



## ISLAND EMS STRATEGIC PLAN 2022-2027

**Mission:** To identify and meet the changing healthcare needs of all communities on Prince Edward Island.

**Vision:** To connect every patient we engage with knowledge and access to the healthcare they need.

**Values:** Caring | Community-minded | Accountable | Innovative Responsive |





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## IEMS STRATEGIC PLAN 2022-2027



### OVERVIEW

This plan charts a course for Island EMS (IEMS) over the next five years – a course through which IEMS will be a respected partner and facilitator in Prince Edward Island’s healthcare ecosystem.

Our plan is ambitious and achievable, and will guide us in delivering dependable, responsive, and efficient ambulance and related services.

The plan is crafted around a set of four strategic directions and eleven strategic objectives.



# Safety Culture

## MODERNIZING AND STANDARDIZING SAFETY INITIATIVES

*Modernizing programs to meet provincial and accreditation standards that will improve on patient and team safety.*

### OCCUPATIONAL HEALTH AND SAFETY

Nurturing a culture of safety at IEMS to provide our team and patients with a safe environment.

### CLINICAL QUALITY MANAGEMENT

Optimizing our clinical oversight and deploying data analytics to provide our team with continuous feedback and support.



### RISK MANAGEMENT

Refining incident reporting and trending to improve patient, employee, and system safety. Fostering a culture of harm reduction while simultaneously encouraging a climate of supportive quality management and education.



# Our Team

## SUPPORTING OUR TEAM WITH A SAFE AND HEALTHY WORK-LIFE BALANCE

*Adapting to meet the changing needs of our workforce.*

### RETENTION

Listening to our team and offering flexible work options to better suit their needs.

### RECRUITMENT

Acknowledging the need to proactively engage and develop strategies to engage a changing workforce that may not conform to conventional recruitment strategies.



### SUPPORT

Searching for non-traditional ways to support our workforce and their families.



# Patient Navigation

## PROVIDING PATIENTS WITH GUIDANCE THROUGH THE HEALTH CARE SYSTEM

*Assisting our patients with accessing the right healthcare to meet their needs.*

### LINKING TO EMERGING MODELS OF CARE

Integrating Emergency Medical Services into the greater Health Care Ecosystem to provide the right care, to the right person, at the right time.

### SUPPORT COMMUNITY PARAMEDIC ACTIVITIES

Continuing to develop novel models of care to provide care in place for patients with mental health or medical challenges.



### ENHANCE COMMUNITY ENGAGEMENT

Engaging Patient and Family Advisors to aid in the development of policy, procedure, and programming of services to better target the needs of our clients. Celebrating our successes and better acknowledging our challenges with our team, stakeholders, and the public.





# Sustainability

## FOCUSING ON OPERATIONAL AND ENVIRONMENTAL SUSTAINABILITY

*Optimizing and enhancing EMS delivery while decreasing our carbon footprint.*

### OPERATIONAL SUSTAINABILITY

Augmenting our workflow, human capital and service delivery to better meet the needs of our community and organization.

### ENVIRONMENTAL SUSTAINABILITY

Developing sustainable fleet, facility, services, and responsible social engagement goals.

