

STRATEGIC GOALS & OBJECTIVES - 2015 – 2018

Foster and support a qualified and engaged workforce

- HR is a key priority, with an emphasis on retention
- HR Plan strategies in place for both staff/therapists
- Staff/therapists are engaged through effective communication strategies

Cultivate a culture of safety for clients, therapists & staff

- Client Safety is a priority for the Company
- Client Safety Plan and strategies integrated
- Safety of staff/therapists is a priority

Promote efficient and effective service planning and utilization

- Financial controls and accountability, supporting the Company's stability
- Identify effective service planning and utilization of resource strategies

Build a comprehensive information system that supports decision making and communication across the organization

- Staff and therapists are well supported
- Information available is timely
- Supports decision making and communication between disciplines
- Multidimensional - clinical, quality, financial, HR

Promote a culture of continuous quality improvement (CQI) through key performance indicators & learning from outcomes

- Strategies to promote a culture of CQI
- Establish key performance indicator targets
- Establish process for review of outcomes to identify learning opportunities to improve

Support Company stability & growth by exploring new business opportunities that reflect the needs of the community

- Emphasize importance of environmental scan
- Engage external stakeholders in the ID of community needs and required services
- Develop communication strategies with internal and external stakeholders when looking at potential change