with collaborative health care teams within our hospital system and Yukon communities.

We recognize the critical role our system of hospitals and people play, which is why each of us will strive towards ensuring that the patient journey is not only seamless and safe, but also offers compassion, engages patients in a way that respects individual needs and expectations, and ultimately, achieves the best possible outcomes. This is a journey together. The best care every time.

our values

Our values represent the core beliefs and way of life for our hospital system. They inspire us in our work and help us demonstrate that **WE CARE**.

They form the foundation of how we will behave, operate, make decisions, and work with patients, as we strive for the best care, every time. We value...

WORKING TOGETHER

Collaboration, teamwork, support, communication and engagement

We work together by being actively involved and engaged in the work we do, with each other and with those we care for. We communicate clearly. We support each other, respect different points of view and strive to create an environment that values everyone's passion, knowledge and experience.

EQUITY

Fairness, cultural safety, diversity and accessibility

We promote equity through a culturally safe environment where we remove barriers to care by acting with empathy, humbleness and without judgment. We recognize that each person is an individual with unique experiences and health care needs. We care about the whole person (rather than just physical symptoms) by asking questions and seeking clarity to better understand and support our patients.

COMPASSION

Valuing people, caring, comfort and kindness

We show compassion by giving comfort, offering assistance and acting with both empathy and sympathy. We value each person as well as our relationships with them. We always listen and remain present and engaged. We advocate for our patients. We understand, respect and support each person's spiritual and emotional needs.

ACCOUNTABILITY

Reliability, honesty, trust, openness and professionalism

We are accountable to do as we say we will do, for our own actions and by recognizing the significant responsibility we have to our patients, the health system and Yukon community as a whole. We always act honestly, tell the truth, and strive to meet high ethical and professional standards of conduct. We make informed, evidence-based decisions and actively share the outcomes.

RESPECT

Acknowledgment, dialogue, patience and responsiveness

We show respect by treating everyone equally, talking, listening and showing patience. We know our boundaries, are responsive to differing perspectives and work to resolve differences directly and privately. We actively provide recognition and acknowledgment of each other and those we care for.

EXCELLENCE

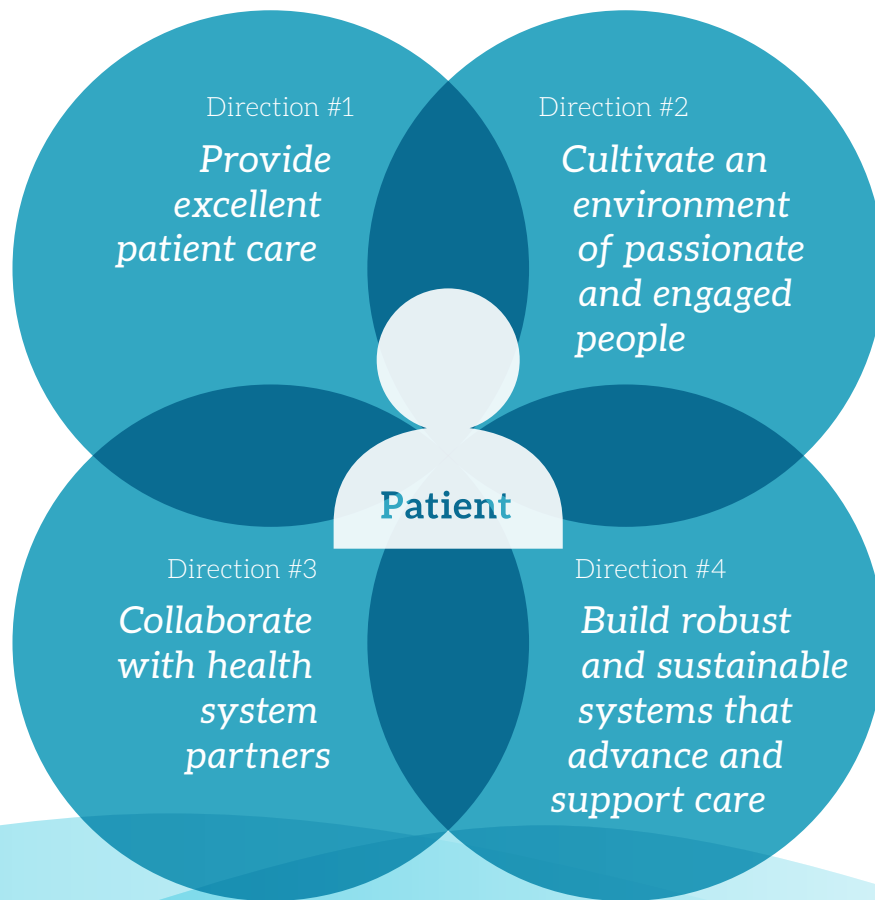
Quality, safety, dedication, learning and improvement

