



NEWS RELEASE – FOR IMMEDIATE RELEASE

Northumberland Hills Hospital releases 2017/18 – 2020/21 Strategic Plan

NORTHUMBERLAND COUNTY, Wednesday, May 10th, 2017—At their monthly meeting on Thursday, May 4th, the Board of Directors of the Northumberland Hills Hospital (NHH) passed a motion accepting NHH'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, the work plans of Quality and Practice Committees and the individual work plans of staff and leaders throughout the organization, with regular reporting through to the Board of Directors.

"I want to thank everyone for the time and energy that went into this important planning document," said Linda Davis, President and CEO. "Our new Plan was truly a team effort," said Davis in a message to staff, volunteers and physicians earlier this week. "But a Plan is just a document – it takes each and every one of us to bring it to life and to keep us on track."

Launched more than six months ago, NHH's most recent strategic planning process, branded "Creating Our Future Together" was the first full process for the hospital in six years. Determined to solicit input from many different perspectives, the 2017/18-2020/21 process 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.

Supported by three "strategic enablers" (technology, communication and education) NHH's new Strategic Plan will guide the hospital over the coming years.

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: the full 193-page Strategic Plan document, completed 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 or 905-377-7757.

About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca or follow us on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).