



## Appendix C: Findings of the Environmental Scan

Table C-11: British Columbia Health Authority Service Plans: Overarching Goals

Jurisdiction	Title of Service Plan	Overarching Goals				Equity	
		Purpose	Vision	Mission	Values/Guiding Principles	Reference	Operationalized Through
<b>Health authorities with a provincial mandate</b>							
Provincial Health Services	2015/16 – 2017/18 Service Plan	<u>Authority's role:</u> To ensure that BC residents have access to a coordinated provincial network of high-quality specialized health-care services.	Province-wide solutions. Better health.	To improve the health of the population by: delivering quality health services; coordinating and setting standards for selected province-wide specialized services; leading system-wide improvements and creating province-wide partnerships; implementing populations and public health initiatives; advancing research and practically applying it to improve patient care, decision-making and planning; creating a learning culture by promoting the development of health care professionals through a commitment to excellence in education and training.	Patients first Results matter Best value <ul style="list-style-type: none"> <li>We strive to provide value from the patient's perspective which means timely and equitable access to specialty and province-wide services and better health outcomes for all citizens of BC.</li> </ul> Excellence through knowledge Open to possibilities		<u><b>Strategic Goals, Objectives &amp; Measures:</b></u> See TABLE C-12 for details on specific strategic goals and measurable outcomes designed to achieve the over-arching goals  <u><b>Cross-Cutting Programs, Action Plans and Strategies:</b></u> See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals
First Nations	Looking Forward: 2015/2016 FNHA Summary Service Plan	The First Nations Health Authority aims to reform the way health care is delivered to BC First Nations to close these gaps and improve health	Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities.	<b>The FNHA supports BC First Nations individuals, families and communities to achieve and enjoy the highest level of health and wellness by: working with them on</b>	<b>Respect</b> – We believe that maintaining respectful relationships is fundamental to the achievement of our shared vision. Respectful relationships are built upon the recognition	<u><b>Health Status:</b></u> wellness, well-being  <u><b>Root Causes:</b></u> social determinants	<u><b>Strategic Goals, Objectives &amp; Measures:</b></u> See TABLE C-12 for details on specific strategic goals and measurable



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		and wellbeing. We work with the province and First Nations to address service gaps through new partnerships, closer collaboration, and health systems innovation.		<b>their health and wellness journeys; honouring traditions and cultures; and championing First Nations health and wellness within the FNHA organization and with all of our partners.”</b>	that we all have something to contribute as individuals, and participants in the First Nations health governance structure. Therefore, we commit to treating each other with dignity and generosity, being responsive to one another, and acknowledging that each entity has their own respective processes and practices. We are also committed to respectful interactions with First Nations, tripartite partners, and other collaborators.  <b>Discipline</b> – We have the historic opportunity to achieve transformative change in First Nations health and wellness, and an obligation to make the most of this opportunity. This will require discipline amongst us, including through: loyalty to one another and our shared vision; upholding and supporting our roles, responsibilities, decisions, and processes; maintaining and nurturing unity and a united front; integrity and reliability in fulfilling our commitments, and accountability to one another for these commitments and contributions; and, solutions-oriented and active participation.	(indigeneity, diversity)  <b>Interventions:</b> closing the gap, addressing the service gaps	outcomes designed to achieve the over-arching goals  <b>Cross-Cutting Programs, Action Plans and Strategies:</b>  See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals



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					<p><b>Relationships</b> – We believe that effective working relationships with First Nations, tripartite partners, and with one another are the foundation for achieving our vision and implementing our health plans and agreements. We commit to fostering effective working relationships and camaraderie underpinned by: trust; honesty; understanding; teamwork; and mutual support. We also acknowledge that humour and laughter are both good medicine, and a good way to build relationships.</p> <p><b>Culture</b> – We are here because of those that came before us, and to work on behalf of First Nations. We draw upon the <i>diverse and unique</i> cultures, ceremonies, customs, and teachings of First Nations for strength, wisdom, and guidance. We uphold traditional and holistic approaches to health and self-care and strive to achieve a balance in our mental, spiritual, emotional, and physical <i>wellness</i>.</p> <p><b>Excellence</b> – We are humbled and honoured to have been asked by First Nations to work on their behalf to improve health</p>		



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					<p>and <b>wellness</b>, and have a moral and personal responsibility to strive for excellence. Excellence means that our outcomes are sustainable, that our processes are professional and transparent, and that we commit to learn continuously – through capacity development opportunities, from each other and from new, different and innovative models worldwide.</p> <p><b>Fairness</b> – We work to improve the health and <b>wellness</b> of all <b>First Nations</b> in BC. Our decision-making reflects the best interests of all <b>First Nations</b>, and leads to <b>just and equitable treatment</b> amongst all First Nations communities, First Nations organizations, and across all regions of British Columbia. We are committed to make room for everyone, and are inclusive in our communications, information-sharing, and discussions.</p>		



