

Vancouver Coastal Health

With the 2001 Health Authorities Act, BC has been divided into 6 health authorities – five geographic and 1 provincial. The 5 geographic health authorities provide all health services within their regions, including acute care, home and community care, mental health and addictions, and public and preventive health services. Funding to health authorities does not include physician services, Pharmacare or ambulance except transfer ambulances.

Vancouver Coastal Health delivers health services directly to more than 1 million people, or 1/4 of BC's population. The geographic area includes 12 municipalities, 4 regional districts, plus the cities of Vancouver, North Vancouver, West Vancouver and Richmond. Our budget is roughly \$2.8B; we have about 21,000 employees and about 2,500 physicians have privileges in our facilities, which include 13 acute care hospitals. The largest is Vancouver General Hospital in Vancouver. VCH also has major research and teaching components in addition to care. Our stock includes almost 9,000 acute, rehabilitation and residential beds; our annual Emergency Department visits total about 308,000; we have about 81,400 same-day surgical visits annually.

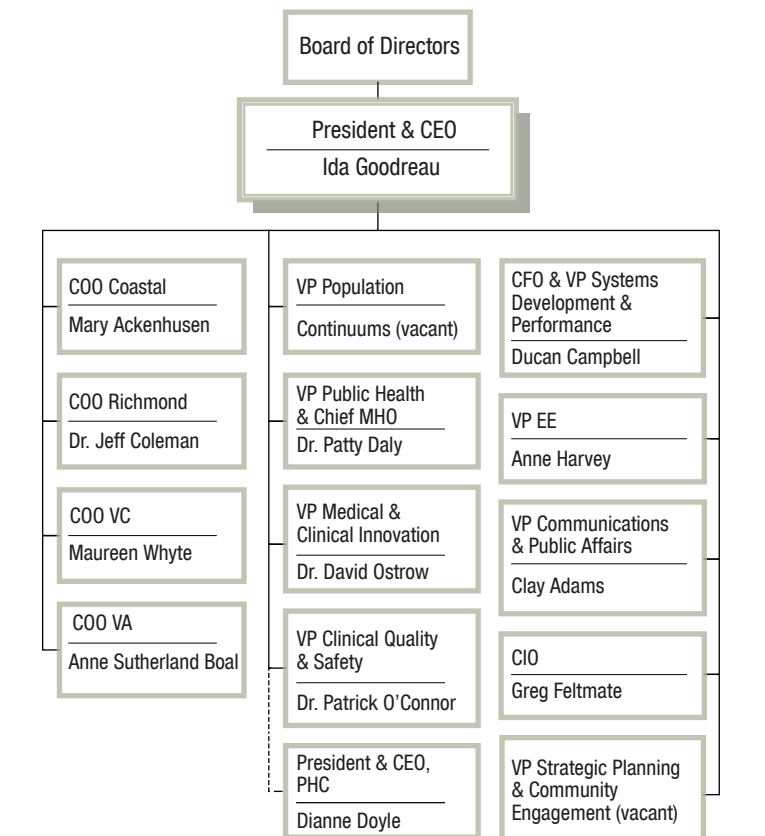
Our Values

- we will:
- Provide outstanding service and respond to needs in a timely & innovative manner.
 - Serve openly and honestly in a caring & compassionate environment of trust and respect.
 - Focus on effectiveness, efficiency, best practices, and health outcomes, holding ourselves accountable for results.

Our Commitment

- To support healthy lives in healthy communities means that we are focused on the people we serve. Our strategies will:
- Increase longevity and quality of life for all.
 - Provide a positive experience for people using our health care system.
 - Promote informed choice, involvement, and support self-responsibility.

Board of Directors

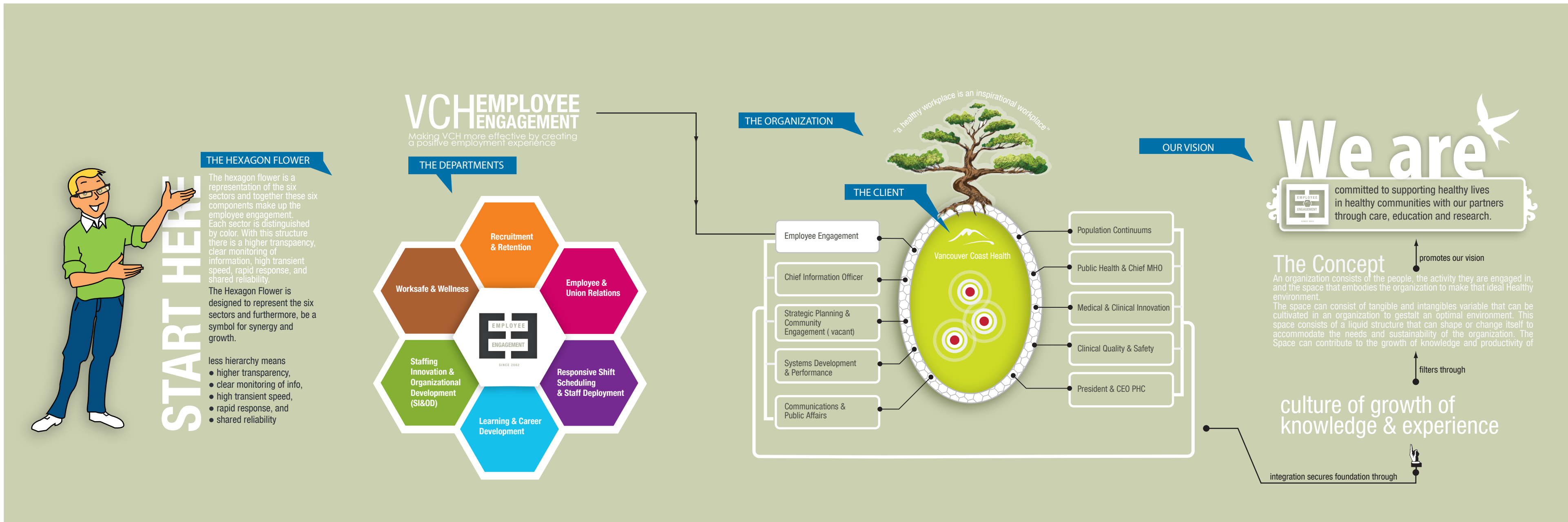


INFORMATION MODEL OF CULTIVATING SUSTAINABLE NETWORK

This model is attempting to grasp the complex realm of Employee Engagement through projecting an analytical view of the form and structure as well as a holistic vision.

However, this vision is not intended to be perfect so there is room for imagination, room to gain additional knowledge and skills.

PROJECT:	ENVISION
ORGANIZATION:	EMPLOYEE ENGAGEMENT @ VANCOUVER COASTAL HEALTH
DESIGNED BY:	AHSSAN MOSHREF
DATE:	JANUARY 2009



STRATEGIC DIRECTION

