

Our Pursuit of World Class



Here at Providence, we know our people have been surveyed, consulted and asked about a number of things over the years. We also know there is a lot of literature in the public sphere that contains future opportunities for us, and springboards for possibility. What's different about how we're planning for this?

Our 7-year strategic plan (2019-2026) and our shared vision of Providence's desired future state is that we're bringing these insights together in a holistic manner to be validated and built on by those who know the content best – you! Thanks for being part of the journey in Our Pursuit of World Class.

What's in it for me? A great opportunity to influence the future of PHC by contributing to the development of our 7-year strategic plan. This plan needs to be meaningful to everyone who works at Providence, our patients and residents, and our external stakeholders – and it needs to guide our decision-making and prioritization across the organization.

What we want to know more about from you:

What do we need to do to further develop and sustain our world-class reputation, and what does that mean for those we serve, as well as those who work here?

Engagement Questions:

- What makes PHC unique and irreplaceable, and how do we ensure we still are in 7 years?
- How do we make PHC the best place where the best people in the world want to work, learn, serve and stay?
- Building on PHC's world-class reputation, how do we sustain and grow our reputation further over the next 7 years?
- What does PHC need to do to ensure compassion, social justice, innovation and exceptional care come alive in PHC's work?
- Is there any further information that you'd like to share that would help inform the new strategic plan?

LIVING OUR VISION



(Driven by compassion and social justice, we are at the forefront of exceptional care and innovation).

We are building a shared roadmap to the Providence of 2026.

As with any map, there are a number of ways to get to a destination. This work is about setting the landmarks, or the goals, that will guide our chosen path to achieving Providence's vision.

Because while there are a number of routes, living our Vision is about determining the how – the Providence way – to arrive.

Before engagement session, please think about and be prepared to answer the following question:

- What does PHC need to do to ensure compassion, social justice, innovation and exceptional care come alive in PHC's work?

BEING THE PLACE WHERE THE BEST PEOPLE WANT TO WORK



Most agree that Providence's unique culture and values help it stand out as an employer and workplace. However, many challenges remain that we consistently hear need addressing: relating to work/life balance, recognition & feedback, belonging, staff & physician engagement, and staff empowerment.

Before engagement session, please think about and be prepared to answer the following question:

- How do we make PHC the best place where the best people in the world want to work, learn, serve and stay?

BEING WORLD CLASS



1. Elevating Patient/Resident Experience
2. Providing exceptional care and outcomes and empowering staff to make this happen
3. Promoting wellness for those we serve and for those providing the care
4. Embracing Technology
5. Integrating Care, Research & Innovation
6. Enabling a learning organization through an evidence and data-driven pursuit of quality improvement
7. Seeking & Enabling Partnerships
8. Achieving Sustainability & Ensuring Value

Based on a detailed scan of the resources to the right, the priorities above emerged consistently **(in no particular order)**. Given this context, help us determine what is needed to elevate from basics to best (and sustain it), and what that means for those we serve as well as those who work here.

Before engagement session, please think about and be prepared to answer the following question:

- Building on PHC's world-class reputation, how do we sustain and grow our reputation further over the next 7 years?

OUR UNIQUENESS



By serving the most vulnerable through our lens of social justice, Providence has carved out a well-respected and defined space on a local, provincial, and global level.

Help us discuss if this is the space we want to continue to occupy, or if the next 7 years will open up opportunities (anticipated or unanticipated) that we should be well-equipped to tackle.

Before engagement session, please think about and be prepared to answer the following question:

- What makes PHC unique and irreplaceable, and how do we ensure we still are in 7 years?

What we've looked at:

- 2016 PHC Check-in Survey
- 2017 Accreditation reports
- 2016 Patient Safety Culture survey
- PHC Mental Health and Wellness Staff Survey and Focus Group Report
- Talent Map survey
- HR demographic analytics
- Mission Critical 2010
- 2016/17 PHC Annual Report
- 2017/18 PHC Annual Report
- PHCRI 2018 SLT Update
- New St. Paul's Business Case
- PRCC Business Case & Strategic Planning
- St. Paul's Foundation Cases for Support: Cardiac, Renal, Mental Health
- 2017 Transformation Strategy Plan
- King's Health Partners Value-Based Health Care Strategy 2016
- Mayo Clinic Operating Plan
- New St. Paul's Clinical Planning
- CST Planning principles
- Residential Care 4 Me principles
- Care Experience Feast report
- Megamorphosis report
- Report from the Office of the Seniors Advocate (for residential sites)
- MoH and MMHA Strategic Plans
- VCH and PHSA Strategic Plans
- BC measures for inpatient acute care
- Report from the Office of the Seniors Advocate (for residential sites)
- Institute for Health Improvement (IHI) Report
- "Proclaim" Statement document produced by the Catholic Health Alliance of Canada
- * **Not an exhaustive list, but a good representation of inputs.**
- * **Many of the above engagement documents led to organizational changes.**