

Develop client Satisfaction Assessment process

Conduct formal assessment of community specialized health needs

Conduct facilitated co-location sessions in all communities (5)

Co-location plans for facilities

CB end of April

Identify & Formalize Personal, Management & Administrative Skills & Competencies process

Prime: Manager Human Resources			
<b>Objectives/Targets:</b> Plan in place, Managers trained, Audit/Update annually			
HQ	SS	HS	Support
HR			

Identify, Formalize Clinical & Professional Skills & Competencies process

<b>Prime:</b> Anne (Nursing) & Susan Social Services			
<b>Objectives/Targets:</b>			
<i>Nursing</i> S&C in Cambridge Bay & Kugluktuk by 98 06 01			
All other locations by 98 08 01			
<i>Soc Svcs</i> in place 98 08 01			
<b>HQ</b>	<b>SS</b>	<b>HS</b>	<b>Support</b>
	Susan 5	Anne 10	
Irene 2 + 2	Staff 11	Staff 8	
HR 2 + 2		MD 2	

Develop new strategies for hiring and retaining of qualified staff

<b>Prime:</b> Manager HR
Improved % turnover of staff

Co-ordinate with other govt depts  
H&SS results  
Develop creative solutions  
Measure retention

Develop & implement a simple Performance Management process

Prime: Manager Human Resources
Objectives/Targets:
Everyone trained on a standardized process

Establish a team based process to run Health Centers & train all staff on client case management

Prime: Anne & Susan
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Develop a structured management planning, implementation process & meet regularly to follow up and share information

Prime: Alice
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Eliminate all paper forms through mechanized input and access

Each Individual Function or Group or Location will develop an Annual Business Plan

Establish a formal Home Care Program & Structure & integrate with Health & Social Services Programs

Review and rewrite as necessary all support systems strategies and programs

Map and measure improve standardize key hq & hc work processes

Develop client satisfaction processes

Zero based budgeting and establish statistical norms for workload/staffing

**Resources In Person/Days**

<b>HQ</b>	<b>SS</b>	<b>HS</b>	<b>Support</b>
Finance	Budget		
	Workload		
	performance		

Establish a clear process to understand staff needs and issues; then put in place effective approaches and actions to recognize and reward them

Develop a communications plan

Feasibility assessment and contract for cottage hospital

Easy to use unit5 costing system to accurately depict program costs