

STRATEGIC PLAN 2013 – 2016

**Improving the
Patient Experience**

**Enhancing
and
Sustaining
Financial
Health**

**Promoting
Care
Coordination
and System
Integration**



**Strategic
Directions**

**Strengthening and Enhancing
Organizational Health**

PULLING THE PIECES TOGETHER

2013 – 2016 STRATEGIC GOALS



Improve access to care by shifting service delivery from Medical Complex to Rehabilitation/Restorative Programs.



Promote a culture of quality and safety that is responsive to our patients and is focused on optimizing their experience and their outcomes.



Establish and sustain an Inter-professional Person Centred Model of Care.



Promote organizational effectiveness, optimal performance and accountability. Enhance coordination and transition of care for seniors.



Maximize patient access and flow within available resource allocations.



Endorse and collaborate with system partners to provide seamless health care within Niagara and throughout our LHIN.



Foster a healthy organizational and workplace culture.



Within existing resources, choose environmental responsible solutions to help reduce our carbon footprint.



2013 – 2016 OBJECTIVES

IMPROVING THE PATIENT EXPERIENCE



- Maximize patient flow by advocating for conversion of medically complex beds to rehabilitation and restorative beds
- Continue to advocate for MOHLTC approval to build the new inpatient facility to house an additional 64 rehab beds and raise community awareness of the need to build a new inpatient facility to improve access to rehab services
- Within our existing resources, aim to reduce wait times for inpatient to outpatient rehab programs as well as to inpatient priority programs, i.e. stroke transfer, timely admission for patients with total joint replacement
- Establish innovative patient-centred clinical/service practices, systems and processes that meet the needs of our population.
- Institute innovative clinical practices such as best practice guidelines and antimicrobial stewardship, and continue best practices in infection control to reduce hospital acquired infections
- Reduce adverse patient outcomes and risk to the organization
- Explore additional opportunities to enter into academic and research partnerships with universities and colleges
- Develop the Electronic Health Record (EHR) to ensure accurate, timely clinical data and advance patient safety
- Fully implement Person Centred Care
- Incorporate Inter-professional Practice into care delivery model
- Develop a plan to inform, educate and receive feedback from patients and families regarding their experience at Hotel Dieu Shaver

ENHANCING AND SUSTAINING FINANCIAL HEALTH



- Ensure appropriate and sustained infrastructure and capital equipment investments
- Manage finances to maintain organizational sustainability and delivery of core services
- Look for opportunities to share support services with other organizations/ partners
- Meet the targets for Health Based Allocation Model (HBAM) funding for patients with total joint replacement requiring rehab

PROMOTING CARE COORDINATION AND SYSTEM INTEGRATION



- Reconcile medications on admission, transfer and discharge
- Implement recommendations of the senior friendly survey
- Decrease alternate level of care days to meet targets set by HNHb LHIN
- Continue to respond to the recommendations of the HNHb LHIN Clinical Service Plan, and continue to participate in other regional service planning activities.

STRENGTHENING AND ENHANCING ORGANIZATION HEALTH



- Recruit physicians with an interest in geriatric medicine and rehabilitation
- Implement an Accessibility Plan for persons with disabilities to improve accessibility to our facility and services.
- Increase the continuing education opportunities for our staff and further develop their skills by supporting an enhanced scope of practice
- Develop and implement strategies to improve staff communication and engagement in decision-making
- Decrease carbon footprint through promotion of "green" strategies

OUR MISSION



Hotel Dieu Shaver Health and Rehabilitation Centre

is a community of holistic and compassionate care for all those who seek our service and those who serve. As a Roman Catholic facility, grounded in God's love, we provide the resources and care to enable people to reach their optimal level of health and well-being.



VALUES ... SPIRIT



Spirituality | **Professionalism** | **Innovation**
Responsible Stewardship | **Integrity** | **Teamwork**



Catholic Health Association of Ontario
Association Catholique de la Santé de l'Ontario



Ontario

Hamilton Niagara Haldimand Brant
Local Health Integration Network
Réseau local d'intégration
des services de santé de Hamilton
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