

Appendix E - Potential Objectives

Manitoulin Health Centre's Strategic Planning Committee met on April 12, 2013, to consider the community's feedback and to identify potential objectives relating to each of the three Strategic Directions. After further assessment and priority setting, some of these actions have been included in the Strategic Plan as objectives. However, the Strategic Planning Committee wanted to retain the list of all of the other potential actions that were identified, and this Appendix provides this summary, with individual potential actions grouped by the strategic direction that each one supports most strongly.

Strategic Direction: Enhance our patients' experience.

- Improve the flow of patients through the building and decrease waiting times.
 - Redesign the Little Current Emergency Department and locate registration functions within the department.
 - Build appropriate space for the Manitoulin Central FHT.
 - Improve signage.
 - Implement a patient registration kiosk.
 - Communicate with patients about wait times in the Emergency Departments.
 - Explore opportunities to divert patients with CTAS 4-5 visits to a walk-in clinic, FHT or AHAC, or to provide service with a Nurse Practitioner.
- Link with other organizations to develop seamless transitions in care for patients.
- Link with other organizations to focus on helping people to stay well and healthy.
- Focus staff on the patients' experience by directing each department to develop and follow a customer-focused service plan.
- Develop a process for reflecting on and improving the patients' experience as a component of all goals and action plans.

Strategic Direction: Live our leadership role.

- Share information and knowledge with the public and other health service organizations.
- Standardize processes within MHC to reflect one way of doing things (the best way, the MHC way) regardless of the service site.
- Develop the Manitoulin Health Centre service hub.

- Develop a Manitoulin Island Health Link focused on mental health and addictions.
- Influence policy concerning health care for Northern residents, and expand upon the adoption of electronic health records within the region.
- Cultivate the relations developed by the capital campaign, but not in relation to more fundraising.
- Support individuals in their leadership role.
 - Provide skills training in leadership.
 - Allow individuals the time that they require to participate in leadership and collaboration activities with other organizations.
 - Enhance the Board's knowledge with respect to the Ministry, NE LHIN, etc.

Strategic Direction: Foster an environment that supports knowledgeable and engaged staff.

- Engage staff to ensure achievement of all Accreditation Canada Required Organizational Practices.
- Enhance quality innovation. Learn about new concepts, tools and processes. Assess them for suitability and implement them where possible.
- Formalize processes for the development of departmental training and learning plans to specify that input from staff is required.
- Focus training opportunities on key competency needs.
- Encourage and support experienced staff to become mentors to others.
- Share knowledge of demographic reality with all staff through existing vehicles and summaries.