

Compassionate Person-Centred Care

We will ensure our patients and their families feel heard and empowered to be active participants in their care.



Compassionate, person-centred care means my healthcare team sees me as a person rather than an illness, takes the time to be welcoming and kind, listens to me carefully, and respects my wishes and individual needs.

SAH Patient & Family Advisor



Diversity, Equity and Inclusion

We will provide inclusive and culturally safe care to all, beginning with a focus on Indigenous health and continuing to improve overall access, equity and respect for diversity.

Our Approach

- ✓ Design and implement an Indigenous Health Strategy in collaboration with our partners.
- ✓ Develop and implement a data strategy related to Diversity, Equity and Inclusion to understand opportunities, enhance sharing with partners and ensure our ability to measure improvements.
- ✓ Develop and implement a Diversity, Equity and Inclusion education plan to support our workers.

What we plan to do in 2022 -2023

- Develop an overall Indigenous health strategy
- Support the Diversity, Equity and Inclusion Committee in developing and delivering an action plan
- Complete diversity, equity and inclusion training for priority departments

Integrated Health Care

We will meet the health and care needs of those we serve through continued collaboration with community and regional partners.

Our Approach

- ✓ Improve patient confidence and reduce vulnerability by working with community partners to improve co-ordination and integration of hospital care and community services.
- ✓ Implement a model of mental health and addictions care and a care environment that is evidence-informed, purposefully promotes safety, and embraces diversity, equity and inclusivity.
- ✓ Strengthen the continuum of emergency care by working with care partners and improving access to acute care resources.

What we plan to do for 2022 -2023

- Achieve Choosing Wisely - Level 2 Designation
- Complete Rehab Care Alliance Frail Elderly Gap analysis
- Complete relocation of Residential Withdrawal Management Facility - Phase One
- Reduce Mental Health and Addictions visits to the Emergency Department
- Develop an Emergency Department improvement project charter