

## Vision

No financial barriers to healthcare.

## Mission

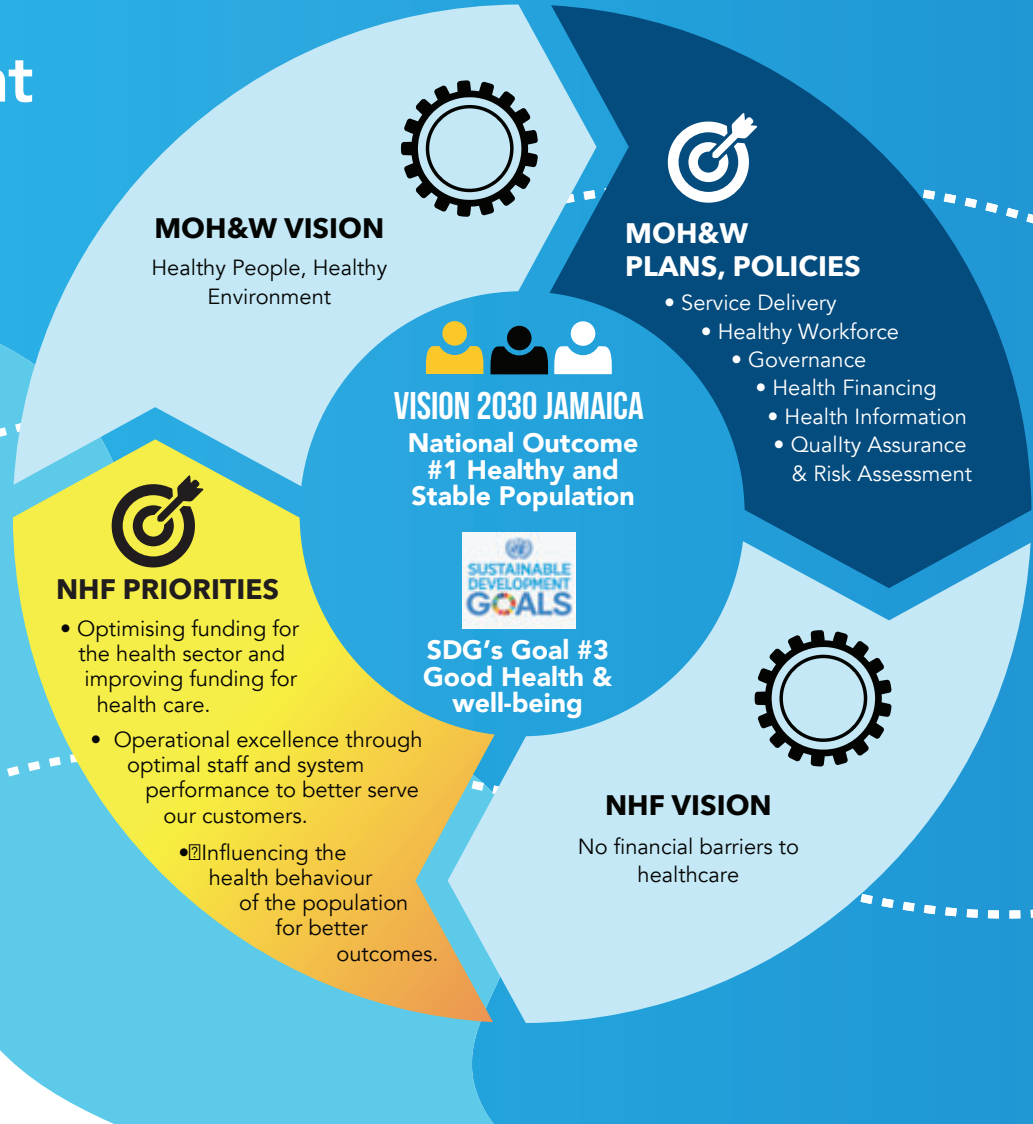
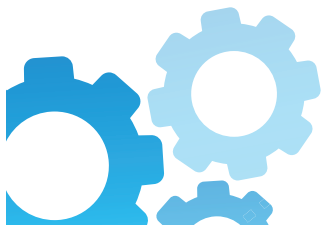
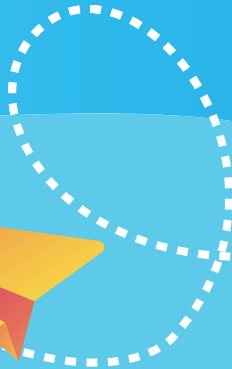
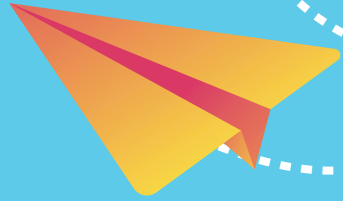
To provide funding for specified healthcare benefits, health promotion, health projects and pharmacy services in a sustainable, efficient and customer centric environment.

## Statement of Values

At the National Health Fund, we are committed to the highest standards of honesty, integrity and quality. We will at all times be professional in discharging our responsibilities and be guided by noble moral and ethical standards.



# Strategic Alignment Wheel



# Ministry of Health & Wellness

## Strategic Objectives

1. Provide the Jamaican population with health care services that are accessible and of the highest attainable standard
2. Maintain and develop a qualified and professional workforce for the delivery of health and allied services
3. Improve the quality of health information systems for planning and management of the health services
4. Develop and monitor the implementation of viable health financing options
5. Strengthen governance mechanisms in the areas of compliance, accountability, policy, legislative, and regulatory systems



# NHF's Strategic Priorities & Objectives 2019 - 2020



## Strategic Priority 1 & Objectives

Optimizing funding for strategic health projects and improving access to affordable healthcare.

## Strategic Priority 2 & Objectives

Influencing the behaviour of the Jamaican population for better health outcomes.

## Strategic Priority 3 & Objectives

Operational excellence through optimal staff and systems performance to better serve our customers.

- Implement National Health Insurance Plan (NHIP) to reduce resource gaps to healthcare coverage.
- Improving access to pharmaceuticals, medical supplies and equipments.
- Financing projects that positively impact the public health system.
  
- Create opportunities and interventions to reach target population.
- Establish and strengthen partnerships across sectors.
- Utilize appropriate technologies to expand participation and share information.
- Collaborate with the Ministry of Health & Wellness in the delivery of health promotion.
  
- Continuously develop high performing staff to achieve greater outcomes.
- Sustain an organizational culture of excellence through Human Resource investments.
- Improve Customer Service Standards.
- Improved Efficiency through the use of Communication and Information Technology. ☑

# National Health Fund Strategy Map

## INTERNAL PROCESSES

- Operational Excellence
- Service Delivery Innovations
- Improved Business Systems
- Quality Assurance



## ORGANIZATIONAL CAPACITY

- Continuous Training and Development
- Build Employee Relations
- High Performing Staff
- Robust IT Solutions



## FINANCIAL

- Ensure Sustainability
- Financial Stewardship & Asset Management

## CUSTOMERS

- Improve Service Standards
- Enhance Customer Experience
- Strengthen Customer Interactions
- Improve Access and Expand Reach

