



Yukon Hospitals' Strategic Plan 2022-2027

STRIVING FOR THE best care every time





Acknowledgement

We acknowledge our historical role in colonialism, discrimination and harm done to Yukon First Nations and all Indigenous Peoples by governments, organizations and institutions, including our hospitals.

We understand that we have much work to do to address racism, advance reconciliation and build meaningful partnerships with Yukon First Nations. We recognize that everyone has the right to the best care every time, but that not everyone is able to safely access health care when they need it.

Our intention is to be fair and just, remove barriers, and provide the right supports to deliver the best care every time to all Yukoners.

Whitehorse General Hospital is on the traditional territories of Kwanlin Dün First Nation and the Ta'an Kwäch'än Council

Dawson City Community Hospital is on the traditional territory of Tr'ondëk Hwëch'in

Watson Lake Community Hospital is on the traditional territory of the Kaska Nation, including Liard First Nation, Kaska Dena, Ross River Dena Council



OUR POSITION ON Racism, Equity, Diversity & Inclusion

Yukon's hospitals condemn all forms of racism.

Our organization will not stand for discrimination, intolerance, or violence in our hospitals and we are committed to undertaking the work needed to eliminate racism and build an equitable, diverse and inclusive place for all who come through our doors, whether they be employees or patients.

Systemic racism and intolerance is pervasive and deep-rooted. It is embedded in our society and its structures. We know it is present in Canada, in the Yukon and in our communities. It exists within our hospitals and health care system.

At its heart, health care is grounded in the understanding that everyone has a right to the best possible care, in a way that is respectful, free of discrimination and culturally safe. We do not always get it right, and are reminded that we still have work to do. Evidence shows that racism and intolerance based on one's culture or identity creates barriers to care, and limits the ability of people to reach their best possible health outcomes and well-being.

We commit to being true to our values.

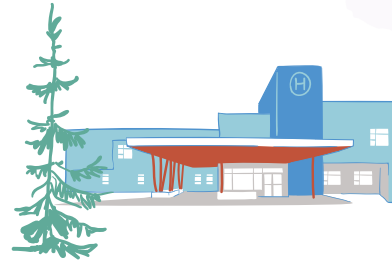
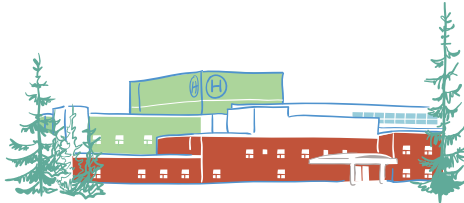
As an organization, we commit to advancing equity and making real and lasting change as necessary:

- We will identify barriers to care;
- We will build the competency and capacity of our team to better understand inequity and how to address it;
- We will cultivate a diverse workforce and leadership team; and
- We will continue to assess current policies, programs and services with a lens to supporting equity, diversity and inclusion.

If you have an experience in our hospitals that goes against these values or you want to share with us how we can make our hospitals more equitable, diverse or inclusive, please contact us at inclusion@yukonhospitals.ca.

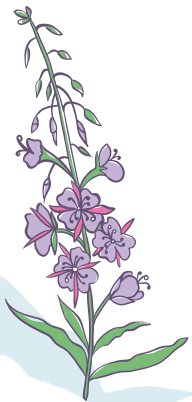
WHO We Are

We are Yukon's hospitals in Whitehorse,
Dawson City and Watson Lake.



Our team supports and provides acute hospital care and other health services within our facilities. We work and partner with other health providers across the territory to ensure health and well-being in a way that meets and respects the unique personal and community health needs of all Yukoners.

Our Strategic Plan 2022-2027, values, commitments and goals are designed to strengthen and build an exceptional, leading hospital system that works with the people we care for, partners and all communities that we serve in reaching our vision of *together – the best care every time.*