We strive for excellence by going above and beyond what's expected and showing a visible commitment to quality care. We seek innovative approaches and solutions. We identify and act on issues and concerns. We demonstrate safe practices and behaviors all the time. We learn from our mistakes. We measure and evaluate our performance. We look to best practices and evidence as way to continuously get better at what we do.

our directions and goals

Our organization has developed four strategic directions to guide us over the next five years based on input from individual Yukoners, partner agencies, and communities across the territory.

Within each of these directions, we've established clear goals (what we will do) in order to reach our vision of *A journey together. The best care every time.*





Direction #1

Provide excellent patient care

THIS MEANS

- » *striving for the highest standard of quality and safety every time*
- » *engaging patients in their care, so that we are responsive to and respectful of their needs and values—and in a way that ensures these values guide all decisions about their care*
- » *providing care that is compassionate, timely, culturally appropriate, and equitable*
- » *a commitment to continuous improvement*

WE WILL

1. Help, heal and not harm patients
2. Develop ways to engage patients as partners in their health care journey
3. Employ best practice standards to improve health outcomes
4. Improve access to and timeliness of care by removing barriers and promoting equity



Direction #2

Cultivate an environment of passionate and engaged people

THIS MEANS

- » *inspiring all of our people—employees, volunteers and medical staff*
- » *actively supporting a culture of quality, safety and open communication*
- » *valuing growth, work/life balance, and wellness in helping all our people reach optimal ability*
- » *fostering accountability, teamwork and supportive relationships*

WE WILL

1. Invest in the growth of all our people in a way that supports the values and direction of the organization
2. Foster a strong culture of health and safety
3. Recruit and retain a skilled, diverse and stable workforce
4. Recognize the contribution and achievement of all our people in living the values and supporting the direction of the organization
5. Build and support our leaders
6. Continue to strengthen our entire team's communication and engagement



Direction #3

Collaborate with health system partners

THIS MEANS

- » *providing the right care in the right place at the right time*
- » *working together to shape health care that meets unique individual and community needs*
- » *maintaining a seamless patient journey within Yukon's health system and beyond*
- » *using scarce resources wisely*
- » *sharing knowledge and expertise to improve outcomes*

WE WILL

1. Engage Yukon's First Nations as partners in health care
2. Facilitate a more seamless patient journey within and between our hospitals, the broader Yukon health system, Yukon's communities, and health providers outside the territory
3. Partner to build capacity and value in the health care system
4. Pursue improved health system integration by working to align and meet common priorities
5. Create and foster opportunities for health practitioners to work to full scope
6. Work with the community to help shape and grow hospital programs and services
7. Share knowledge and facilitate the spread of leading practices



