

What this means for Islanders?

Islanders have an incredibly important role to play in the PEI health care system. Whether you are a patient, resident, client, family member or friend to someone in the system, your role is essential. Take important opportunities to provide input on how these services are planned and delivered. Voice your concerns, ask questions, engage in discussion and learn together so we can do better.

It is important for you to be involved in key decisions about your care. Research shows that this will also help you make informed choices about your health based on information discussed in collaboration between you and members of your health care team.

We want to live our mission: to work in partnership with Islanders to support and promote health through the delivery of safe and quality health care. We need a sustainable model to achieve our vision of healthy people and healthy communities for all generations of Islanders. This strategic plan is a tool to help us get there, and it is important for you to know about it.



Health PEI

One Island Health System

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www.healthpei.ca/strategicplan2017-2020

HEALTH PEI Strategic Plan 2017-2020

Highlights






About Health PEI

Health PEI was established as a crown corporation to provide health services across the province in 2009. The roles and responsibilities for Health PEI are described in the *Health Services Act*. The Department of Health and Wellness establishes health related policy across the Island, guiding the actions of Health PEI to provide health services required by all Islanders.

HEALTH PEI OPERATES

-  6 hospitals
-  1 provincial psychiatric hospital
-  9 public long-term care facilities
-  7 community mental health sites
-  8 community addiction sites
-  26 community health sites
(including: primary care, chronic disease, public health, children's developmental services, home care, palliative care and geriatric care)

HEALTH PEI EMPLOYS

-  More than 4,600 employees that includes 1,899 nursing staff
-  120 family physicians
-  100 specialist physicians

Health PEI

One Island Health System

What is the Health PEI Strategic Plan?

Health PEI's 2017-2020 Strategic Plan is a roadmap to continuing to strive forward in our organization. It will serve as a strong foundation for working with Islanders to support and promote health. The plan identifies our commitment to delivering person-centered, high-quality, safe health care for Islanders; providing access and coordination to community and mental health and addictions services; and continuing to develop new and innovative approaches to improve the efficiency and utilization of acute care services and ambulatory care resources.

The 2017-2020 Strategic Plan provides a basis for public reporting and Health PEI's performance and accountability framework, which includes the release of a yearly Business Plan and Annual Report. Due to the changing nature of health care, the strategy is flexible over the next three years in response to this. Therefore, ongoing monitoring and evaluation of our performance, and engagement with stakeholders is critical.



How was the plan developed?

RESEARCH AND ENGAGEMENT

This strategic plan was developed using evidence-based information from many sources and builds on our previous achievements. Key sources of information include a review of population health trends, current national and international health care issues and best practices, internal reports and data, national reports, and on-line and in-person engagement with Islanders.

Health PEI consulted in person with Islanders, community groups, staff, physicians and our organization's leaders to ensure that the new strategic direction reflects the views of the population in addition to current national trends. A diverse group of individuals with respect to age, gender, geography, ethnicity and education were consulted for their thoughts on PEI's health care system. With their input, we have created a plan that will guide decision-making and focus energy and resources to achieve our goals over the next three years.

PEI CONTEXT

As Canada's smallest province with a population of 148,600, PEI's health care system faces a number of unique challenges and opportunities in delivering health care services to Islanders. Growing health care expenditures, combined with pressures of increased chronic complex conditions and diseases, and an aging population contribute to a need to be innovative in our approach to health care services.



Supporting Our Strategy



Our Strategic Plan

GOAL 1 | QUALITY AND SAFETY

Support a culture of quality, safety and security in Health PEI

Our Strategic Priorities for achieving this goal are:

- Improve patient and workplace safety and security
- Embed patient- and family-centered care at all levels of the organization, including direct care, program and service planning and leadership to enhance patient experience
- Increase engagement with patients, staff, members of the public and communities

GOAL 2 | ACCESS AND COORDINATION

Provide access and coordination to community health and mental health and addictions to meet the needs of Islanders

Our Strategic Priorities for achieving this goal are:

- Improve access to primary care services
- Improve access to mental health and addictions services
- Improve access to community-based specialized care programs for chronic and complex clients
- Enhancement of home care services

GOAL 3 | INNOVATION AND EFFICIENCY

Develop new and innovative approaches to improve the efficiency and utilization of acute care services and ambulatory care resources

Our Strategic Priorities for achieving this goal are:

- Improve patient flow
- Reduce wait times in emergency departments
- Ensure appropriate use of ambulatory care resources
- Increase use of innovative practices