

# CREATE Carewest

## VISION:

Leaders in exceptional care, supporting those when they need us most.

## MISSION:

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life and innovate to advance the healthcare system.

## VALUES:

**C - CARING:** We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

**R - RELATIONSHIPS:** We connect authentically through listening and sharing.

**E - EXCELLENCE:** We strive for high quality, safety, innovation and learning in all that we do.

**A - ACCOUNTABILITY:** We act with integrity and take responsibility for what we do and say.

**TE - TEAMWORK:** We partner together to provide exceptional care and achieve our collective goals.

## CLIENT EXPERIENCE

### Improve Client Quality of Life

- Improve experiences to enhance client quality of life through holistic, person-centered services and supports.
- Clients will enjoy high quality food in a positive and flexible dining environment.

### Achieve Excellence in Quality Safe Care Delivery

- Teams are designed to meet current and emerging client and organizational needs.
- Reduce number of adverse events by building staff knowledge, competency, and accountability.

### Build Communities

- Creating welcoming, equitable and inclusive communities that promote strong individual relationships and engagement.
- Enhance client spaces to improve client and staff safety, and functionality while creating a more home-like setting.

## HEALTHY WORKPLACES

### Establish a Workplace of Choice

- Efficient and responsive staffing processes.
- Our workplaces are safe, supportive, equitable, and accepting, resulting in high retention and satisfaction.

### Create Leaders

- Developing leadership skills, capacity, and ability.
- Improvement to consistent, timely access by Leaders to business enabling services to support decision making and problem solving.

### Embrace Technology

- Successfully implement and adopt the Connect Care electronic health record, leveraging the system to improve quality of care and partnerships with clients and families.
- The 3-year Carewest IT roadmap is developed and implemented successfully.

## ACILE SYSTEM INTEGRATION

### Leaders in Specialized Programs for Adults

- Achieving excellence in the design, promotion and delivery of programs for specialty client populations to address system demands.

### Support System Capacity with Adaptive Service Delivery

- Bridgeland is designed and operating as an integral site of excellence supporting specialty populations.
- Strategically adapting beds and spaces within our sites for optimal use.

## FINANCIAL SUSTAINABILITY

### Optimize Resources

- Operating effectively within funding and revenue received.
- Increasing philanthropic and external grant support.



 **Carewest**  
INNOVATIVE HEALTH CARE

## STRATEGIC PLAN 2023-2026

*Carewest is a publicly operated charity and a wholly owned subsidiary of Alberta Health Services, offering long-term residential care, sub-acute and community programs and services at 14 locations in Calgary and Red Deer.*