



STRATEGIC PLAN

2020-2022

*RENEWING HOPE
REBUILDING LIVES*

VISION STATEMENT

As the only purpose-built rehabilitation hospital in Niagara we are striving to be a world leader in patient experience, clinical outcomes, inter-professional practice and our unique culture of spirituality, caring and respect.

Promote Care Coordination and System Partnerships

- Collaborate with system partners including the Niagara Ontario Health Team to provide seamless transitions and integrated health care within Niagara.
- Maximize rehabilitation service programs within available resource allocations and an updated and expanded state-of-the art hospital.
- Continue to participate in regional and provincial service planning activities and enhance effective working relationships with partner organizations.

Improve Quality and the Patient and Family Experience

- Enhance care through developing and strengthening inclusive internal and external quality networks to share and implement best practices in our quest to remain the most innovative rehabilitation hospital in the province and beyond.
- Wrap service delivery around the patient by building upon our patient centred and innovative service delivery care model which promotes interprofessional collaboration, team cohesiveness and effectiveness.
- Promote a culture of quality, safety and risk management that is responsive to our patients and their families and is focused on optimizing their experience and outcomes.
- Continue to work closely with the Ministry of Health to ensure productive communication throughout the stages of planning, and obtain approvals required for rehabilitation bed expansion and infrastructure updates to reduce wait times and increase access for all who require our services.



STRATEGIC DIRECTION



2020-2022



Create an Enhanced and Sustainable Future

- Maximize promotion, branding and advocacy of our unique identity and contribution as the only purpose-built specialty rehabilitation, complex care, geriatric and end-of-life hospital in Niagara.
- Champion the role of rehabilitation services as a core system solution in provincial healthcare reform and reduction of hallway healthcare.
- Engage in a fiscally sustainable financial plan through optimization of funding such as quality-based procedures, bundled care and enhanced revenue opportunities.
- Collaborate with the Hotel Dieu Shaver Foundation to enhance community support of externally funded clinical programs and capital needs.
- Continue to innovate as a leader of cutting-edge rehabilitation services within Niagara, in the province and beyond.
- Invest in our hospital through high performing and innovative people, equipment, technology and infrastructure.

Encourage a Safe, Healthy Workplace Culture With High Performing Teams

- Promote our unique and valued culture of caring, spirituality, compassion and respect to our patients, families and staff.
- Enhance our high performing, skilled and creative team members who seek out Hotel Dieu Shaver as a preferred employer.
- Foster a healthy, safe, inclusive and equitable workplace.
- Within existing resources, choose environmentally responsible solutions to reduce our carbon footprint and promote green strategies.
- Promote and expand the role of our committed patient and family advisory team to assist in maximizing innovation and ensuring optimal facilitation of patient and family centred care.



Our mission and values, which have held steadfast for more than a decade, may be found at www.hoteldieushaver.org/site/mission-values