



---

# NBRHC ➤ **Strategic Plan**

Exceptional care, delivered with compassion.

**[www.nbrhc.on.ca](http://www.nbrhc.on.ca)**

**2022-27**





**▶ We are pleased to unveil NBRHC’s new strategic plan.**

This plan will chart our course for the next five years and will set the priorities for how we will continue to evolve while staying focused on our patients, people, communities and their shifting needs.

Over 700 people in our Health Centre and community provided us with valuable insight to help us develop our new set of strategic directions. Together we...

- reimagined our vision and mission, as well as the values that will guide our actions
- defined how we will best support our staff, patients and communities through Ontario’s health system transformation and pandemic recovery
- outlined how we intend to work together as partners in health
- determined how we intend to leverage digital advancements, innovation and evidence-informed decision making to provide the best care.

We are grateful for the many people that are part of our NBRHC community—our vision of *exceptional care, delivered with compassion* cannot be realized without the continued support and engagement of our employees, physicians, volunteers, partners, patients, families, caregivers, and communities.

We are looking forward to continuing to work together over the next five years to improve health outcomes for mind and body—our commitment is to share our progress and success with you as we embark on this new journey.

**Paul Heinrich**  
President & CEO



**Mélanie Ciccone**  
Chair, Strategic Planning  
Steering Committee



**Michael Lowe**  
Chair, Board of Directors  
(2021-22)





## ENGAGING OUR STAKEHOLDERS IN SHAPING OUR FUTURE



**600**

employees, physicians and volunteers completed the online strategic planning survey—majority of responses were from nurses, allied health professionals and administrative staff who have been with the organization for more than 10 years

**43**

patients, family members and/or clients influenced the direction of the strategic plan

**5**

focus groups with internal and external stakeholders (leaders, committees, front line staff, community and regional partners)

**14**

interviews with individuals and leadership groups (board of directors, management, unions, program leaders, funders)

**25**

external or community partners contributed to the development of the strategic plan

## PROVINCIAL HEALTH CARE TRENDS

The healthcare landscape is evolving, and health system trends are evolving quickly in response to the COVID-19 global pandemic. The strategic plan considers the following key trends when defining its priorities for the future:

- The health system's response to COVID-19 has changed the way care is delivered and organized, with the pandemic acting as a catalyst to drive decisions and change faster.
- Aging populations and increasingly complex needs continue to contribute to higher health care costs.
- Patient engagement and empowerment is broadly accepted as core to decision making and planning.
- Investments in prevention, health promotion and community care are happening to reduce need for acute care.
- Local integration and coordination of health (and related) services is being encouraged to better meet the needs of local populations in more efficient ways.
- Emerging and advancing technologies are being adopted to support cost-effective delivery of healthcare.
- Health human resources is the most pressing challenge facing the health care system and short and long-term solutions must be developed at all levels.

### FACTS THAT SHAPE OUR STRATEGIC DIRECTIONS

➤ one of four major acute care hospitals serving northeastern Ontario. It has 458 beds and numerous outpatient and outreach services in North Bay and throughout the northeastern region.

➤ a regional mental health service provider for North Bay, Sudbury and surrounding areas and the proud regional and provincial lead for Behavioural Supports Ontario.

➤ a major teaching centre, affiliated with various colleges and universities, including the Northern Ontario School of Medicine, Nipissing University, and Canadore College.

➤ one of ten specialized mental health care facilities across Ontario that work together as Mental Health Partners to improve outcomes for clients who experience addiction and/or mental illness.

➤ a key leader and collaborator in the ONE initiative, focused on one electronic health information system across northeastern Ontario.

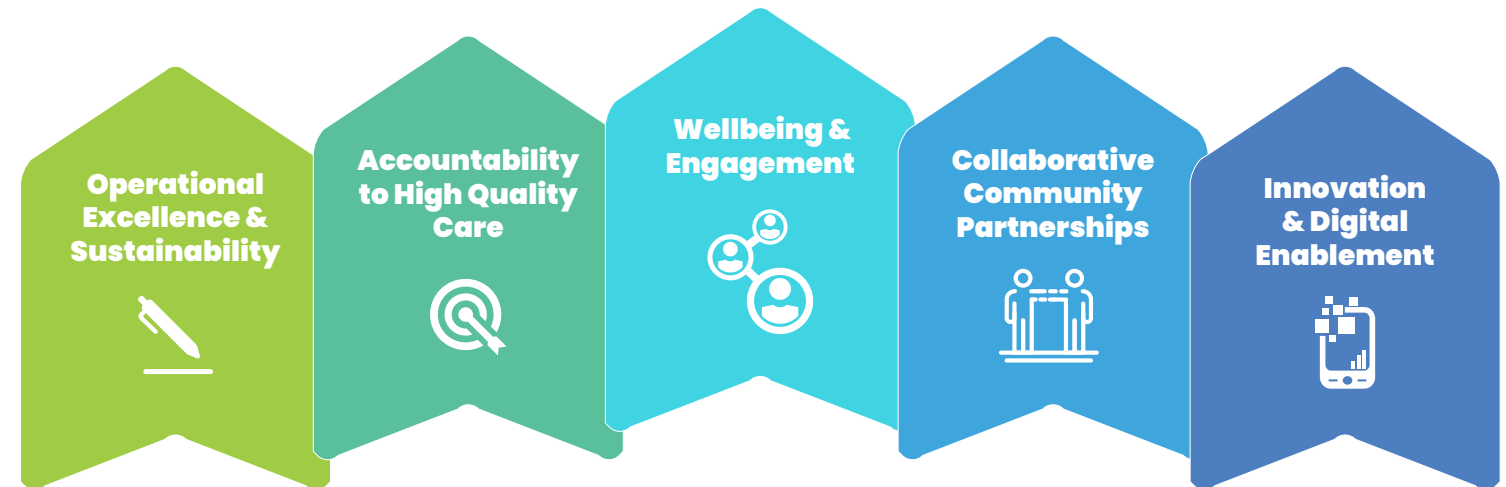




## Framework

### Mission:

Partnering to improve health outcomes for mind and body.



### Vision:

Exceptional care, delivered with compassion.

### Values:

Innovation, Collaboration, Person-Centered, Accountability, Inclusivity.

“ This plan will chart our course for the next five years and will set the priorities for how we will continue to evolve while staying focused on our patients, people, communities and their shifting needs. ”

North Bay Regional  
Health Centre



Centre régional  
de santé de North Bay



**[facebook.com/nbrhc](https://facebook.com/nbrhc)**



**[instagram.com/nbrhc\\_crsnb](https://instagram.com/nbrhc_crsnb)**



**[twitter.com/nbrhc](https://twitter.com/nbrhc)**



**[youtube.com/TheNBRHC](https://youtube.com/TheNBRHC)**

**[www.nbrhc.on.ca](http://www.nbrhc.on.ca)**