

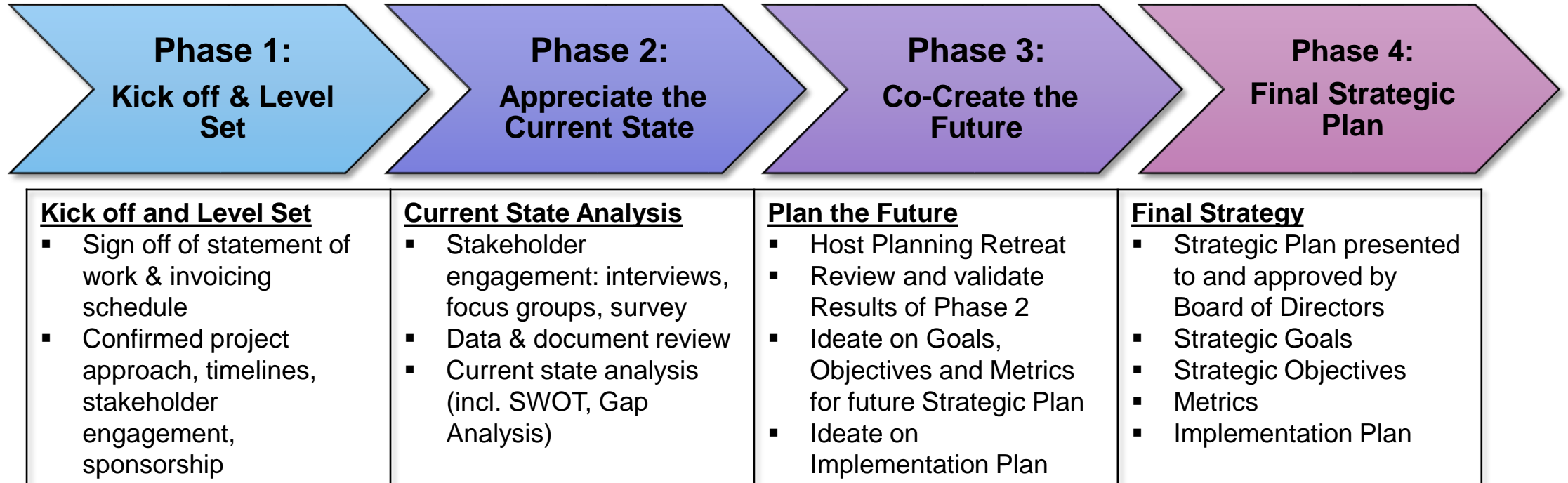


# Hanover & District Hospital

Strategic Plan 2025-2030

November 2024

# HDH Strategic Planning Process



# HDH Confirmed Mission, Vision and Values

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**Mission:** Providing Exceptional Care

**Vision:** Partnering for excellence in rural health

**Values:** Integrity, Compassion, Collaboration



# Confirmed Strategic Goals, Defining Statements and Success Measures

Caring for Our Patients	Valuing our People and Teams	Innovating for a Sustainable Future	Anticipating and Responding
<b>Embracing equity, diversity, and inclusion in everything we do</b>			
<b>We will</b> provide high quality patient and family-centred care	<b>We will</b> continue to value, invest in and recognize our teams	<b>We will</b> advance a forward-thinking culture into our operations to ensure our sustainability	<b>We will</b> actively engage with our community and partners to understand and address community needs
<b>Success Measures:</b> <i>How will we know we are successful?</i>			
<ul style="list-style-type: none"> <li>▪ Patient quality metrics (e.g. satisfaction)</li> <li>▪ Hospital quality metrics (e.g. Wait times, LOS, ALC)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff and Physician satisfaction metrics</li> <li>▪ Retention rate</li> <li>▪ Sick time, overtime</li> </ul>	<ul style="list-style-type: none"> <li>▪ Financial health as expressed as Total Margin and Current Ratio</li> <li>▪ Exploring new sources of revenue</li> <li>▪ Operating efficiencies as expressed as P4R Funding</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fostering a culture of inquiry</li> <li>▪ Utilizing evidence-based decision-making</li> <li>▪ Meaningful engagement with municipal and community providers</li> <li>▪ EDI is embedded into all aspects of HDH work</li> </ul>

