

# STRATEGIC PLAN 2016-2021

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## MISSION

**IN ORDER TO IMPROVE** access to health services in French, Entité 4 facilitates community engagement and provides innovative advice to its partners on planning, organizing and integrating diverse, high quality health care services.



## VISION

**ENTITÉ 4 IS KNOWN** for its contribution to the development of an integrated health system which offers excellent quality of care and responds to the needs of Francophones.



## VALUES

### 1. INNOVATION

Be creative and think outside the box in order to put forward efficient models for organizing health care services.

### 2. INTEGRITY

Maintain consistency of thought, action and speech and display integrity in the management of public funds.

### 3. COLLABORATION

Maintain an attitude of collaboration with Entité 4's partners: cooperating with the existing local health system will help improve the community's health and access to services in French.

### 4. RIGOUR

Maintain high quality standards and rely on accurate data so that Entité 4's credibility remains indisputable.



## STRATEGIC DIRECTIONS

1. **ENGAGE** the Francophone community. 

 2. **ADVISE** decision makers strategically. 

 3. **FOSTER** the development of an active offer of French language health services.

 4. **REINFORCE** organizational performance. 



# STRATEGIC DIRECTIONS

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## ENTITÉ 4 ENGAGES THE FRANCOPHONE COMMUNITY

The community gets more involved in the planning and promotion of health services in French, and actively demands its services in French.

STRATEGIC RESULTS

## ENTITÉ 4 ADVISES DECISION MAKERS STRATEGICALLY

Decision-makers at the local and provincial levels are better informed and involved in the planning, improvement and promotion of health services in French.

## ENTITÉ 4 FOSTERS THE DEVELOPMENT OF THE ACTIVE OFFER OF FRENCH LANGUAGE HEALTH SERVICES

Health service providers are more aware of and involved in the active offer of health services in French.

## ENTITÉ 4 REINFORCES ORGANIZATIONAL PERFORMANCE

Entité 4 achieves its vision and fulfills its mission supported by an efficient and effective team.

ACTION PLAN

1. Give the patient and its family a central role in the planning of health services in French.
2. Mobilize the community and encourage members to get involved in planning for French-language health services and identifying needs.
3. Reinforce partnerships with community organizations.
4. Promote available services in order to increase active demand for services.

1. Raise awareness among health service providers about the importance of language as a factor of quality and safety of care.
2. Inform decision makers on needs of Francophones in matters of French-language health services.
3. Ensure needs of Francophones are taken into consideration throughout the health system transformation.

1. Assess capacity of health service providers to actively offer services in French.
2. Raise awareness and support health service providers in the active offer of French language services.
3. Foster collaboration among health service providers.
4. Promote available French language health services.

1. Consolidate capacity improvement plan to gain better knowledge of community needs and service models.
2. Strengthen communication tools in order to respond to the needs of the community, partners and decision makers.
3. Improve project management capacity, project assessment tools and data collection methods.
4. Reinforce human and financial resources.