



**Nipigon District
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Nipigon District Memorial Hospital
Strategic Plan 2020



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Message from the CEO

Our Strategic Plan is a road map to achieving our Vision, Partnering for a Healthier Tomorrow. Understanding the needs and priorities of the people we serve - the people of our community - was critical to the development of this Strategic Plan. I am grateful to those who provided their valuable input to help shape the future of our Hospital.



Dr. Rhonda Crocker Ellacott
CEO

Message from the Chair of the Board of Directors

The Plan was guided by the NDMH Philosophy that “patients, residents and their families are at the centre of everything we do”. In our Mission Statement, we promise to deliver excellence in rural health care with our partners for all residents in our community. That commitment is clearly spelled out in our three Strategic Directions: Patient and Resident Experience, People and Partners.



Kal Pristanski
Chair, Board of Directors

Patient and Resident Experience

Enhance the patient and resident experience

- 1. Grow and develop patient, resident and family centred care**
 - a. Educate staff, physicians and volunteers
 - b. Expand the Patient and Family Advisory Council
 - c. Integrate Patient and Family Advisors into hospital operations
 - d. Implement key clinical tactics
- 2. Enhance the quality of care**
 - a. Implement the Quality Framework to change behavior and practice
 - b. Implement at least one RNAO Best Practice Guideline annually
 - c. Expand best practice Order Set adoption
- 3. Enhance the transitions in care on discharge**
 - a. Integrate Patient Oriented Discharge Summary Framework into discharge plan
 - b. Provide enough information on discharge

Success Criteria

Patients and residents are satisfied
No harmful events
Patients report enough information related to discharge

Vision:

Partnering for a Healthier Tomorrow

Mission:

The Hospital delivers excellence in rural health care with our partners for all residents in our communities

Values:

Patient and Resident Centred, Integrity, Respect, Responsible

Philosophy:

Patients, residents and their families are at the centre of everything we do.

People

Invest in our people

- 1. Support professional development to enhance the experience of care**
 - a. Educate and support staff to adopt best practices
 - b. Develop staff through annual professional goal setting
 - c. Integrate simulation as a learning tool
- 2. Engage and support staff in organizational transformation**
 - a. Develop shared understanding of the vision for service integration
 - b. Staff to participate in the design of transformation activities
 - c. Educate and prepare staff
- 3. Enhance the environment to promote health, safety and well-being**
 - a. Develop a safer work environment
 - b. Organization committed to wellness

Success Criteria

Professional development activities are patient and resident centred
Staff are engaged

Partners

Build seamless transitions and provide integrated care

- 1. Integrate the Hospital and Family Health Team as part of organizational transformation**
 - a. Design integrated governance structure
 - b. Develop service agreements
- 2. Coordinate seamless delivery of care between the Family Health Team and the Clinic**
 - a. Build relationships
 - b. Reorganize patient flow
 - c. Facilitate shared access to patient information
- 3. Identify key partnerships to fulfill organizational transformation**
 - a. Identify operating position
 - b. Explore potential partners
 - c. Develop partnership agreement

Success Criteria

Right care in the right place at the right time
Organizational sustainability