



Strategic Framework

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Plan vs. Framework



Due to the rapidly changing health care environment, it is felt that a framework for decision making is a more adaptable document than a strategic plan. The Framework will be used to guide the Board and Administration in developing goals and priorities for the Organization.

Mission Statement



Our Commitment is to provide high quality health care services to our rural communities by providing primary care, and some secondary care, with community and other health care providers.

Vision Statement



Our vision is to be an innovative and forward-looking health care organization that responds proactively to the changing needs of the rural communities that we serve. Our Board and staff will be recognized for their commitment to creating local systems of integrated health services.

Values



Leadership

- Creation of a vision.
- Recognition of opportunities to realize that vision.
- Inspiration for integrity, openness, honesty and loyalty through pursuit of our common vision.

Integrity

- Fostering honesty, transparency and fairness in all decisions and behaviours.
- Promotion of ethical decision making.

Excellence

- Commitment to continuous improvement through innovation and education.
- Promotion and enhancement of a culture of professionalism and competence.

Values cont'd



Compassion

- Caring and sensitivity to the needs and feelings of others.
- Respect for our patients and each other.

Accountability

- Taking ownership of words, decisions, actions, and outcomes.

Teamwork

- Commitment to improving patient outcomes through the dependable, co-operative, and productive use of skills and experience.
- Working together to create a safe environment for patients and staff.
- Taking responsibility as a team member for creating a positive working environment and having a healthy work/life balance.

Motto



“Your Health is the Centre of Our Caring”

Strategic Directions



- ▶ Integration of institutional and community primary care
- ▶ Quality as a primary focus
- ▶ Centres of Excellence for select programs
- ▶ Optimization of use of diagnostic and patient information technologies
- ▶ Patient and staff safety and satisfaction
- ▶ Effective and efficient organization
- ▶ Creation of an environment of engagement

Goals for 2010/2011



Integration of Institutional and community primary care

- We will:
- develop strong relationships with Family Health Teams
 - expand the working relationship with CCAC

Quality as a Primary Focus

- We will:
- create a quality committee consistent with the Excellent Care For All Act
 - develop corporate values, after public consultation
 - develop an annual quality improvement plan that is available to the public
 - develop an MRP quality improvement plan consistent with the hospital QIP, in concert with the physicians

Centres of Excellence for Select Programs

- We will:
- broaden the scope of OBS to become a women's health centre
 - expand our surgical program
 - increase the scope of our diagnostic imaging dept
 - expand ambulatory care clinics in concert with other secondary care providers
 - explore option of specialized sites

Goals cont'd



Optimization of use of Diagnostic and Patient Information Technology

- We will:
- implement a new communications system
 - implement FirstNet software system
 - upgrade CT and ultrasound equipment
 - investigate the introduction of nuclear medicine and/or MRI
 - introduce bar coding for armbands

Patient and Staff Safety and Satisfaction

- We will:
- conduct patient and staff surveys consistent with the *Excellent Care for All Act* and develop a plan to address issues identified
 - include the actions identified in the patient and staff surveys as part of the Hospital's Quality Improvement Plan

Effective and Efficient Organization

- We will:
- present a balanced HSAA and develop performance indicators to monitor analyze and address inefficiencies in ALC and Emergency care
 - ensure that our cost for the provision of care remains consistent with the average cost of care delivered by other providers

Goals cont'd



Create an Environment of Engagement

We will: - implement the newly developed engagement plan for major changes within the Organization.