



Hanover District Hospital

→ 2020 – 2025 Strategic Plan

Our New Strategic Plan

MISSION

Providing Exceptional Care



ENABLERS

Communicate • Educate • Lead • Innovate • Advocate

VALUES

Integrity • Compassion • Collaboration



Vision

Partnering for Excellence in Rural Health Care

Our vision speaks to our desire to provide exceptional care for our patients and their families. Our vision also depicts our commitment to partnering with other health service providers in the Grey Bruce area to ensure that patients receive the care they need and deserve.

We will focus on strengthening relationships with health care providers in our immediate and surrounding community as well as with patients and their families to ensure we are providing care that is responsive to and addresses the needs of the community.



Mission

Providing Exceptional Care

Providing patients and their families with the best possible care is what our staff and physicians strive to do each and every day.



Values

Our values represent the culture, norms, and attitudes that we want to see reflected throughout the hospital. We want our staff and physicians to:

- Act in an honest and truthful manner.
- Express empathy and understanding.
- Work together in a respectful and creative manner.

These values drive everything they do, both with each other as staff and physicians of the hospital, as well as when interacting with our patients and their families.

Integrity

Compassion

Collaboration



Strategic Directions

Deliver safe and effective patient care responsive to the needs of our region

Providing excellent care to patients is at the core of everything we do. We must stay apprised of the changing needs in our community and ensure our services are adaptable to meet patients' current and future needs.

For HDH, delivering safe and effective patient care means:

- **We will** deliver high-quality care.
- **We will** provide a safe physical environment for our patients and staff.
- **We will** use technology and update equipment proactively.
- **We will** work with others to help our patients navigate the health care system.

Strengthen partnerships and community engagement

For HDH to be successful, it is critical that we are open to working together and collaborating with other health care providers as well as our patients. We must work to eliminate the silos which currently exist in the Grey Bruce area and improve coordination and communication.

For HDH, strengthening partnerships and community engagement means:

- **We will** treat patients as partners and involve them in hospital planning.
- **We will** communicate and promote the health care services available to patients and residents.
- **We will** pursue and maintain partnerships with other health care providers to enhance patient care.
- **We will** engage with our community to improve health outcomes, and be responsive to emerging needs.

Ensure the financial sustainability of the hospital

HDH prides itself on our track record of solid financial status and we will work to continue this recognition moving forward.

For HDH, ensuring the financial sustainability of the hospital means:

- **We will** advance our strategic priorities in a financially responsible way.
- **We will** explore revenue opportunities, funding and operational efficiencies.
- **We will** invest in equipment and infrastructure.
- **We will** pursue partnerships to make the best use of resources.

Support our current and future health care team

Our staff and physicians are critical to care delivery. We are committed to investing in our staff and physicians to ensure they have the required support, training and resources to deliver the best care possible.

For HDH, supporting current and future health care teams means:

- **We will** support training and ongoing education.
- **We will** recruit and retain staff, physicians and volunteers to meet the current and future needs of our patients.
- **We will** promote a positive work culture and strive for work life balance.
- **We will** recognize and appreciate our staff, physicians and volunteers.



Strategic Enablers

There are foundational enablers that will be critical to supporting the achievements of our Strategic Plan. These include:

Communicate

- We must continue to make communication a priority and ensure our staff, physicians and volunteers have the information and tools to deliver exceptional care to our patients and that patients have the information they need to make healthcare decisions.

Educate

- We must strive to be a learning focused organization and provide necessary training to ensure that our staff and physicians are competent as well as explore other training courses and methods available to prepare our staff for the future.

Lead

- We must take a leadership role in the evolving healthcare system and share our best practices and knowledge while at the same time working collaboratively with our partners.

Innovate

- We must focus on innovation to ensure HDH is able to adapt to rapid changes occurring in our health system and provide staff, physicians and patients with the most up to date tools and technology.

Advocate

- We must encourage patients to advocate for their own health while providing them with the necessary resources to make decisions that best suit their needs.