

CARE

▲ for our people ▲ for each other ▲ for our future ▲

A discussion of the Purpose and Direction of the Northwest Territories Health and Social Services Authority.



FEEDBACK is critical to the success of developing shared understanding of who we are as an organization. This document is intended as a starting point to promote awareness of the NTHSSA's purpose and to gather feedback from staff for future planning.

Options for providing feedback on this document:

- Online Feedback: www.ournthssa.ca/purpose
- Email your feedback to nthssafeedback@gov.nt.ca
- Anonymous feedback via the SuggestionOx at www.ournthssa.ca/feedback
- Share your thoughts with your supervisor

Let's Talk

Purpose

As part of the transformation occurring across the NTHSSA and our health and social services system we also need to transform the way we think.

To accomplish this, it is critical that each and every person in the NTHSSA has a shared understanding of our overall PURPOSE. The NTHSSA purpose is a combination of our intent as an organization (Mission Statement), how we want to collectively act (Values), how we want to achieve our goals (Guiding Principles), and where do we want to go as an organization (Vision).

This document is intended to share our current vision, mission, values, and guiding principles. These are statements that help us align our thinking across our organization; from front-line care decisions to prioritizing major projects and everything in between.

As we build a strong collective purpose for the NTHSSA, your feedback is integral to inform our path forward.

Our Values: *How we want to act*

VALUE

Caring

We treat everyone with compassion, respect, fairness and dignity and we value diversity.

Accountable

We strive for outcomes that are measured, assessed and reported on.

BEHAVIOURS

We care for those in need of our services and expertise.

We treat those we serve in a caring manner.

We care for ourselves and each other in and outside our workplaces.

We are honest and open about the work we do.

We endeavour to measure the impact our work has.

We use our measurements to assess and improve. Where share this information proactively.

Do you think these behaviours fit? What other behaviours do you think we need to encourage?

Our values provide a guide for accepted and encouraged behaviours for everyone working across the NTHSSA.

VALUE

***R**elationships*

We work in collaboration with all of our stakeholders, partners, and staff.

***E**xcellence*

We pursue continuous quality improvement through innovation, integration, and evidence based practice.

BEHAVIOURS

We look for feedback and collaboration when building and changing programs.

We respond to questions, concerns and complaints in a timely manner.

We do our best to deliver the best care and services so our patients and clients have a better future.

We focus on quality improvement and innovation for a better future for our system

We live our values. This will lead to excellent care and services

Tell us at www.ournthssa.ca/purpose

Guiding Principles

Guiding principles define how the NTHSSA strives to make decisions. The actions stemming from our decisions should align with our values.

Our guiding principles are built on a foundation of Quality.

With a focus on Quality, the following dimensions represent the NTHSSA guiding principles:

What do you think of the guiding principles on the opposite page? Can you see ways they would help or impact the care and services you provide? Would they help in making decisions in your work?

Tell us at www.ournthssa.ca/purpose

SAFE *Cultural safety and staff safety is aligned with avoiding harm to patients/clients from the care that is intended to help them.*

CONNECTED *Providing care that is built on partnerships and responsive and reflective of individual and community needs.*

EFFECTIVE *Providing programs and services based on feedback and knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively)*

EQUITABLE *Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status*

EFFICIENT *Avoiding waste of resources (equipment, supplies, ideas, energy, time, and people)*

PERSON and FAMILY CENTRED *Providing care that is respectful of and responsive to individual's preferences, needs, and values and ensuring that those values guide all decisions*

Our Vision: *Where we want to go*

The NWT Health and Social Services System Strategic Plan sets out a vision for a health and social services system that supports residents of the NWT to be as health as they can be.

This vision and goals is reflective of engagement and consultation across the NWT with the HSS System's partners, stakeholders, patients/clients and staff.

**Best Health,
Best Care,
for a Better Future**

Our Mission

NWT HSS System Mission:

Through partnerships, provide equitable access to quality care and services and encourage our people to make healthy choices to keep individuals, families and communities healthy and strong.

NTHSSA Mission:

To provide quality care across the NWT that is culturally safe and collaborative.

Our System Goals

The Health and Social Services System Goals are used to further refine what actions we (the NTHSSA) will take to meet the areas outlined in our Vision.

These goals provide a guide to define our system improvement initiatives.

Best Health

Improved health status of the population

Promote healthy choices and personal responsibility through awareness and education

Decrease incidence of chronic disease with a focus on diabetes and cancer

Reduce incidence of addictions

Provide targeted access to services for high-risk populations to reduce disparities in health status and the impacts of social determinants

Best Care

Care and services are responsive to children, individuals, families, and communities

Deliver safe, quality and appropriate care and services

Reduce gaps and barriers to current programs and services

Enhance the patient/client experience

Ensure programs and services are culturally sensitive and respond to community wellness needs

Better Future

Ongoing sustainability of the health and social services system

Improve partnerships and collaboration

Enhance the skills, abilities and engagement of the Health and Social Services workforce

Support innovation in service delivery

Improve accountability and manage risk

Appropriate and effective use of resources

VISION

GOALS