# Strategic Goal: Caring for Our Patients

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Caring for Our Patients	Valuing our People and Teams	Innovating for a Sustainable Future	Anticipating and Responding
<b>Embracing equity, diversity, and inclusion in everything we do</b>			
<b>We will</b> provide high quality patient and family-centred care			
<b>Details – We Will :</b> <ul style="list-style-type: none"><li>• Provide exceptional care for all who come through our doors</li><li>• Monitor and measure our performance using quality metrics</li><li>• Be laser-focused about caring for our patients, their families and our community</li></ul>			



# Strategic Goal: Valuing our People and Teams

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Caring for Our Patients	<b>Valuing our People and Teams</b>	Innovating for a Sustainable Future	Anticipating and Responding
<b>Embracing equity, diversity, and inclusion in everything we do</b>			
<b>We will</b> continue to value, invest in and recognize our teams			
<b>Details – We will:</b> <ul style="list-style-type: none"><li>• Continue to value, invest in and recognize our people and teams</li><li>• Prioritize the growth and well-being of our people and teams</li><li>• Strategically use our resources to achieve our goals</li></ul>			

# Strategic Goal: Innovating for a Sustainable Future

Caring for our patients	Valuing our People and Teams	<b>Innovating for a sustainable future</b>	Anticipating and Responding
<b>Embracing equity, diversity, and inclusion in everything we do</b>			
<b>We will:</b> advance a forward-thinking culture into our operations to ensure our sustainability			
<b>Details – We Will:</b> <ul style="list-style-type: none"><li>• Ensure fiscal responsibility and financial stability</li><li>• Identify innovative solutions to ensure our sustainability</li><li>• Advocate for enhanced resources to strengthen our ability to care for our patients and community</li></ul>			

# Strategic Goal: Anticipating and Responding

Caring for Our Patients	Valuing our People and Teams	Innovating for a Sustainable Future	Anticipating and Responding
<b>Embracing equity, diversity, and inclusion in everything we do</b>			
<b>We will:</b> actively engage with our community and partners to understand and address community needs			
<b>Details – We will:</b> <ul style="list-style-type: none"><li>• Lead with purpose</li><li>• Align our efforts with those of Ontario Health and our local health care partners</li><li>• Anticipate and respond to the needs of our community through active engagement and partnerships</li></ul>			



## MISSION

Providing  
**Exceptional Care**

## VISION

Partnering for  
**Excellence** in Rural  
Health Care

## VALUES

- Integrity
- Compassion
- Collaboration

## STRATEGIC INITIATIVES

### Caring for our Patients

**We will provide high quality patient and family-centred care.**

- Provide exceptional care for all who come through our doors.
- Monitor and measure our performance using quality metrics.
- Be laser-focused about caring for our patients, their families and our community.

### Valuing our People & Teams

**We will continue to value, invest in and recognize our teams.**

- Continue to value, invest in and recognize our people and teams.
- Prioritize the growth and well-being of our people and teams.
- Strategically use our resources to achieve our goals.

### Innovating for a Sustainable Future

**We will advance a forward-thinking culture into our operations to ensure our sustainability.**

- Ensure fiscal responsibility and financial stability.
- Identify innovative solutions to ensure our sustainability.
- Advocate for enhanced resources to strengthen our ability to care for our patients and community.

### Anticipating & Responding

**We will actively engage with our community and partners to understand and address community needs.**

- Lead with purpose.
- Align our efforts with those of Ontario Health and our local health care partners.
- Anticipate and respond to the needs of our community through active engagement and partnerships.



We're Here

