

VISION

HEALTHY PEOPLE,
HEALTHY COMMUNITIES
— FOR GENERATIONS

MISSION

TO ACHIEVE EXCELLENCE IN
HEALTH, HEALING AND LEARNING
THROUGH WORKING TOGETHER

VALUES

RESPECT, INTEGRITY,
INNOVATION, COURAGE,
ACCOUNTABILITY

STRATEGIC DIRECTION: PERSON-CENTRED, HIGH-QUALITY, SAFE AND SUSTAINABLE HEALTH AND WELLNESS FOR NOVA SCOTIANS

NSHA will deliver a person-centred, high-quality, safe, accessible, equitable and sustainable health and wellness system through a focus on performance, accountability, education, research and innovation.

GOAL

Access to quality, evidence-informed and appropriate health service is improved in defined priority service areas.

MEASURES

- Ambulatory care sensitive conditions hospitalization rate
- Patients who received total hip replacement and total knee replacement surgery within wait time target
- Wait times for placement in long-term care
- Percentage of placement to long-term care from hospital
- Emergency department length of stay for admitted patients
- Mental Health and Addictions wait times
- Access to a primary care health professional
- Percentage of patients responding positively to survey question indicating access to culturally sensitive care

GOAL

Experience of care and engagement in health service decision-making are improved for persons who access NSHA care or service.

MEASURES

- Percentage of patients responding positively to survey question on overall experience of care
- Percentage of patients responding positively about being consulted in decision-making in their care and health service

GOAL

A sustainable health and health service system is promoted through appropriate allocation and management of resources.

MEASURES

- Operational budget variance
- Capital budget variance
- Administrative ratio
- Funding reallocated to approved health services programs

GOAL

Improved delivery of quality health services is enhanced through an increase in province-wide, outcomes-based research and inter-professional education and research opportunities.

MEASURES

- Percentage increase in annual inter-professional learner opportunities
- Percentage of approved research projects with interdisciplinary teams
- Percentage increase in total annual dollar value of secured funds for research – NSHA wide
- Number of interdisciplinary research and practice projects focused on patient outcomes
- Percentage increase in annual dollar value of secured funds for research outside Central Zone

GOAL

Health service needs across populations and lifespans are addressed through the development of provincial health service plans that are locally implemented.

MEASURES

- Percentage of overall Health Service Plan implemented
- Percentage of key milestones, goals and targets achieved within each program of care implementation
- Number of primary health care collaborative teams implemented

STRATEGIC DIRECTION: A HEALTHY, HIGH-PERFORMING WORKFORCE

NSHA will create a positive and healthy organizational culture that enables employees, physicians, learners and volunteers to support the health and wellness of Nova Scotians. We will foster safety, learning, respect, leadership, accountability, inclusiveness, role optimization and collaboration among our teams.

GOAL

A high-performing workplace is developed through enhancement of a positive, healthy, safe and productive work culture and environment.

MEASURES

- Percentage of employees and physicians responding positively on overall workplace experience on the work-life pulse survey
- Workers' Compensation Board lost time frequency rate
- Health Human Resource flu vaccination rate
- Sick time and overtime trends
- Organizational performance on work-life pulse survey as compared to similar Accreditation Canada member organizations

GOAL

A qualified, diverse and engaged workforce, working to optimal scope, is developed to meet the health needs of Nova Scotians.

MEASURES

- Overall vacancy rate and vacancy rate for hard to recruit positions
- Reduction in hiring processing time
- Turnover rate
- Number of programs or services that have undertaken Collaborative Care Framework implementations
- Percentage of employees and physicians responding positively to questions related to engagement from work-life pulse survey
- Performance on survey tools designed to measure diversity in the workplace

GOAL

Learning, leadership and inter-professional collaboration in teams are increased and enhanced.

MEASURES

- Percentage increase in annual inter-professional learner opportunities
- Percentage of programs of care that have implemented the co-leadership model (administrative and physician) and self-report effective outcomes
- Percentage of leaders, employees and physicians who respond positively to measures related to professional development on the work-life pulse survey
- Percentage of leaders, employees and physicians who respond positively to measures related to leadership on the work-life pulse survey

STRATEGIC DIRECTION: ENGAGEMENT WITH NOVA SCOTIANS TO CREATE A HEALTHIER FUTURE

NSHA will engage Nova Scotians to promote and support our shared accountability for health and improvement in health status.

GOAL

Nova Scotians' understanding of and engagement with activities to become healthier are enhanced through increased collaboration between NSHA and the public.

MEASURES

- Number of strategic relationships with stakeholders to facilitate engagement with Nova Scotians regarding health
- Number of engagement sessions and community conversations per year related to health
- Percentage of positive responses on Public and Patient Engagement Evaluation Tools (PPEET) related to "being heard" and "being better informed"
- Percentage of positive responses on PPEET Project Evaluation Tools related to "collaboration and common purpose"

GOAL

Nova Scotians' shared accountability for health and improvement in health status is enhanced through increased collaboration with community health boards.

MEASURES

- Percentage of community health board priorities and recommendations that reflect a shared focus on accountability of citizens and the health system for health and health status
- Percentage of shared priorities among community health boards
- Number of initiatives to improve health status recommended by community health boards and supported by NSHA