

## Our Strategic Priorities

<p><b>Place quality, security and compassion at the heart of everything we do</b></p> <ul style="list-style-type: none"> <li>• Consolidate our culture of continuous improvement</li> <li>• Adopt a comprehensive risk management strategy</li> <li>• Strengthen nursing practice</li> <li>• Learn from adverse events</li> <li>• Expand our compassionate patient-centered approach</li> <li>• Ensure ethical and responsible behaviour</li> </ul>	<p><b>Focus on ensuring the quality of life of residents experiencing severe loss of autonomy</b></p> <ul style="list-style-type: none"> <li>• Provide a warm, home-like living environment</li> <li>• Leverage the financial support of our foundations for the benefit of our residents</li> <li>• Expand volunteering as a way of enriching the quality of life of our residents</li> <li>• Prioritize accessibility and functionality of the premises for clientele with the most compromised autonomy</li> <li>• Provide activities on the residential units</li> <li>• Encourage the involvement of family members and the community in the lives of our residents</li> </ul>	<p><b>Invest in the quality of life and professional development of our staff</b></p> <ul style="list-style-type: none"> <li>• Retain our staff</li> <li>• Ensure a stimulating work environment</li> <li>• Strengthen competencies</li> <li>• Recognize employee successes</li> <li>• Build on cooperative linkages with union partners</li> <li>• Encourage a healthy lifestyle among staff</li> </ul>
<p><b>Further support the aging population and patients at the end of life wishing to remain in the community</b></p> <ul style="list-style-type: none"> <li>• Accompany those in the final stage of life</li> <li>• Participate in the regional development of innovative projects aimed at better support of home care for the elderly</li> </ul>	<p><b>Increase Jeffery Hale's contribution to the regional continuum of primary care services</b></p> <ul style="list-style-type: none"> <li>• Optimize the performance of emergency services</li> <li>• Make diagnostic facilities available to front-line doctors</li> <li>• Invest in efficient integrated, networks</li> <li>• Enhance our contribution to the management of chronic diseases</li> </ul>	<p><b>Spearhead efforts to improve the health of the region's English-speaking population</b></p> <ul style="list-style-type: none"> <li>• Consolidate the range of English-language services</li> <li>• Build an effective network of partners</li> <li>• Bring health promotion to the English-speaking community</li> <li>• Encourage the active involvement of the English-speaking population</li> </ul>

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*Quality, safety, compassion*

## Strategic Plan 2012 – 2015

### Summary Document

Key actions that will maximize the contribution of Saint Brigid's – Jeffery Hale Hospital to the healthcare network and health and well-being of the English-speaking community of the Capitale-Nationale Region

## Mission of Jeffery Hale – Saint Brigid’s

With deep roots in Quebec City’s English-speaking community and a long tradition of caring, Saint Brigid’s – Jeffery Hale Hospital is a public, bilingual institution under participatory governance dedicated to providing safe, compassionate and high quality care. Together with its partners in the health and social services network and the community, it makes a positive contribution to the health and well-being of the population it serves by delivering primary community and general services for all age groups and a variety of services to persons experiencing a loss of autonomy.

Saint Brigid’s – Jeffery Hale Hospital plays a pivotal role in the English-speaking community and fosters its vitality. It spearheads concerted actions that promote the development of this community and the health and well-being of its members.

**Two target populations:** *Two roles, two approaches, two languages*      **One constant:** *Cooperation with network and community partners*

**General population:** **Role** - Active support of the CSSSs  
**Approach** - Service and program-oriented

**English-speaking population:** **Role** - Leadership in partnership with the CSSSs  
**Approach** - Community support and client-centered programs

**Two languages:** A bilingual institution meeting the needs of users in the official language of their choice

**Our Commitment:** *Quality, security, compassion*

**Our Values:** *Respect, discretion, professionalism, empathy, courtesy, fairness*

### Our Aspirations

Promote the active participation of the community	Exemplify positive partnership	Share expertise	Be a committed leader	Let our successes build our reputation	Share a common commitment to the well-being of our users	Promote linguistic duality and openness to cultural diversity	Be attentive to both those who receive and those who provide care	Build on our founders’ tradition of caring
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### Our Strategic Vision

An institution recognized for safety, quality and compassion in its care and services to users and working environment for staff	A forward-looking institution constantly evolving to better serve the community	A bilingual institution closely connected to the English-speaking community and dedicated to the health and well-being of its members
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### Our Priority Goals

Place quality, security and compassion at the heart of everything we do	Focus on ensuring the quality of life of residents experiencing severe loss of autonomy	Invest in the quality of life and professional development of our staff	Further support the aging population and patients at the end of life wishing to remain in the community	Increase Jeffery Hale’s contribution to the regional continuum of primary care services	Spearhead efforts to improve the health of the region’s English-speaking population
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