Direction #4

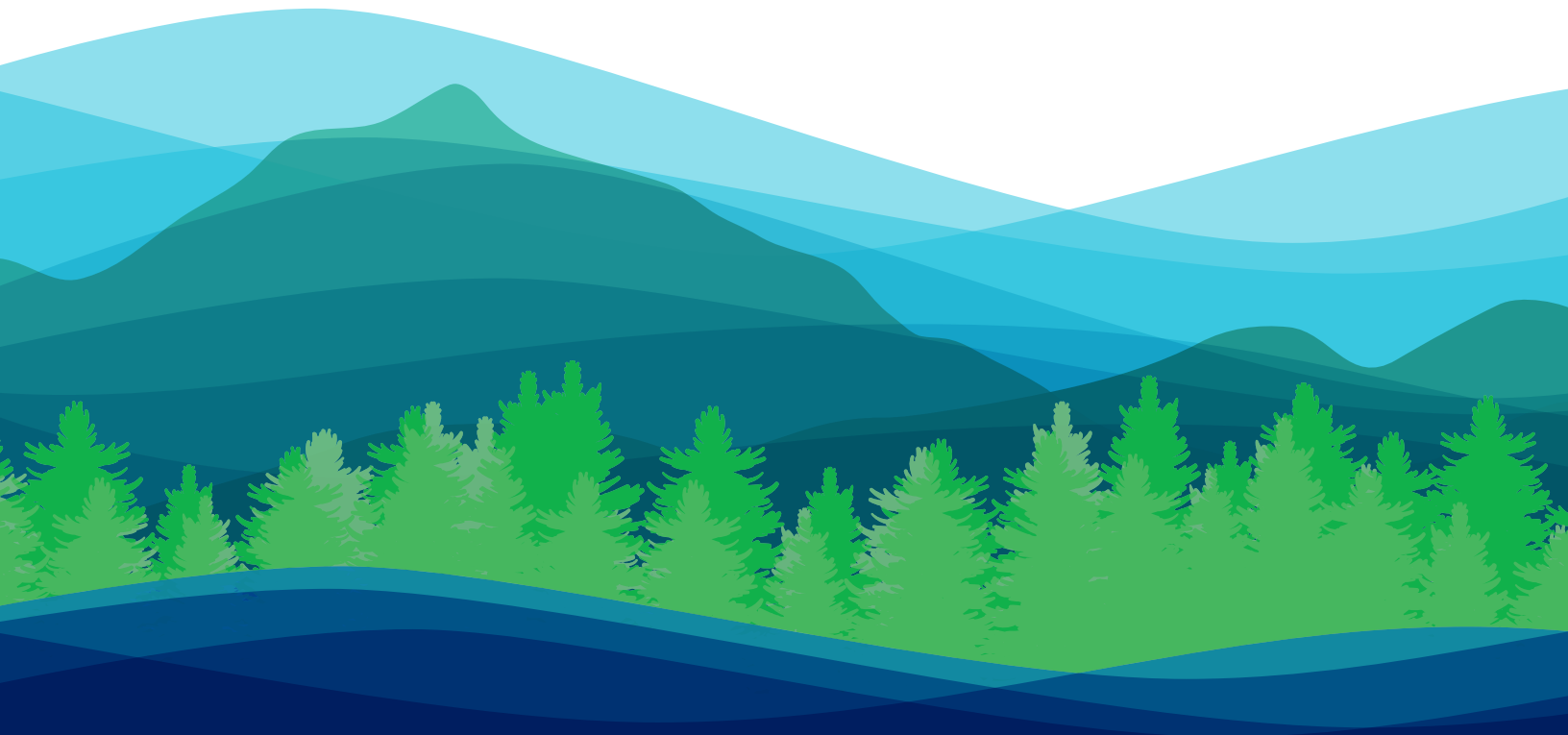
Build robust and sustainable systems that advance and support care

THIS MEANS

- » *strong and reliable infrastructure from continuous supply, critical systems, advanced technology and equipment, and modern facilities—that enable the best care every time*
- » *using all hospital system resources in the best way possible*
- » *valuing evidence and analysis in planning and making sound decisions*
- » *remaining transparent and open in sharing results and outcomes*

WE WILL

1. Actively report operational outcomes in a transparent and open manner
2. Make sound, informed decisions and continue to implement good planning practices
3. Utilize technology to advance and enhance care
4. Be a financially sustainable and accountable organization
5. Maintain all our buildings and systems to ensure these critical resources are continuously available when we need them



The Yukon Hospital Corporation wishes to thank all individuals, partners, health agencies and community organizations that participated in the consultation and development of this strategic plan. You helped set the direction that will shape hospital care in our territory in the years ahead. We look forward to this journey together—the best care every time.

September 2017