



Providence Health Care

Mission: Forward Strategic Plan 2019–26

We're on a mission to define the future of health care in British Columbia. For all of us, this is a remarkable opportunity to create a Providence that will lead at the forefront of exceptional care and innovation. This is our mission going forward.

Our Strategic Directions

Our four Strategic Directions are a set of priorities that will help us organize and plan our mission forward through to 2026. We are able to flourish in this work because of the roots established by the Foundational Principles.

Quality-Forward

Exceptional Quality, Safety & Value

We deliver quality care that matters to the people we serve.

People-Forward

Inspiring People & Teams

We attract the best people and support them to flourish.

Learning-Forward

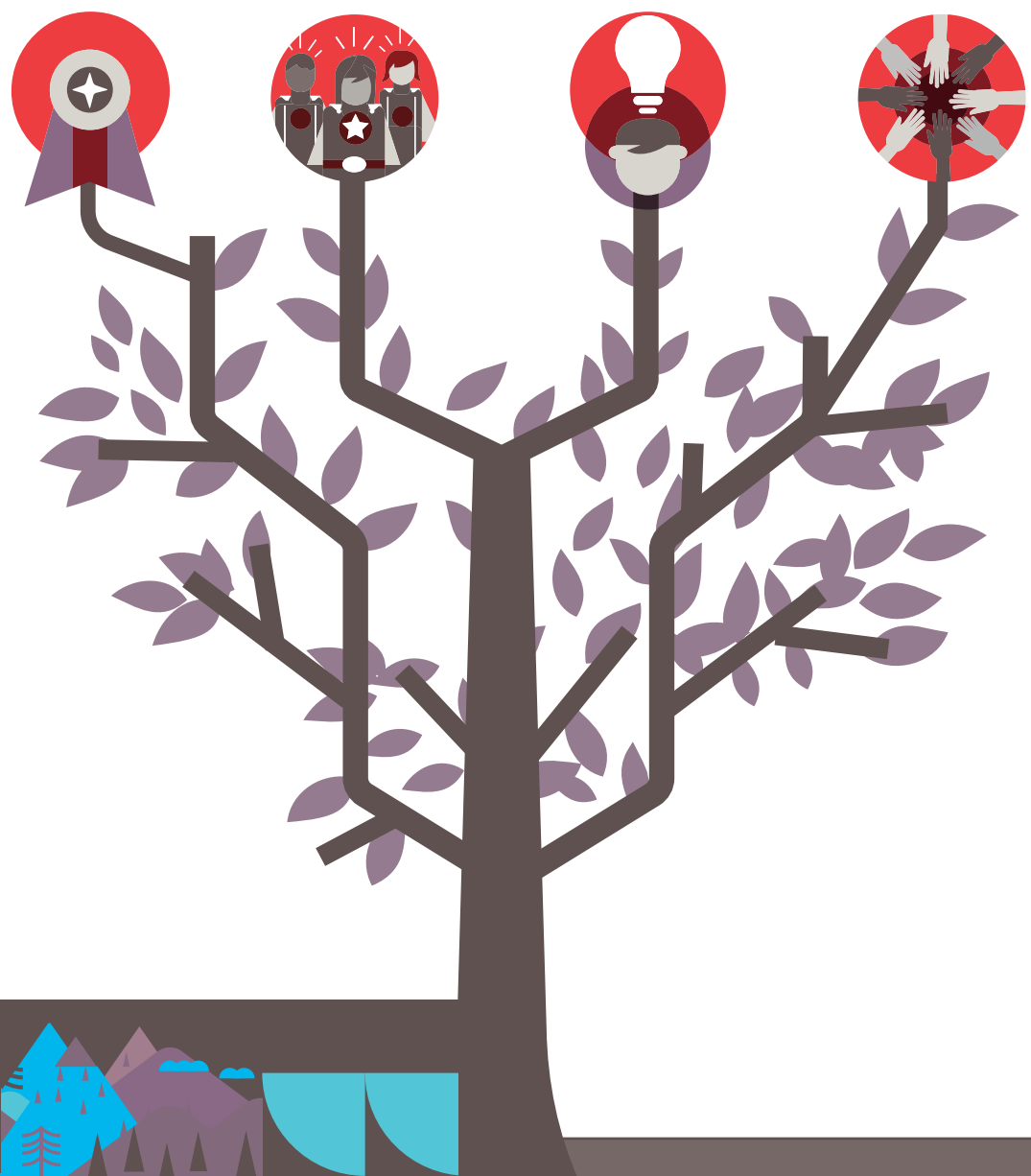
Discover, Learn & Innovate For Impact

We create a culture where every person can learn, grow, imagine, and bring forward new ideas.

