

## Northumberland Hills Hospital releases 2017/18 - 2020/21 Strategic Plan

At their monthly meeting on Thursday, May 4<sup>th</sup>, the NHH Board of Directors passed a motion accepting the hospital's new four-year Strategic Plan.

The result of an extensive internal and external consultation process launched in November 2016 and careful analysis of current patient volumes and anticipated future growth, NHH's **2017/18 – 2020/21 Strategic Plan** lays out a roadmap for the sustainability of NHH as an efficient, high-quality community hospital with growing linkages between local and regional partners to further strengthen local patient care.

Rooted in a re-affirmed service mandate and shared purpose—*Exceptional patient care. Every time*—the Plan contains an updated set of five core values reflecting input from internal and external stakeholders alike, namely integrity, quality, respect, compassion and teamwork.

To achieve this shared purpose, the Plan sets out four distinct strategic objectives that will guide the hospital team over the next four years:

- Quality and Safety;
- Great Place to Work and Volunteer;
- Collaborative Community Partnerships; and
- Operational Excellence.

Associated with each objective is a set of priorities or actions which will be further detailed at a program and unit level in the days and months ahead. Progress will be monitored and measured for each with the support of quality and safety indicator tools, such as the corporate Quality Improvement Plan, with regular reporting to the Board of Directors.

Launched more than six months ago, NHH's strategic planning process, branded "Creating Our Future Together", was the first full process for the hospital in six years. Designed to solicit input from many different perspectives, NHH used a range of techniques including community conversations, focus groups, print and hard copy surveys and face-to-face meetings to gather input from close to 650 individuals, groups and organizations. As a result, the final Plan reflects stakeholder perspectives from across the community served, funders and community partners as well as the staff, physicians, volunteers and donors responsible for the Plan's implementation.

Jack Russell, the Chair of the NHH Board, said: "This Plan builds on the strengths of the past, and incorporates what we heard from our stakeholders in setting NHH on a path to address both current challenges and our longer term needs. Our aim is to not just sustain local hospital services, but to strengthen them and evolve to better meet the rising patient demand."

NHH's **2017/18 – 2020/21 Strategic Plan** is available for download in several forms on the hospital website, [nhh.ca](http://nhh.ca): the full 193-page Strategic Plan document, complete with its related Appendices including a detailed Environmental Scan; the Strategic Plan minus the Appendices (37 pages); and, a short one-page Strategic Plan highlights document. For questions, or to request a printed copy, please contact Jennifer Gillard at [jgillard@nhh.ca](mailto:jgillard@nhh.ca) or 905-377-7757.

## Assistant Deputy Minister Melissa Farrell, Ministry of Health and Long-Term Care, to deliver keynote address at NHH Annual Meeting, June 22<sup>nd</sup>

NHH's Annual Meeting will take place on **Thursday, June 22<sup>nd</sup>** in the hospital Education Centre (second floor). With a keynote address on hospital funding and health system transformation from **Melissa Farrell** of Ontario's Ministry of Health and Long-Term Care, items of business will also include the financial and auditor's report, appointment of the auditor for 2017/18 and reports from the Chair of the Board, the President and CEO and the Nominating Committee (Election of Directors).

Advance copies of NHH's 2016/17 Audited Financial Statements will be available for review on the hospital website, [nhh.ca](http://nhh.ca), after June 9<sup>th</sup>, 2017. Hard copies will be available on request from the Administration office by calling 905-372-6811, ext. 4004.

## Hospital staff and physicians honoured at annual service, education and leadership award ceremony

NHH's annual ceremony honouring staff and physician achievements in service, education and leadership was held May 11<sup>th</sup> in the hospital's Education Centre. Fifty-nine individuals were recognized at the event. For details please see the related news release on [nhh.ca](http://nhh.ca) and NHH's upcoming *Annual Report to the Community* this June. Congratulations to all!



(L-R) Lodi De Wilde received the 2017 Outstanding Innovation Award; Kim Lawn is the 2017 recipient of NHH's Outstanding Leadership Award.



(L-R) Dr. Haig Basmajian (general surgeon) and Dr. Sania Hakim (anesthetist) were both recognized for 10 years of service to NHH; Dr. David Broderick (Chief of Staff and family physician), 20 years of service; Dr. Alison Collins (medical lead for NHH's laboratory services), 25 years of service; and Dr. Michael Green (obstetrician-gynecologist), 35 years of service.