

Transformation Networking Team and

Our
Promise



Capital Health

November 2008

Our goals today . . .

- Introduce the team
- Give you a “strategic snapshot” of Our Promise progress
- Understand your strategic information needs



Capital Health

Our
Promise

TNT!

- Neale Bennet
- Jane Allen
- Elaine Hamm



Capital Health

Our
Promise

Our Role

Leadership
in creating conditions
for transformational action
to achieve Our Promise.



Capital Health

Our
Promise

Four areas of focus

1. Foster new energy and momentum
2. Engage new people
3. Turn talk into action
4. Profile transformative work



Capital Health

Our
Promise

SYSTEM ARCHITECTURE -CDHA

OUR PROMISE

Health Transformation (PHSOR)

Accreditation

**TRANSFORM
PERCEPTION**

**TRANSFORM
REALITY**

- Inconvenient Truths
- Quest
- Our Promise
- Strategic Directions

- Negotiate relationships, agreements
- Identify Strategic Imperative
- Leadership, and unique contributions
- What to let go off, replace
- Set milestones, indicators

- World Leading Haven
for Health, Healing, and
Learning

**TRANSFORM COMMITMENT/
INTENTION**

Our Promise – the first year

Laying the foundation of culture change, accountability, and enabling infrastructure – with key transformative initiatives emerging.



Capital Health

Our
Promise

The “From . . . To”

- We heard you that our Sept. update was too much info, of the wrong kind.
- We need to move from operational project info, to strategic indicators.
- We’re working on that . . .
- We want to have a clear picture of your strategic information needs.



Capital Health

Our
Promise

Transformational Leadership

- Equipping leaders . . .
 - “My Leadership” competencies have been developed and validated.
 - World-leading leadership development approach being prototyped.



Capital Health

Our
Promise

Transformational Leadership

- Optimal levels of joy, pride, respect, trust . . .
 - Being measured in employee survey.
 - Commitment to a shift in response to results.



Capital Health

Our
Promise

Transformational Leadership

- Accountability framework . . .
 - Being developed and aligned with Our Promise strategies.
 - Foundational for indicators / measures, and reporting.
 - Foundational for aligning teams and org structure with Our Promise.



Capital Health

Our
Promise

Citizen / Stakeholder Engagement

- Open Doors . . .
 - Making CDHA more open, transparent and accountable to public.
 - Creating process and opportunity to validate Declaration of Health, and involving clients / patients / families in other decision making.



Capital Health

Our
Promise

Sustainability

- Safety and stewardship:
 - Master facilities plan is with the Minister.
 - New business planning model being developed, to enable strategy to drive budget.



Capital Health

Our
Promise

Innovating Health & Learning

- Take the Capital Gains Framework to communities for implementation . . .
 - Two Community Health Team sites selected and implementation underway.



Capital Health

Our
Promise

Transforming Person-Centred Health Care Experience

- Patients and families satisfied . . .
 - Orthopedic clinic launched, to reduce wait lists / times, and for “active waiting.”
 - Continuing Care being integrated.
 - Bayers Road developed as a community health care node.



Capital Health

Our
Promise

Next Steps

- Complete the Accountability Framework.
- Align indicators with accountabilities.
- Enable process to measure, report indicators.
- Let's talk



Capital Health

Our
Promise