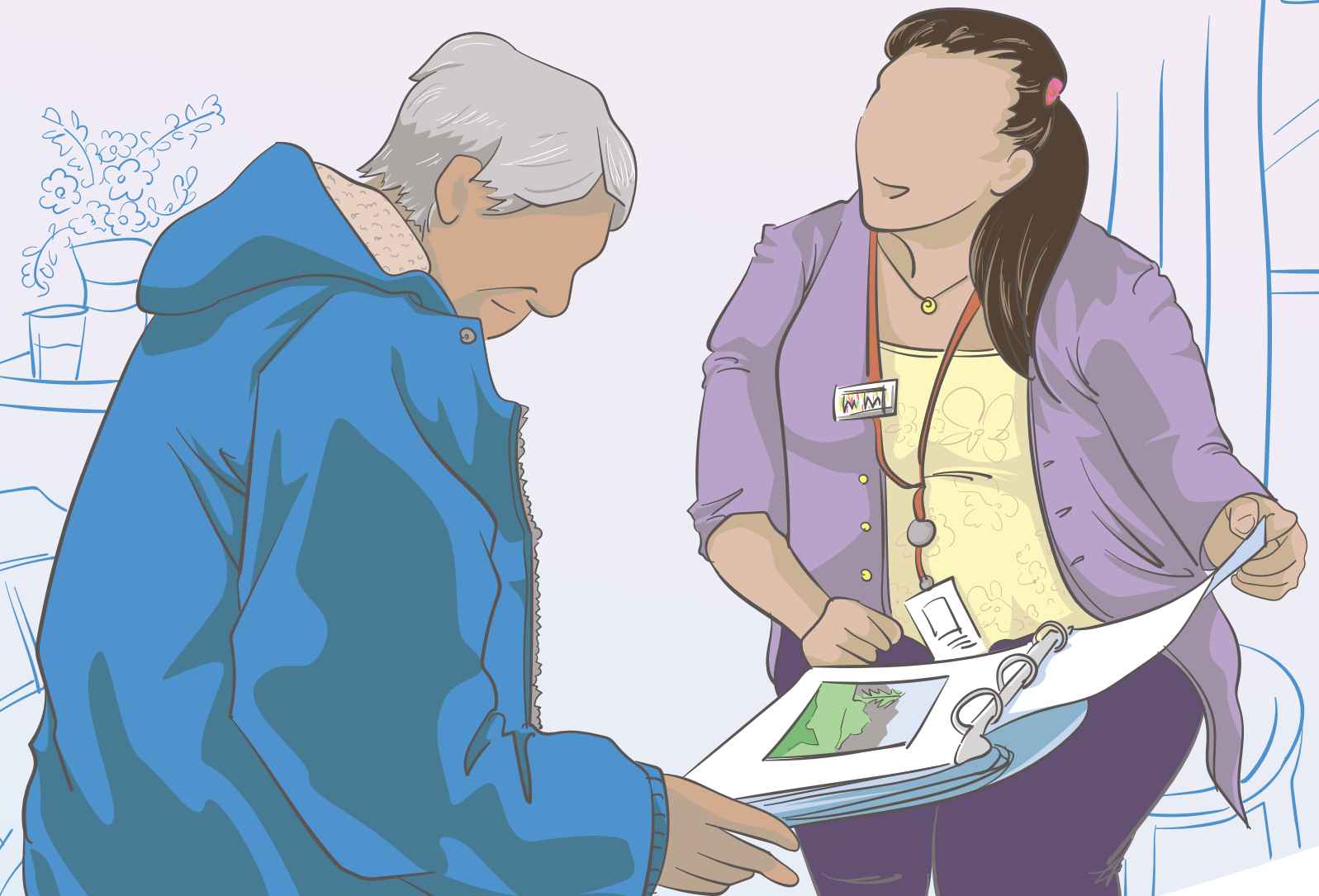


WHAT WE DO

Our Purpose

Safe and excellent hospital care.

...for all Yukoners
...for all communities



An illustration of a healthcare setting. On the left, a person in a pink shirt stands behind a counter with a tray of food including salmon, eggs, fruit, and a cookie. On the right, a woman with blonde hair in a blue shirt sits on a stool, leaning over a table where a man and a child are eating. The man is in a yellow shirt and the child is in a green shirt. There are various items on the table like a glass of milk, a bowl of fruit, and a cookie. In the background, there's a whiteboard with some scribbles and a shelf with bottles.

...in all respects

...in the North, the Yukon way

WHAT WE ARE STRIVING FOR Our Vision

Together. The best care every time.

Our vision recognizes that we don't always get it right, but that our common goal is to continuously strive to learn and work in partnership so that *together* we achieve *the best care every time*.

Our values, commitments and actions help move us toward putting this vision within reach.

OUR Values

There are many words and ways to describe what we value as a team and organization. We also listened to what our teams, our partners and people in our communities told us in order to prioritize the values which best represent what's important to all of us.

These values now form our organization's core beliefs and way of life.

