

NOTRE-DAME HOSPITAL STRATEGIC MAP: 2012 to 2017



OUR MISSION: Contribute to improving the health of our communities through leadership rooted in partnerships.
A Francophone establishment in which all populations are treated with respect for their culture and language.

OUR VISION: To focus on the person^o for healthy communities.

OUR VALUES: Listen to appreciate diversity Learn through dialogue and reflection Guide with courage and transparency Support our patients through empathy and kindness

STRATEGIC AXES : Ongoing improvement of the quality of care and the clinical services performance through the development of the five strategic axes

	PATIENTS	PARTNERS	HUMAN RESOURCES	NATIVES	COMMUNITY
ACCOMPLISHMENTS	<i>Ensuring patient-focused care</i>	<i>Acting as the unifier of partners in health</i>	<i>Creating an engaging workplace in which our values are expressed</i>	<i>Developing an environment open to the Native community</i>	<i>Being an active member of our communities</i>
	Patients and family members who play an integral part in the improvement of care, services, and programs in their Hospital	Structured partnerships that reinforce the effectiveness of the health care services continuum	Committed competent staff members able to respond effectively to the needs and challenges of the clients	A Native population that feels respected and that has a sense of belonging toward the organization	A hospital that contributes to the vitality of its surrounding communities

	PATIENTS	PARTNERS	HUMAN RESOURCES	NATIVES	COMMUNITY
PILLARS	The spectrum of care and services is maintained and continually improved	Partnerships with health care providers to improve the continuum of care	Recruitment and retention of a qualified staff committed to the organization's vision	Structured communication and consultation processes for Native patients and their loved-ones.	Communities informed of the activities, programs and services of their Hospital
	Using solutions based on best practices	Partnerships with other hospitals in the region for maintaining and improving services	Ongoing professional development and training activities made available to staff	Living environment in which the Native population can recognize itself and feels welcomed	A Hospital that supports and encourages the various community organizations and activities
	An integrated and structured quality and safety improvement system	Establishing structures that allow community partners to take part in health-related decisions	Leadership skills development mechanism for its senior staff	A staff that has a good understanding of the Native community's culture and history	A staff that is supported in its community involvement at both the personal and professional levels
	Structured communication and consultation processes for patients and their loved-ones	Partnerships aimed at improving services to seniors to ensure that they are able to age safely and well at home	A work culture that promotes the recognition and appreciation of its team	Care and services that respect the needs and values of the Native population	A Hospital that listens to and works with its community in order to meet its needs

STRATEGIC "FOUNDATIONS" : The efficient delivery of care requires that a series of "strategic foundations" are put in place to help the organization accomplish its mission

	STATE-OF-THE-ART INFRASTRUCTURES AND TECHNOLOGIES	FINANCIAL SUSTAINABILITY
FOUNDATIONS	<i>Having available the installations, the equipment and the technologies necessary to meet the needs of the organization</i>	<i>Remain financially healthy in order to sustain the strategic directions of the organization</i>
	Essential state-of-the-art diagnostic and therapeutic equipment	Effective and efficient management of productivity and resources
	A welcoming, well-kept and safe building that meets accessibility requirements	"Cost recovery" principle in partnership agreements
	Integrated computer systems that give access to relevant information	Balanced operational budget
Computer systems that support management and medicine techniques based on best practices	Adequate equipment and workspaces for the staff	Identify other possible sources of revenue
	Work culture respectful of the environment	Collaborate with the Foundation in the achievement of the strategic priorities