Horizon Health Network
A Patient and Family Centred Approach to Services in your Official Language of Choice
Strategic Plan 2016-2020

Horizon Health Network is striving to embed a culture of patient and family centred care in all of its facilities based on four pillars: Improve and Measure, Learn and Apply, Communicate and Collaborate, and Lead and Plan. The goal is to create a safe and respectful environment in which the patient participates in all decisions relating to their care. The Official Languages department plays a role in this goal by ensuring that patients and their families can receive care in the Official Language of their choice. We are firmly committed to respecting the choice of language within our facilities and are working to ensure that all staff members share our values.

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<th>Strategic Themes</th>
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| Improve and Measure | Ensure Horizon is compliant with legislation to meet individuals’ rights and mitigate risk. Provide performance measures to partners in a transparent and timely manner. | • Identify means of tracking performance and progress throughout the organization and its various units and departments.  
  • Develop accountability structure for monitoring the Action Plan to improve compliance or results.  
  • Monitor key performance indicators to identify and execute Quality and Patient Family Centred Care measures internally and externally.  
  • Establish mechanisms to report Quality and Patient Family Centred Care measures internally and externally.  
  • Expand professional development/training with the quality and patient centred care portfolio staff to support growth and depth of knowledge and abilities within specialized areas.  
  • Partner with Human Resources in the design of recruitment, |
| Learn and Apply | Build capacity and expertise within the Quality and Patient Family Centred Care portfolio. Integrate Quality | |
| Integrate Quality | | |
| **PFCC principles in the recruitment, orientation, training and continuous education processes and practices, in partnership with Horizon’s Organizational Development.** | **orientation, training and continuous education processes and practices with focus on:**  
- Care Experience  
- Complaint Management  
- Official Languages Requirements  
  - **Training Tools:** Review content of existing training tools, including training offered during General Orientation and make training mandatory for all staff.  
  - **Café de Paris:** Establish Café de Paris for the Moncton area staff. |
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| **Communicate and Collaborate** | **Ensure two-way communication with partners is built into all phases of project initiatives and PDSA (Plan, Do, Study, Act).**  
  - **OrgD Partnership:** Create a partnership with Organizational Development for policy training purposes, links with unions and French language training.  
  - **Language Testing:** Explore potential for hiring an internal language proficiency tester and develop and implement if possible. |
| **Increase awareness of services and recognize initiatives which improve care experiences.** | **Develop and implement a plan to increase awareness to recognize Quality and Patient Family Centred Care services and initiatives internally and externally.**  
  - **Skyline:** Review Official Languages Intranet content.  
  - **OL Website:** Review Official Languages public website content.  
  - **Horizon Star:** Publish an article every two or three months according to publication schedule. |
| **Develop a plan to promote community relationships and raise awareness of the quality of PFCC services, in alignment with Horizon partners.** | **Engage the community and use feedback and data to develop improvement plans.**  
  - **Stakeholder Committee:** Establish a stakeholder committee to share ideas and challenges, exchange best practices and explore potential for partnerships. |
| **Lead and Plan** | **Partner with Human Resources in the design of recruitment, orientation, training and continuous education processes and practices with focus on:**  
- Care Experience  
- Complaint Management  
- Official Languages Requirements  
  - **Recruitment Microsite:** Develop microsite to help the organization fill bilingual positions where needed. |