We value people, team and community. We value relationships, inclusion and partnerships. We value communication, humility and understanding. We value being present and engaged. We value listening and empathy. We value truth, honesty and responsibility. We value being open to different world views and experiences. We value quality, safety and continuous improvement. **WE CARE.**

These values reflect our history of great service to Yukoners, but with the humility to acknowledge that there is still much work to be done. They honour where we have come from, but with an understanding of our responsibility today and to future generations. They guide how we behave, make decisions, and take action within our work.

WORKING TOGETHER



COMPASSION



EQUITY



RESPECT



EXCELLENCE



ACCOUNTABILITY





OUR Commitments

Yukon Hospitals are committed to four priority areas that were identified and shaped by input from individual Yukoners, First Nations, partner agencies and communities across the territory. These commitments will serve as a guide to us over the next five years.

**Within each commitment are goals that will help us reach our vision of a
Together – the best care every time.**

WE ARE COMMITTED TO

TRUTH & RECONCILIATION, DECOLONIZATION & INDIGENIZATION

This means:

- Building the relationship with Indigenous Peoples in meaningful ways
- Taking an intentional look at how we do things to identify oppression and barriers to care
- Providing care in a way that results in the very best health outcomes for all Indigenous Peoples
- Working towards making Yukon First Nations ways of knowing, doing and being part of everything we do
- Acknowledging the truth of hospitals and health care – and learning from this

To meet this commitment, we will:

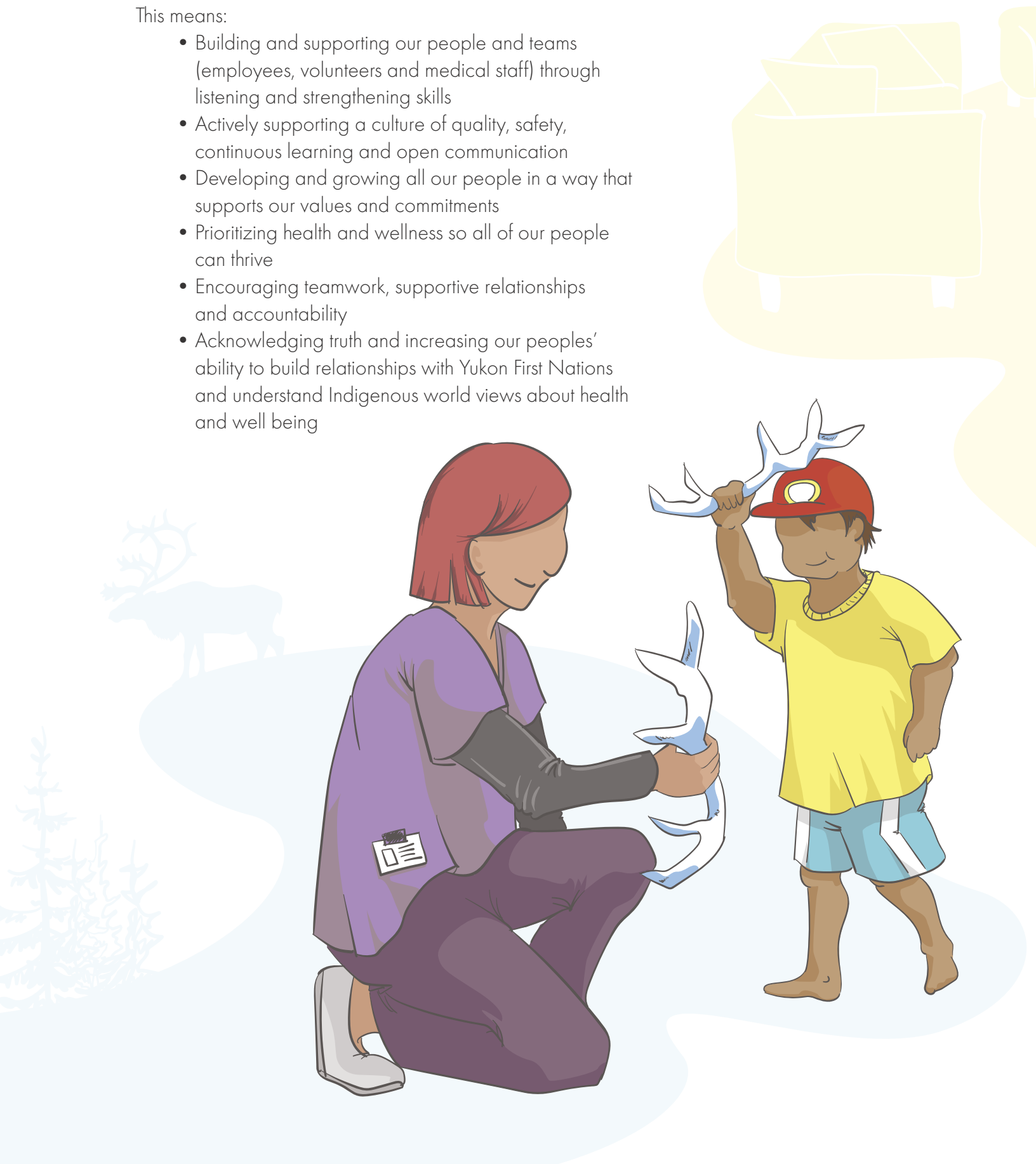
1. Advance the relationship with Yukon First Nations rights holders and governments
2. Ensure greater access to traditional knowledge practices and healing spaces across the organization
3. Continue to take steps towards ensuring Yukon First Nations' culture and ways of life are reflected in our spaces, services, policies and procedures
4. Undertake processes to address systemic racism

