



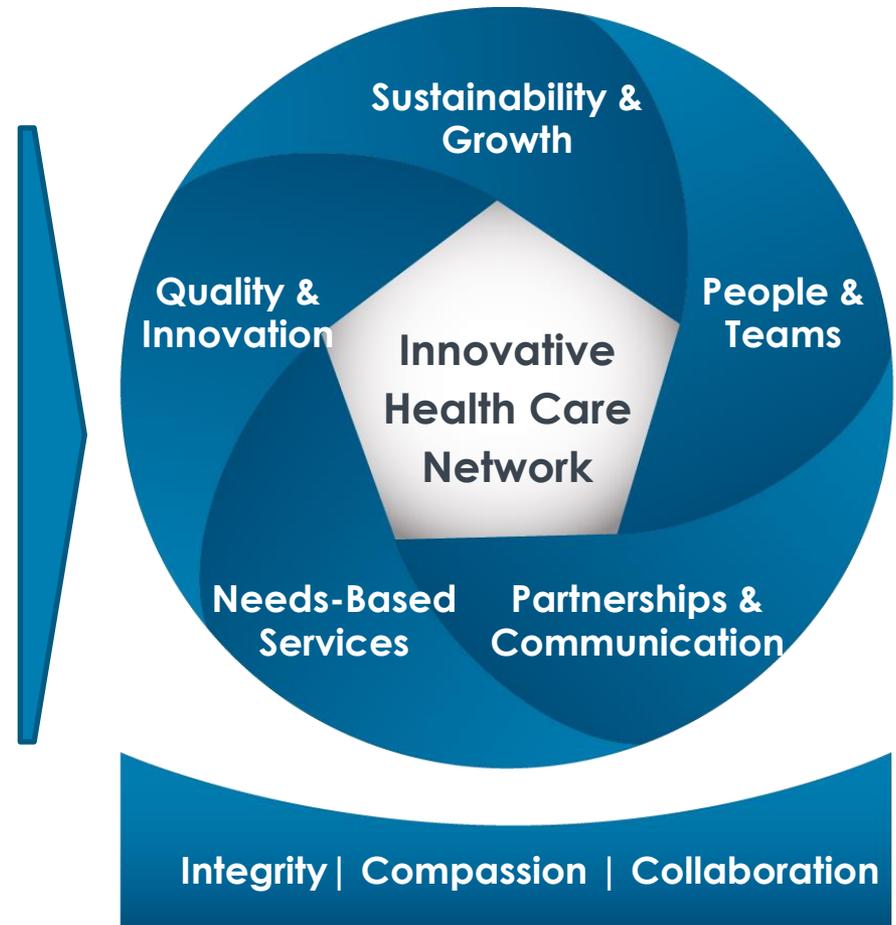
Hanover and District Hospital

Strategic Plan Foundation – Strategic Directions 2015 - 2020

Our Mission and Vision

Our Mission is:

- To collaborate with our partners to ensure that the residents of our region receive the highest quality care possible.



Our Mission and Vision

Our Mission means that we will:

- Partner with our peer health (acute, community, LTC) and social service providers to provide, or refer and connect, residents of the region to the care they require.
- Meet the needs of our population by providing core rural health services close to home and clearly formalize pathways for referral to additional services.
- Improve and grow the services that we can financially support
- Work with our partners (acute, community, LTC) and SW LHIN to identify community service needs and the variation of services provided to ensure a full continuum without unnecessary duplication.

In doing this, we will be guided by our Vision of the Innovative Health Care Network

This Vision formalizes our commitment to the community and to providing, and enabling access to, the services that our residents require. We will be seen as leaders in the rural health hub model that works for our community.

Our Strategic Directions

To accomplish our Mission and Vision, we will need to focus on five Strategic Directions



Sustainability and Growth – Always Here To Serve



People and Teams – A Great Place To Work



Partnerships and Communication – Working With Partners



Needs-based Services – Focusing On Our Community Needs



Quality & Innovation – A Great Patient Experience



Sustainability and Growth

Ensuring the services our communities require are available

Faced with the new reality of public sector funding, hospitals across Ontario must adapt and find new ways to remain viable and growing organizations. As a core provider of critical health care services, the long-term existence of HDH in our community is essential for the region's health and wellness. Through clear, long-term planning we will find ways to continually improve the depth, quality, and access to the services our residents require in a way that demonstrates the value of the funds we receive. Our investments will be smart, planned, and impactful, reaffirming both our fiscal and environmental stewardship responsibilities. Our objective is to create an innovative, financially viable organization capable of serving the needs of our communities now, and in the future.



People and Teams

Working collaboratively to deliver the care our communities require.

Our organization is made up of people and teams. They carry out the actions of the organization, provide care to our residents, and allow us to achieve our collective goals. As we move forward we will need our team to deliver on the development of a fully integrated health network, providing access to all services. We will identify and develop the evolving skill sets we require and work with our partners to ensure that, as a region, we have access to the highly skilled individuals we need. We must remain committed to, and supportive of, our people by enabling continuing education and staff development, promoting team work and collaboration, and creating a culture of engagement to eliminate silos both in our organization and across the organizations we work with.



Partnerships and Communication

Partnering to enhance the health outcomes of our communities

We have a long history of collaborating with other health and social service organizations to deliver the services our residents require. We have the opportunity to be seen as leaders in developing partnerships to deliver effective, efficient and high-quality care to the residents of our community. Working in collaboration with our partners to address the gaps in the services our communities need, plan for the future, and help support the navigation of our clients through the health care system. We will communicate frequently and clearly with our community, staff, and partners, to seek input and to articulate our future.



Needs-Based Services

Identifying and providing access to the high-quality services our communities need

We exist to provide our communities with the health care services they require. Whether providing these directly, or through partnerships, we will continue to offer the services that our communities need. We will work with our partners to reduce duplication in services within the region by working with our partners we will ensure a person centered integrated system of care that supports the health and wellness of our communities.



Quality and Innovation

Innovating to meet the demands and pressures we face.

We must ensure the care we provide is of the highest quality possible. As an organization we will continually look for ways to improve. Improvements in quality and innovation will be emphasized as we explore new opportunities, look for efficiencies, identify leading technologies, apply best practices, and promote the health and wellness of our communities. Quality efforts will go beyond the care provided and include an approach to enhancing the experience of all individuals we engage.

HDH Framework – Strategic Directions

- Sustainability and Growth
 - Always Here to Serve
- People and Teams
 - A Great Place To Work
- Partnerships and Communication
 - Working With Partners
- Needs-Based Services
 - Focusing On Our Community Needs
- Quality and Innovation
 - A Great Patient Experience

