

Aim Higher: Vision Loss Rehabilitation Canada Strategic Plan, 2020-2024

Vision: To maximize health and independence for Canadians impacted by vision loss

Mission: To provide high-quality, integrated and accessible rehabilitation and health care services that enable Canadians impacted by vision loss to live the lives they choose.

Strategic Goals

Enhance the client care experience

- Empower and support our clients and their caregivers to be at the center of their care team
- Provide an interdisciplinary approach to care, and a seamless experience within our organization and along the healthcare continuum

Improve client and population health outcomes

- Strengthen the connection between vision health and the broader healthcare system
- Improve health equity in the delivery of rehabilitation services across Canada
- Improve integration of mental health/wellness supports within our service delivery model

Improve financial sustainability and value

- Diversify funding sources in order to enhance financial sustainability
- Optimize quality of services while improving cost effectiveness

Promote a culture of performance excellence

- Create an adaptable, diversified, resilient workforce positioned to meet future service delivery needs
- Establish a culture of best-in-class service delivery
- Enhance employee health, wellness and engagement across all organizational levels

Objectives

- Implement new a client-centric core service delivery model
- Create Client and Family and Medical Committees
- Select and begin implementation of a new Electronic Health Record system

- Develop and pilot a new virtual care platform
- Create a mental health and emotional wellness service pathway and supporting implementation framework

- Develop interdisciplinary service models for after-stroke and aging-in-place
- Establish a new fee-for-service revenue stream

- Develop a comprehensive health-focused human resources strategy
- Expand "VLR U" through new courses and experiential learning
- Action key recommendations from FY20 engagement survey

FY21 Actions

Enablers

Partnerships | Technology | Research | Communications | Education