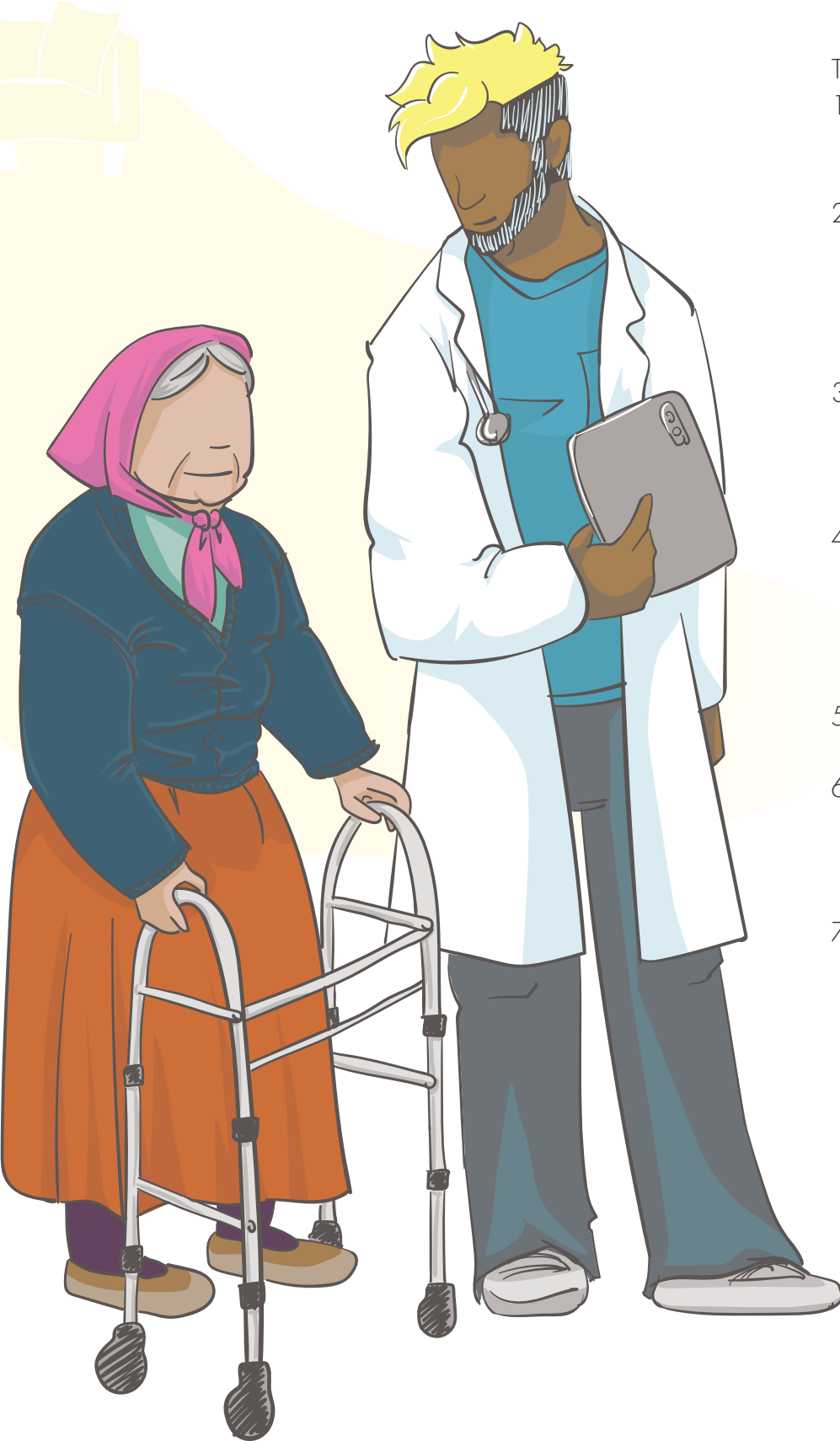


OUR PEOPLE & TEAMS

This means:

