



Leading Care, Improving Health, Enriching Communities

NORTH BAY REGIONAL HEALTH CENTRE

STRATEGIC PLAN | 2015-2016



MISSION: As partners in care, we restore and maintain health for mind and body.

VISION: Leading Care, Improving Health, Enriching Communities

The NBRHC Board of Directors and Senior Leadership Team are proud to present North Bay Regional Health Centre's (NBRHC) updated Strategic Plan that will guide our activities. We believe a strategic plan is a living document and under the direction of our Board of Directors in March of 2015 we have updated our Strategic Objectives to reflect our priorities for the remainder of this planning cycle.

We wish to thank staff, physicians, patients, families, volunteers, donors, community service providers, funding partners, municipal leaders and regional partners; all who have had input into our plan.

We are proud of our accomplishments to date and recognize the continuous change and significant financial challenges that our hospital family has been through since 2011, including the successful move to the new facility followed by the voluntary amalgamation of the two legacy organizations, the appointment of a new NBRHC Board of Directors, the hiring of a new President and CEO and an operational review.

These key actions have all been instrumental in allowing us to effectively implement the objectives identified in this updated strategic plan. We believe this will ensure our organization continues to provide the high quality cost effective patient care we have all come to expect.



Micheal Lowe
Board Chair



Paul Heinrich
President and CEO

VALUES:

CARE with Courage

Compassion | Accountability | Respect | Excellence | Courage



DIRECTION

1 ACCESS TO THE RIGHT CARE

DEFINING STATEMENT:

Providing Care for Our Patients Today and Tomorrow

CORE CONCEPTS:

- We provide access to the right care in the right place at the right time and by the right provider.
- We leverage our unique mental health and acute care model to optimize services for both the mind and body.
- We support patients and families as they participate in their own care.
- We integrate patient care plans through collaboration.
- We make patient safety a priority.



OBJECTIVES:

We achieve best outcomes through evidence-based care.

We will improve access to appropriate care.

Patients should not be harmed by accidents or mistakes when receiving care.

Patients will receive services that are sensitive to culture, language and age.



DIRECTION **2**

PARTNERSHIPS WITH PURPOSE

DEFINING STATEMENT: Together, We Get Better

CORE CONCEPTS:

- We have partnerships that are mutually beneficial and support optimal patient transitions, continuity of care and overall effectiveness.
- We have partnerships that foster teaching, research, workforce education and inter-professional collaboration.
- With our partners, we engage in effective health system planning.
- We have partnerships that foster a culture of philanthropy and volunteerism

OBJECTIVES:

We will improve patient experience by partnering with patients and families in the design, delivery, and evaluation of our services

We will develop and leverage our partnerships to provide an integrated system of care

We will support the activities of the NBRHC Foundation.





DIRECTION **3** **OUR PEOPLE ACHIEVING THEIR BEST**

DEFINING STATEMENT: The Right People with the Right Skills, Doing the Right Work

CORE CONCEPTS:

- We support our people with a safe work environment and the structure and skills to be successful in their roles.
- We encourage and recognize contributions.
- We ensure our leadership approach brings out the best in our people
- We will inspire our people to be leaders and foster quality work environments



OBJECTIVES:

