

Our Strategic Priorities



Provide an excellent experience for the persons we serve, every time

- Deploy best practice to deliver safest possible care
- Remove barriers to care
- Improve care transitions and health system navigation



Meet the changing needs of our community

- Improve our physical facilities and infrastructure
- Align our services with the needs of the community
- Improve engagement with our community and our partners



Support and empower our people

- Ensure a supportive and safe work environment
- Recruit and retain high-performing people
- Ensure our people have the right skills for now and the future



Ensure our future sustainability

- Secure the capital funds required to meet the needs of our community
- Secure the operational funding required to meet the needs of our community
- Ensure we are prepared to respond to a changing environment

Our Mission

We provide our community with a high-quality environment for person-centred care, built on collaboration and partnerships.

Our Vision

To be a leading community healthcare organization, chosen by people to support their care from birth to end-of-life and recognized as a preferred place to work and volunteer.

Our Values

- Respect and Dignity
- Inclusion and Diversity
- Stewardship and Accountability
- Collaboration and Partnership



**Provide an excellent
experience for the
persons we serve,
every time**

- Review and remove barriers to Patient Flow
 - revise Surge Policy
 - implement 100% of the recommendations from review
- Reduce Injurious Falls
 - Reduce the number of falls with injury by 25% for each unit
 - Reduce the number of overall falls by 1.79 per 1000 patient days
- Improve transfer information at care transitions



**Meet the changing
needs of our
community**

- Improve physical infrastructure of sites
 - 100% of funded infrastructure projects completed
 - Secure planning grant for Perth Site
 - Develop master plan for Fiscal 2024/25
- Conduct partner survey for Lanark County Mental Health
 - develop related action plan based on results



**Support and
empower our
people**

- Conduct six (6) code simulations for staff/physicians
- Engage frontline staff in corporate problem solving: huddle boards
- Re-implement the Workplace Wellness Committee to improve staff health and wellbeing
- Conduct Stay and Exit Interviews
- Approve a formal Medical Human Resources Plan
- Roll-out non-violent crisis intervention training for 100% of eligible staff



**Ensure our future
sustainability**

- Secure operating and capital dollars
 - improve current ratio to 0.29
- Secure base funding for eight (8) COVID beds
- Improve O.R. efficiency - first case starts
- Deliver MRI Project with first patient in the Fall 2023