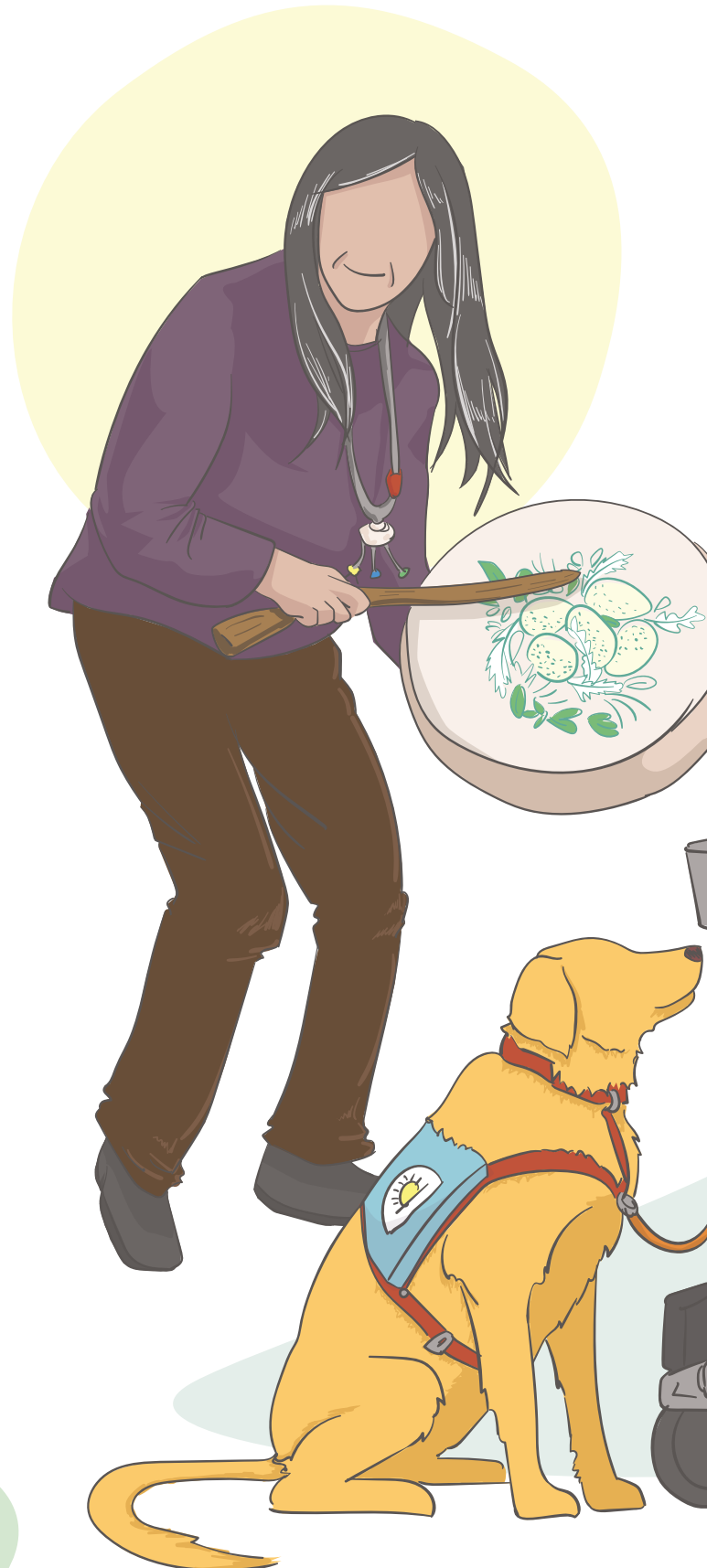
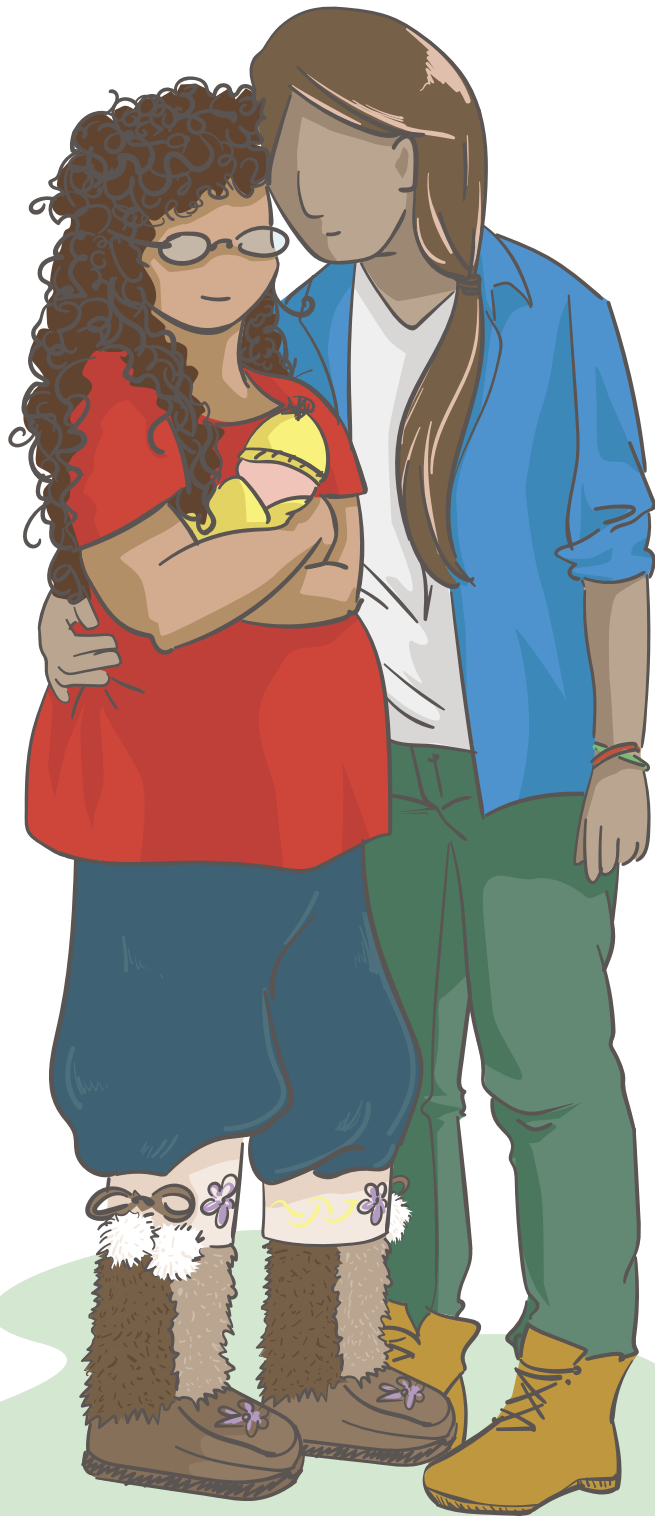
- Building and supporting our people and teams (employees, volunteers and medical staff) through listening and strengthening skills
- Actively supporting a culture of quality, safety, continuous learning and open communication
- Developing and growing all our people in a way that supports our values and commitments
- Prioritizing health and wellness so all of our people can thrive
- Encouraging teamwork, supportive relationships and accountability
- Acknowledging truth and increasing our peoples' ability to build relationships with Yukon First Nations and understand Indigenous world views about health and well being





To meet this commitment, we will:

1. Care for each other in a way that supports our health, safety and wellness
2. Build a skilled and representative workforce by specifically creating pathways to employment in our hospitals for Yukon First Nations
3. Celebrate the contribution and achievement of all our people in living our values and advancing our commitments
4. Grow and develop ourselves, our people and our teams through knowledge sharing, education, development and cultural learning opportunities
5. Build and support leadership capacity and capability
6. Actively share our stories and continue to improve communication and engagement
7. Create an environment where all health professionals and practitioners can work and grow within their scope of practice



