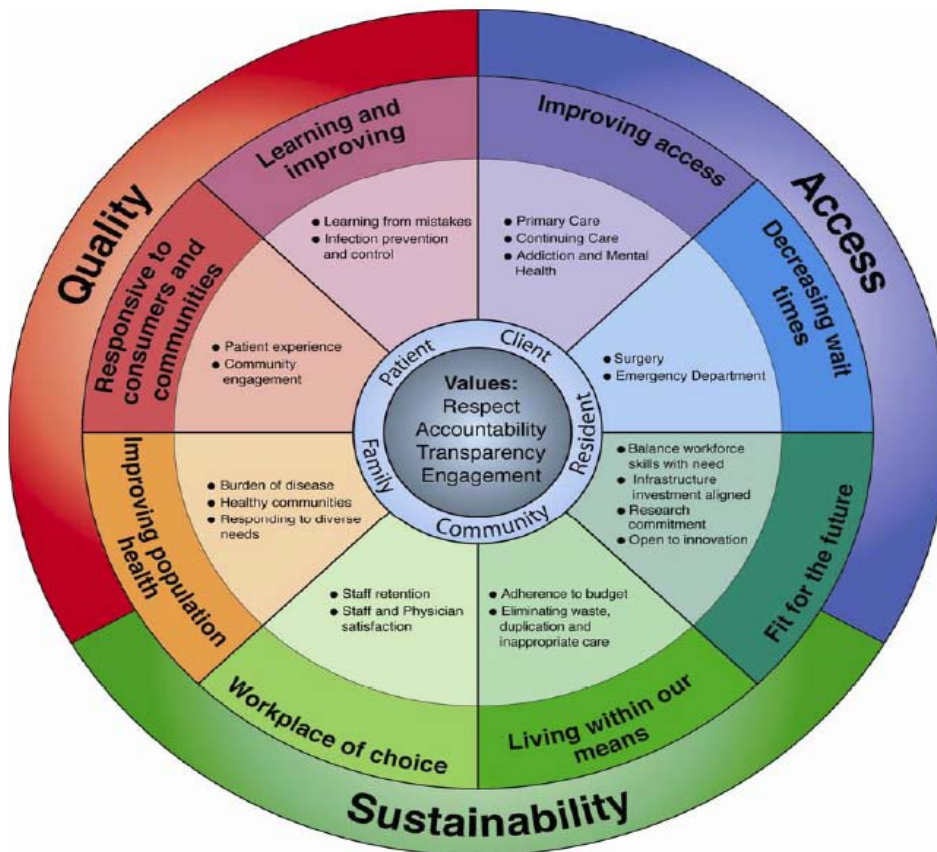


# ALBERTA HEALTH SERVICES

## STRATEGIC PLAN

### The Strategic Plan

*Mission: To provide a patient-focused, quality health system that is accessible and sustainable for all Albertans.*



**3 Goals**  
**8 Areas of focus**  
**20 Strategic priorities**  
**4 Values**  
**3.5 million people**

## Values

Our values drive and sustain all activities of Alberta Health Services. They create a shared understanding about how we relate to each other as well as to our patients and the public. The four values will guide the way we deliver services, define our organization and are part of our strategic foundation. They are core to what we do and therefore occupy the central place in the Strategic Plan.

<b>WE VALUE</b>	<b>AS SHOWN BY</b>
<b>Respect</b>	<p>Valuing each other and each patient/family/client we interact with as individuals</p> <p>Being compassionate</p> <p>As staff, treating people with dignity, fairness and respecting confidentiality</p> <p>As patients, treating staff with dignity, fairness and respect</p> <p>Being sensitive to diversity</p> <p>Being inclusive and recognizing contributions</p>
<b>Accountability</b>	<p>Displaying integrity and ethical behavior</p> <p>Being honest</p> <p>Doing what we say we are going to do</p> <p>Taking responsibility for our own decisions and actions, and holding each other responsible for theirs</p> <p>Building trust and being trustworthy</p> <p>Evaluating and improving the quality, safety and effectiveness of our services and the outcome of our decisions</p> <p>Promoting excellence, innovation and continuous improvement through using best evidence/best practice</p>
<b>Transparency</b>	<p>Being open, honest and having timely communication</p> <p>Disclosing information to help learn from mistakes</p> <p>Providing accessible, understandable information about system and financial performance</p> <p>Providing clearly defined expectations</p> <p>Being clear about what and how decisions are made</p>
<b>Engagement</b>	<p>Collaborating with patients and their families, health care providers, research and education institutions, government and the community</p> <p>Involving community, clinicians and colleagues in meaningful ways</p> <p>Listening to and considering ideas and concerns of others in the decision making process</p> <p>Facilitating people to understand choices and take responsibility for their own health</p>

## Mission

To provide a patient-focused, quality health system that is accessible and sustainable for all Albertans.

## Goals

Our Strategic Direction is structured around three key goals. Our future success will be measured by the health and satisfaction levels of Albertans, their ability to access the system and our ability to meet these goals within sustainable budgets.

**Quality:** health care services are safe, effective and patient-focused

**Access:** appropriate health care services are available

**Sustainability:** health care services are provided within available resources both now and into the future

## Areas of Focus

The health system is complex. To make improvements, actions are required on many fronts. Alberta Health Services has eight areas of focus supporting the three goals described above. A focus area is where the organization will invest its time, energy and resources. For each focus area, we have defined key priorities and highlighted some specific strategies. We have also indicated one or two performance measures that will be used to monitor our progress. These measures will be monitored on a quarterly basis and may evolve over time. It should be noted that these measures are high level indicators of our overall performance and a number of other performance measures will also be monitored and acted upon throughout the organization.

It should be noted that the targets are indicative and are subject to finalization in the budget context.

For further information please visit the Alberta Health Services website [www.albertahealthservices.ca](http://www.albertahealthservices.ca) Policies, Procedures and Bylaws.

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