Partnerships-Forward

Partner to Transform Health Care

We embrace partnerships, digital health and technology to offer seamless care.



missionforward.ca

Our Foundational Principles

These five principles are the roots of Mission: Forward and provide the foundation for our actions and decisions. They guide our efforts and serve as a perpetual framework for our actions throughout our seven-year plan, and beyond.



Mission/Vision/Values

Everything begins with Mission



Reconciliation

Hearing truth, pursuing justice, building relationships



Ethics

Ethics are fundamental to all we do



Sustainability

Proactive financial and environmental stewardship



Person and Family-Centred Care

Partners in care

Our Seven-Year Mission: **Forward**

The aspirational goals describe PHC’s desired future state at the conclusion of the **Mission: Forward Strategic Plan in 2026**. More specific projects and actions underpin each goal, and describe work being done towards their achievement.

Strategic Directions

Quality-Forward

Exceptional Quality, Safety & Value



GOALS

- 01 Understand, evaluate and prioritize quality (outcomes, experience & safety, including eliminating preventable harm).
- 02 Advance the recommendations of the In Plain Sight Report through the delivery of high quality, equitable, identity-affirming and culturally-safe services that are valued by Indigenous patients, residents and families.
- 03 Offer the people we serve the right care, in the right place, at the right time.
- 04 Practise “value-based health care” which prioritizes what matters to the people we serve as a way to drive quality and efficiency.
- 05 Readily access data and information and use them continuously to improve our person and family-centred care.
- 06 Improve the physical environment across PHC.

People-Forward

Inspiring People & Teams



GOALS

- 01 Be the organization of choice, with a focus on attracting, developing, engaging & retaining our people.
- 02 Dismantle systemic biases in our systems and processes.
- 03 Engage and empower our people in meaningful ways and nurture a culture where every voice is heard.
- 04 Prioritize the health, safety and wellness of our people.
- 05 Ensure each of us understands how our work connects to Providence’s Mission, strategic directions and goals.

Learning-Forward

Discover, Learn & Innovate For Impact



GOALS

- 01 Make every interaction with the people we serve an opportunity for learning, research and continuous improvement.
- 02 Advance appropriately governed data, research, learning – and unlearning – to support PHC to be in right relations with, and deliver high quality care to, Indigenous Peoples.
- 03 Nurture and support innovative and disruptive ideas that transform care in BC and around the world, especially for people with complex medical and social service needs.
- 04 Ensure that each of us understands that we have the responsibility and the opportunity to improve our services.
- 05 Be an education leader among Canadian academic teaching hospitals and prioritize the training of the next generation of health care professionals.

Partnerships-Forward

Partner to Transform Health Care



GOALS

- 01 Build and strengthen responsive, reciprocal and accountable partnerships with sovereign host Nations, Indigenous partner organizations and Indigenous patients, residents and families.
- 02 Create partnerships with government and other public, private and academic organizations to advance new models of care.
- 03 Cultivate partnerships that enable integrated care and more seamless transitions between hospital, specialty care, primary and community care.
- 04 Seek and create partnerships with leading technology and digital health organizations to improve responsiveness, connectivity and quality.
- 05 Prioritize partnerships that improve the care journey for people with complex medical and social service needs.

Foundational Principles



Mission/Vision/Values



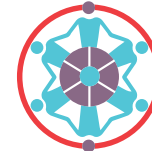
Reconciliation



Ethics



Sustainability



Person and Family-CentreCare

Everything begins with Mission

Providence Health Care’s Mission, Vision and Values are manifest in the behaviours of our PHC people.

Hearing truth, pursuing justice, building relationships

Providence Health Care is committed to the process of Truth and Reconciliation with Indigenous Peoples and it is embedded in everything we do.

Ethics are fundamental to all we do

Providence Health Care staff and medical staff demonstrate strong capacity for ethical decision-making.

Proactive financial and environmental stewardship

Ensure our financial plan is sustainable and has diversification of our revenue sources to support capital infrastructure and innovations needed to deliver our Mission Forward plan.

Partners in care

Provide the people we serve and their families the tools & resources to be full partners in their own care.

GOALS 01

GOALS 02

We embody our values by sharing truths and taking action to redress inequities, oppression and injustice.

In partnership with sovereign host Nations, we will establish a first-of-its-kind Indigenous Wellness and Welcoming Centre on the grounds of the new St. Paul’s Hospital and Health Campus as a meaningful contribution to healing and reconciliation.

Providence Health Care will be provincial, national, and international leaders in the community of Ethics.

Be the public health care sector industry environmental sustainability leader in B.C. by achieving the goals laid out in the Provincial Clean BC Plan.

Be British Columbia’s public healthcare sector leader in providing person and family centred care.