THE PEOPLE WE CARE FOR & OUR COMMUNITIES

This means:

- Striving for the highest standard of quality and safety every time
- Ensuring the right care in the right place at the right time
- Engaging people in their care so we are responsive to and respectful of their needs and values – and in a way that ensures these guide all decisions about their care
- Committing to continuous improvement and sharing knowledge and expertise to improve outcomes
- Making our hospitals safe spaces for Yukon First Nations and all Yukoners.
- Honouring individual health choices

To meet this commitment, we will:

1. Help, heal and prevent harm by focusing on safety in all respects
2. Continuously improve the quality of care through evidence-informed practices, evaluating and measuring and identifying opportunities to learn
3. Listen and engage people as partners in their care so they feel heard
4. Improve access to and timeliness of care by removing barriers
5. Work with partners and the communities we serve to improve, expand or integrate hospital services and/or advance initiatives that help to reduce harm and avoid hospitalization
6. Further inclusivity to support health needs and positive outcomes for all Indigenous Peoples, and any Yukoner, who may experience barriers to care because of language, identity, sexual orientation, race, culture or lived experience.



RESILIENCY, SUSTAINABILITY & INTEGRATION

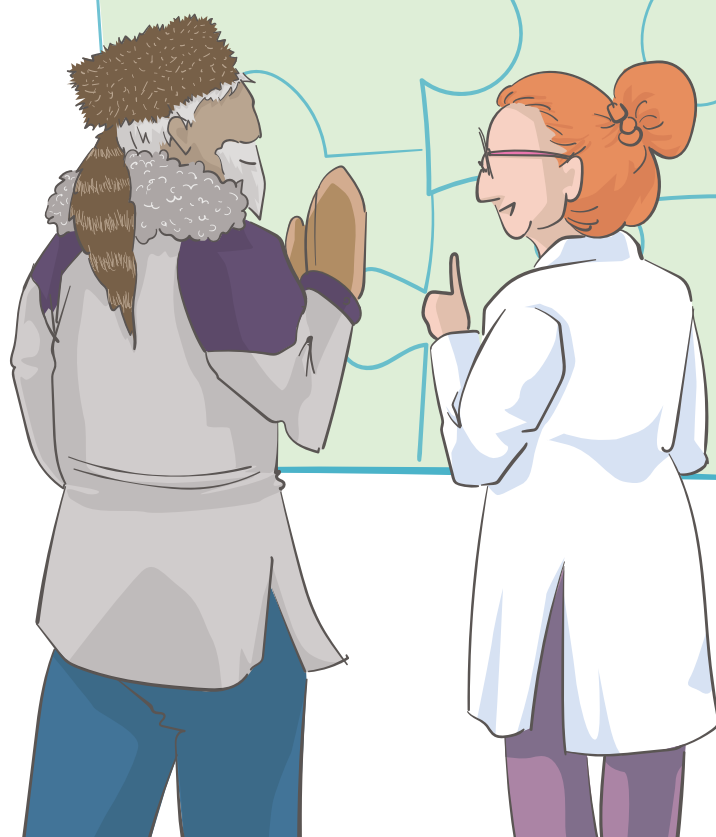
This means:

- Building a sustainable, integrated organization that ensures the effective use of services and resources
- Maintaining a resilient and reliable infrastructure – from continuous supply, critical systems, modern technology and equipment, and modern facilities – that enable the best care every time
- Using partnership, evidence and analysis to make sound decisions
- Remaining transparent and open in sharing results and outcomes
- Withstanding and emerge from challenges to the health system, including the pandemic

To meet this commitment, we will:

1. Support health system transformation and integration that ensures person-centered health services within the Yukon and outside of the territory
2. Advance a health human resources strategy for the territory to build strong, resilient teams to care for Yukoners
3. Strengthen all of our facilities, systems, equipment and supplies to ensure these critical resources are continuously available when we need them

4. Advance a Yukon digital health strategy and continue to utilize technology to enhance care while remaining vigilant about cyber security and system continuity
5. Be strong stewards of the environment and taking steps to reduce our impact
6. Be a financially sustainable and accountable organization that reports outcomes in a transparent and open manner





Thank you Merci Gwänaschis Mási Gùnètchish
Mási Sógá sénlá Gunalchîsh Mähsi' Mähsi' Tsin'ij



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dawson city
watson lake

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