

**Creating our Future Together –
NHH launches strategic planning process
Community conversations November 15th and November 24th
to gather input for 2017-2020 Strategic Plan**

NHH is moving forward this month with a planning and engagement process to renew its strategic plan. Details were announced at the latest meeting of the Board of Directors on November 3rd.

Titled *Creating our Future Together*, President and CEO Linda Davis said: “the process aims to shape, together, the roadmap that will guide us into 2020 — through updated mission, vision, values and strategic priorities— while continuously building stronger local hospital services for the patients we serve.”

Representatives from MacPhie, the agency secured to support the process, will be working with the hospital, both at NHH and in the community, facilitating a series of conversations with internal and external stakeholders as well as community partners to help identify the strategic priorities that will guide the organization over the next four to five years.

In addition to internal sessions for staff, volunteers and physicians, dates for two community conversations have been confirmed. These are:

**Tuesday, November 15th, 7 PM
Port Hope Public Library
31 Queen Street, Port Hope, L1A 2Y8**

and

**Thursday, November 24th, 2:30 PM
Cobourg Public Library
200 Ontario Street, Cobourg, K9A 5P4**

Survey questionnaires are also being developed to gather input, in print and online, with plans to launch after the community conversations have concluded.

NHH introduced its current strategic plan six years ago, with a focus on five “strategic directions”: Patients First; Our Team, Our Strength; Operational Excellence; Collaborative Networks; and Building a Sustainable Future. That plan, including the five strategic directions, was extended for a two-year period (through 2016) while, in the face of operating budget shortfalls, a coaching review and subsequent external operational review was completed.

With these reviews now concluded, and NHH’s related Hospital Improvement Plan (HIP) priorities progressing well, the long-range road map for NHH’s future can now be renewed.

Jack Russell, NHH Board Chair, said: “The strategic directions identified in 2010 have guided our daily activities and priorities very well over the past six years, despite the pressures we have faced, and the changes we have seen within the health-care system. The time has come to review, renew and refresh our plan, ensuring it is in keeping with the overarching goals of the provincial *Patients First: Action Plan for Health Care*. We have a very strong foundation on which to build our future, with the support and involvement of our community health care partners, the larger system in which we are part, and the patients and caregivers we serve. The process we are starting this month will help us to seize the opportunities that are before us while also adapting to the ever-changing population needs, fiscal realities and best practices. There will be a number of opportunities to get involved, and we encourage everyone in our community to take the opportunity to be part of *Creating our Future Together*.”

NHH is aiming to complete the work with the introduction of a new Strategic Plan by April 2017. For more information, please see nhh.ca or contact: Jennifer Gillard, Director, Communications and Community Engagement, at 905-377-7757 or jgillard@nhh.ca.

**Healing Hands recognized,
13th anniversary of the
hospital celebrated**



Kudos to five Northumberland Hills Hospital (NHH) employees—Jacob Willis (maintenance engineer), Michelle Annis (nurse), Jeanie Haig (housekeeper), Pamela Perrow (medical device reprocessing technician) and Aaron Grant (pharmacist)—who were recognized by their peers with Healing Hands Awards last month, in recognition of their outstanding demonstration of the hospital’s values of compassion, respect, collaboration, integrity and quality.

The annual awards were presented at a staff ceremony held in the hospital’s Main Street Bistro. Also celebrated was NHH’s 13th anniversary, which took place on October 22nd.

“This is a special week at NHH,” said Linda Davis. “Thirteen years ago this week, NHH opened its doors to the first patients served at what was then a brand new facility.”

In the past 13 years, thousands upon thousands of lives have been touched by NHH—and NHH, in turn, has continued to be supported by the very generous community that surrounds it.

“Our mission—*Exceptional patient care. Every time*—is not possible without collaboration,” said Davis. “It is much bigger than any one of us, and it is only together that we can achieve this higher purpose. Thank you for all you do, for NHH and the community we serve.”

For details please see the related news release on nhh.ca.