



Saskatoon Health Region Strategic Plan 2010-2013

Vision: Healthiest People, Healthiest Communities, Exceptional Service

Mission: We improve health through excellence and innovation in service, education and research, building on the strengths of our people and partnerships.

Values: Respect, Compassion, Excellence, Stewardship, Collaboration

Promise: Every moment is an opportunity to create a positive experience in the way we treat and care for people, in how we work and interact with each other, and in how we deliver quality service. We promise to seize every opportunity.

Strategic Directions:

Transform the Care and Service Experience Provide exceptional care and services that exceed client expectations and are consistent with best practices	Partner to Improve Health of the Community Improve the overall health of the population and reduce health disparities	Transform the Work Experience Create a workplace that optimizes capabilities, capacity, engagement and quality of worklife for providers and learners	Build a Sustainable, Integrated System Manage and align our resources to ensure sustainability of the health system
<ul style="list-style-type: none"> • Place clients and families first • Achieve timely access to services • Eliminate harm and avoidable deaths • Provide culturally safe and competent care with a focus on First Nations and Métis people. 	<ul style="list-style-type: none"> • Identify health needs and priorities with community partners • Focus on health promotion, protection and disease prevention • Collaborate with communities and governments to reduce disparities in health status • Begin implementation of the Aboriginal Health strategy 	<ul style="list-style-type: none"> • Work together to create safe, and supportive work places • Develop a highly skilled, workforce with a sufficient number and mix of service providers • Promote teamwork and interprofessional practice • Develop a diverse workforce, ensuring enhanced representation from First Nations and Métis populations 	<ul style="list-style-type: none"> • Maximize efficiencies and reduce waste • Strategically invest in facilities, equipment and information technology • Foster research, learning and innovation • Measure and report performance, benchmarking with high performing health systems and other industries

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Vision Statement:

Healthiest People, Healthiest Communities, Exceptional Service

Healthiest People experience good physical, emotional, spiritual and mental health by taking responsibility for their own health and through the support of others. The experience of health changes over a lifetime.

Healthiest Communities value health and care for each other. Healthiest communities partner with governments, agencies and citizens to build and support capacity to improve health.

Exceptional Service is our commitment to provide the best possible care and service experience. We achieve this by collaborating with clients,¹ families² and colleagues³ to anticipate and address their needs in ways that are personal, professional and compassionate.

¹ Client means a person or organization that experiences services provided by Saskatoon Health Region. An internal client is an individual or department receiving services or supports from another Health Region department.

² Family means individuals who are connected by kinship, affection, dependency or trust.

³ Colleagues means health care providers, learners and staff from other agencies who jointly provide care to a client.