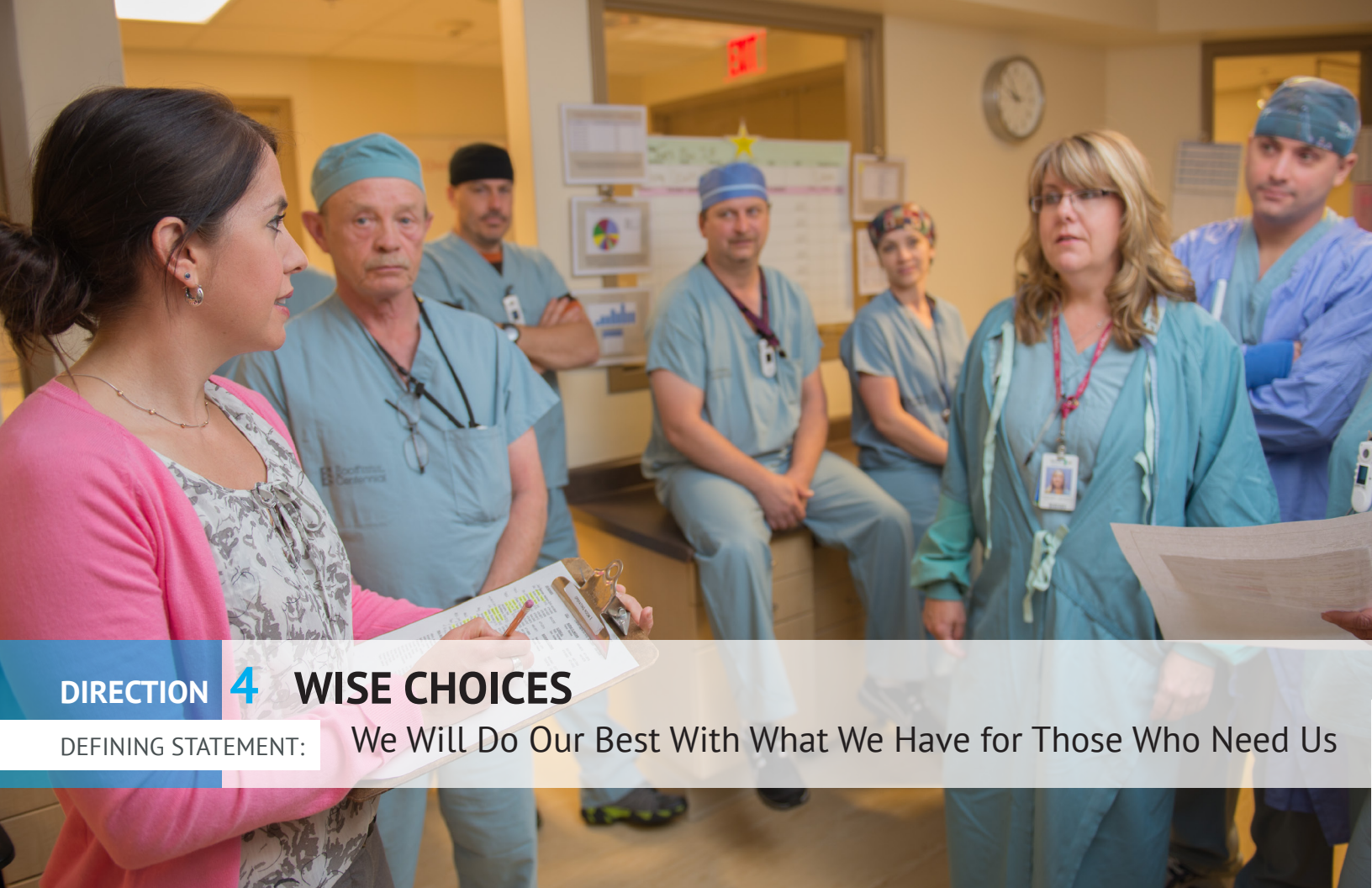
Our people receive feedback to support their growth and development.

We will implement the “More Time to Care” system to support continuous improvement.

We will develop high performing leaders and teams

We will create a safe and positive work environment

Achievements will be acknowledged and celebrated



DIRECTION **4** WISE CHOICES

DEFINING STATEMENT: We Will Do Our Best With What We Have for Those Who Need Us

CORE CONCEPTS:

- We continually look for ways to reduce waste
- We reinvest to support strategic initiatives
- We manage our risks effectively
- We improve through standardized performance measurement.



OBJECTIVES:

We will define, optimize, and enhance our business

We will be effective stewards of our resources with a focus on our key priorities

Create an accountable high performing organization that delivers measurable results

We will have effective strategy deployment, ensuring everyone in the organization understands their role in achieving it

Enterprise Risk management will support a relentless focus on our priorities

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

Supported by: / Financé par :



Ontario

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