

## Vision

Professional, ethical and competent regulated members providing the highest quality care for all Albertans.

## Mission

To serve and protect all Albertans, contributing to their health and wellness by supporting and guiding regulated members to proudly provide safe, high-quality care, together with healthcare partners and patients.

## Values

### We do the right thing

We act responsibly, respectfully and with integrity, aspiring to be fair and reasonable. We acknowledge our mistakes as well as our successes and strive to do what's right in service to the public.

### We make informed decisions

Our decisions are based on evidence, knowledge, experience and best practice. We plan, measure outcomes and apply what we learn.

### We empower people

We believe people perform best when they see the Vision, set their own goals, have the resources they need and aspire to excellence and personal growth.

### We collaborate

We invite others to contribute to achieving our goals and value their time and expertise. We share what we know generously within our legislated limits and seek opportunities to collaborate externally in areas of mutual interest.

### We are innovators

We think ahead to create opportunity. We set the bar high and value creativity in exploring new and better ways of doing our work.

### We enjoy and find meaning in our work

We care about what we do and give our best. While our work is serious, we enjoy camaraderie with our coworkers and take time to celebrate each other's milestones and achievements.

## Strategic Directions



### Highest Quality, Compassionate and Ethical Care



### Enhanced Partnerships



### Proactive and Innovative Approach



### Anti-Racism and Anti-Discrimination



### Authentic Indigenous Connections

*Towards increasing the provision of excellent physician care for all Albertans*

#### Continuing Competence

- Increase the quality and safety of care provided by Alberta regulated members during the continuum of their career.
- Promote quality improvement, with all Alberta regulated members involved in lifelong learning and evidence-based medicine that positively impacts patient outcomes.
- Increase efforts to proactively identify high-risk regulated members, to help their development.
- Increase the number of regulated members who use clinical-appropriateness guidelines.
- Improve CPSA's ability to assess competency in a team-based, multi-disciplinary environment.
- Enhance competencies for regulated members in their non-medical expert roles.

#### Professional Conduct

- Enhance the accessibility, efficiency, effectiveness, timeliness, transparency and fairness of the complaints process.
- Support regulated members and their professions to learn from the complaints process and as a result, improve the care provided in the future.
- Enhance learning from complaints data, to improve CPSA's complaints process.

#### Registration

- Improve the responsiveness of the registration and assessment process, to meet the changing health care needs of Albertans.

#### Physician Health Monitoring

- Enhance our ability to identify regulated member health factors and their impact on patient care.
- Decrease the impact on quality of care that stems from the health and wellness issues experienced by regulated members.

#### Accreditation

- Leverage the accreditation regulatory authority to improve patient outcomes.

#### Enhance Patient/Family Partnered Care and Shared Accountability

- Improve engagement with patients and families, incorporating their input into CPSA policies and processes.

*Towards informed, engaged partners who help us provide quality care to Albertans*

- Strengthen partnerships with provincial, national and international regulatory organizations, to improve the consistency and quality of regulatory standards at all levels.
- Strengthen partnerships with our provincial, national and international health system organization partners, to expand research efforts and improve health system performance and patient outcomes.
- Maintain membership and active leadership with the Federation of Medical Regulatory Authorities of Canada (FMRAC).
- Enhance CPSA's consultative framework to authentically engage with regulated members, government, healthcare partners and Albertans on such things as standards of practice, policy development and advice documents (to the profession and Albertans).
- Achieve and maintain a non-partisan, professional relationship with government, to influence health policy and improve health outcomes.
- Strengthen partnerships to proactively recognize and support the health and wellness of regulated members as a core component of providing safe, high-quality healthcare.

*Towards being recognized as a leader and innovator in self-regulated professions who always strive for excellence*

- Build on CPSA's reputation as a creative, proactive and innovative organization by developing, sharing and promoting innovative approaches to self-regulation, involving CPSA partners, Albertans, and regulated members.
- Use research and knowledge translation to enhance CPSA's regulatory work.
- Support new approaches to medicine and health system improvement, including embracing learning opportunities that come from unsuccessful initiatives.

*Towards being an anti-racism and anti-discrimination organization*

- CPSA will become an anti-racism and anti-discriminatory organization, in part by developing specific initiatives to address these issues.
- CPSA will integrate equity, diversity and inclusion principles into all we do, and develop specific initiatives and actions that address our equity, diversity and inclusion opportunities.

*Towards substantive and authentic connections and relationships that help us provide quality care in partnership with Indigenous peoples*

- Authentically engage with and listen to Indigenous peoples, incorporating their wisdom into our work and processes.
- Acknowledge the historical health inequities that have and are experienced by Indigenous peoples and use our legislated mandate to reduce these inequities, improving the quality of care provided by our regulated members.
- Commit to actively addressing the recommendations from the TRC that relate to healthcare and CPSA's role.

Objectives