



Working Together Toward Excellence in Health and Wellness

**St. Anne Centre
2019-2023
Strategic Plan**

Draft Strategic Plan

February 2019

The Board of Directors are in the process of renewal or revision St. Anne Centre's Strategic Plan for the next five (5) years. It is vital that residents, families, staff and community provide feedback as to where you feel St. Anne Centre needs to concentrate their efforts and services.

Please take time to read through the draft strategic priorities and give some thought to these proposed priorities.

Here are some questions you may want to consider as you read through this booklet.

Do you agree with the stated priorities? Is there something missing? As you read each priority – what actions fit with each one? What services may be missing? Could we be delivering services differently?

Your opinion matters. You can make notes directly in this book and share them with us. You can ensure it reaches us by dropping it off at the Centre, or scanning and emailing, or mailing it to:

Annette Fougere, CEO St. Anne Centre
2313 Hwy 206, Arichat, NS B0E 1A0

For more information, please call the CEO 902-226-0960 ext 235

Sincerely,
Board of Directors, St. Anne Centre

Our Strategic Priorities and Objectives

1. STRATEGIC PRIORITY: Achieve better client care and a culture of safety and excellence through continuous quality improvement.

Objectives

- 1.1. Foster an organizational culture with a focus on client-and –family centered care.
- 1.2. Ensure effective communication processes between St. Anne Centre and the people for whom we care.
- 1.3. Ensure care delivery is best practice and evidence based.
- 1.4. Organizational structures and processes enable the delivery of client-centered care.
- 1.5. Health services reflect community needs.

Client-and family-centered care is an approach that fosters respectful, compassionate, culturally appropriate and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. It supports mutually beneficial partnerships between clients, families and health care providers.

Client-and family- centered care shifts providers from doing something to or *for* the client – where the health care provider’s perspective is dominant – to doing something with the client – so the health care provider and the client have a true partnership.

(Accreditation Canada)

Feedback:

2. STRATEGIC PRIORITY: Ensure a suitable physical environment that supports resident focused living and collaborative acute care.

Objectives

- 2.1. To enhance and maintain the existing physical environment to enable resident centered living.
- 2.2. To enhance and maintain the existing physical environment to support collaborative acute care
- 2.3. Pursue replacement of existing facility.

Feedback:

3. STRATEGIC PRIORITY: Ensure long term sustainability and meet our financial stewardship obligations.

Objectives

- 3.1. Develop support for a fundraising plan to enhance the ongoing financial viability and sustainability of St. Anne Centre.
- 3.2. Review and enhance financial policies, management processes and tools to increase control over financial performance.

Feedback

4. STRATEGIC PRIORITY: Strive for organizational excellence.

Objectives

- 4.1. Board members are engaged and demonstrate strong leadership and governance.
- 4.2. Board of Directors ensures effective board succession planning.
- 4.3. All people are a valued part of St. Anne Centre Team
- 4.4. Succession plan will be in place for CEO
- 4.5. Accreditation is maintained with Accreditation Canada

Feedback:

5. STRATEGIC PRIORITY: Enhance collaboration, partnerships and engagement.

Objectives

- 5.1. Build alliances with other health service providers to establish common priorities.
- 5.2. Regularly engage partners and the community to improve services.
- 5.3. Ensure Department of Health and Health Wellness (DHW), NSHA and other key partners are aware of St. Anne Centre's priorities and their impact on the community.

Feedback:

St. Anne Centre Vision, Mission and Guiding Principles

VISION

Working Together Toward Excellence in Health and Wellness

MISSION

St. Anne Centre is committed to promoting excellence in health care and to meeting changing health care needs in collaboration with our community and health care providers

GUIDING PRINCIPLES

People come first - All people will be treated with respect and dignity

We honor the people we serve, appreciate the work of others, welcome the contributions of all and celebrate differences.

Integrity

We are committed to ensuring that our conduct earns the respect and trust of our community.

Accountability

We are accountable for our actions and for the management of all our resources.

Quality Improvement and Safety

We are committed to achieving better outcomes, working toward system improvement and safety in client care and operations.

Collaboration

We work together with our partners and other stakeholders to achieve improved services.

Engagement

We involve clients and families in making decisions regarding their care.

Transparency

We are committed to being open, honest and accountable.