

WAHA Strategic Plan 2015-2018

Our Vision:

Weeneebayko Area Health Authority will distinguish itself as a provider of quality health services with a holistic approach that reflects the distinct needs of all peoples in the Weeneebayko region.

Our Mission:

WAHA is a regional, community-focused organization, committed to providing optimum health care as close to home as possible.

What Quality Means to WAHA:

Organizational excellence is achieved by engaging in effective planning, and utilizing control standards that promotes improvements across the organization. The process of applying existing evidence and research supports us in making informed decisions and impacts on the quality of service delivered to our patients, filtered through our organization, that expands out to the communities we serve and enhances our public accountability.

Quality is based on promoting and implementing five main strategies across the organization

Strategy	Goals	Actions
Strategy 1: Excellent Quality Service	We will provide service that is patient and family centred and is respectful of mind, body and spiritual needs.	Deliver a cultural competency training program, to staff and referral partners and evaluate effectiveness
		Measure and monitor patient satisfaction rates for WAHA programs and services on an annualized basis
		Expand the geriatric speciality clinic model, for outreach to all communities within the James and Hudson Bay Region
		Develop a strategy for the WAHA website to increase public access to information and data collection
Strategy 2: Quality Infrastructure	We will sustain financial health and optimize growth to achieve our mission and vision.	Support the implementation of the stage 2 provincial capital planning process for the development of new regional facilities
		Engage in an objective analysis of governance, management and medical staff structures, decision-making and communication processes at WAHA to identify recommendations for strengthening these systems
		Optimize the <i>Hospital Information System</i> in order to support information and data collection systems; leverage off NE LHIN's IT initiatives
		Develop a process to identify and eliminate accessibility barriers to ensure compliance with provincial legislation
		Optimize geographic logistics in order to promote cost-saving initiatives
Strategy 3: Safety First	We will ensure optimal safety in all aspects of care for the patient and staff.	Provide introductory and refresher training to staff on WAHA's incident management program
		Promote wellness and mental wellbeing through cultural and traditional activities
		Provide timely access to appropriate health care services and optimize patient flow
		Implement quality improvement projects for key areas of need throughout the health system
Strategy 4: Build Organizational Capability & Capacity	We will hire, retain and inspire the best in our people.	Support the development and roll out of a comprehensive staff orientation program
		Support the roll out of a staff recognition program that is consistent among all WAHA sites
		Support the roll out of staff satisfaction surveys every two years to help benchmark performance
		Create and deliver a training program that supports the roll out of the new performance management system
		Work with department heads to establish a recruitment and retention strategy that is targeted towards physicians, nurses and skilled tradespeople
Strategy 5: Financial Health	Generation of operating surpluses to re-invest in technology, equipment & infrastructure	Optimize financial, physical infrastructure, and human resources through implementation of the hospital improvement plan
		Take advantage of funding opportunities by applying to funding programs and non-government sources
		Assess our progress and improve value through standardized performance measures
		Identify opportunities for cost control that support productivity improvements and financial accountability
		Implement a comprehensive fundraising strategy for WAHA that increases our donations

Desired Outcome

To improve and enhance the health status of the patients and communities that we serve.