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<b>Regional health authorities</b>							
Fraser Health	<b>Strategic and Operational Plan 2014/15 – 2016/17</b> June 2014	<p><u>Authority's Purpose:</u> To improve the health of the population and the quality of life of the people we serve.</p> <p><u>Purpose of the Plan:</u> To provide an analysis of the operating context of Fraser Health and set out ten linked areas Fraser Health will prioritize and sustain focus on to achieve meaningful improvements in population and patient outcomes in the coming years.</p>	Better health. Best in health care.		Respect, caring and trust characterize our relationships.		<p><b><u>Strategic Goals, Objectives &amp; Measures:</u></b> See TABLE C-12 for details on specific strategic goals and measurable outcomes designed to achieve the over-arching goals</p> <p><b><u>Cross-Cutting Programs, Action Plans and Strategies:</u></b> See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals</p>



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Interior Health	<p><b>Charting the Course: Interior Health's Planning Principles and Considerations for Change</b></p> <p>February 2012</p> <p>*service plan could not be located on website</p>	<p><u>Purpose of the Plan:</u> To use as a guide to make decisions on the planning and delivery of services</p>	<p>To set new standards of excellence in the delivery of health services in the Province of British Columbia.</p>	<p>Promote healthy lifestyles and provide needed health services in a timely, caring, and efficient manner, to the highest professional and quality standards.</p>	<p><b>Quality</b> – We are committed to safety and best practice.</p> <p><b>Integrity</b> – We are authentic and accountable for our actions and words.</p> <p><b>Respect</b> – We are courteous, and treat each other as valued clients and colleagues.</p> <p><b>Trust</b> – We are free to express our ideas.</p>		<p><b><u>Strategic Goals, Objectives &amp; Measures:</u></b> See TABLE C-12 for details on specific strategic goals and measurable outcomes designed to achieve the over-arching goals</p> <p><b><u>Cross-Cutting Programs, Action Plans and Strategies:</u></b></p> <p>See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals</p>
Island Health	<p><b>Island Health Service Plan 2015/16 – 2017/18</b></p>	<p>To provide superior health care through innovation, teaching and research and a commitment to quality and safety—creating healthier, stronger communities and a better quality of life for those we touch.</p>	<p>Excellent health and care for everyone, everywhere, every time</p>		<p>C.A.R.E. guides everything we do:</p> <p><b>Courage:</b> To do the right thing—to change, innovate and grow.</p> <p><b>Aspire:</b> To the highest degree of quality and safety.</p> <p><b>Respect:</b> To value each individual and bring trust to every relationship.</p> <p><b>Empathy:</b> To give the kind of care we would want for our loved ones.</p>		



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Northern Health	Northern Health Service Plan 2015/16 – 2017/18		Vision - A Picture of 2015 Northern Health leads the way in promoting health and providing health services for Northern and rural populations.	Through the efforts of our dedicated staff and physicians, in partnership with communities and organizations, we provide exceptional health services for Northerners.	<p>We treat people with:</p> <ul style="list-style-type: none"> <li>• Respect: honouring diversity and treating people fairly</li> <li>• Compassion: caring genuinely</li> <li>• Empathy: understanding and earning trust</li> </ul> <p>We demonstrate:</p> <ul style="list-style-type: none"> <li>• Integrity: ensuring open, honest, ethical behaviour</li> <li>• Stewardship: showing transparent, responsible and effective use of resources</li> <li>• Quality: providing exceptional service guided by evidence</li> </ul> <p>We work in a spirit of:</p> <ul style="list-style-type: none"> <li>• Collaboration: working together to better serve the people of Northern BC</li> <li>• Innovation: learning and finding better ways to deliver health care</li> </ul>	<p><b>Root Causes:</b> social determinants (diversity)</p> <p><b>Populations:</b> rural populations</p>	<p><b>Strategic Goals, Objectives &amp; Measures:</b> See TABLE C-12 for details on specific strategic goals and measurable outcomes designed to achieve the over-arching goals</p> <p><b>Cross-Cutting Programs, Action Plans and Strategies:</b> See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals</p>



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Vancouver Coastal	2015/16 – 2017/18 Service Plan	We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation.	We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation.	We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.	<p><b>Service:</b> We will provide outstanding service and respond to needs in a timely and innovative manner.</p> <p><b>Integrity:</b> We will serve openly and honestly in a caring and compassionate environment.</p> <p><b>Sustainability:</b> We will focus on effectiveness, efficiency, best practices and health outcomes, holding ourselves responsible for results</p>	<b>Health Status:</b> wellness	<p><b>Strategic Goals, Objectives &amp; Measures:</b> See TABLE C-12 for details on specific strategic goals and measurable outcomes designed to achieve the over-arching goals</p> <p><b>Cross-Cutting Programs, Action Plans and Strategies:</b> See TABLE C-12 for list of programs, plans and strategies designed to operationalize the over-arching goals/strategy</p>