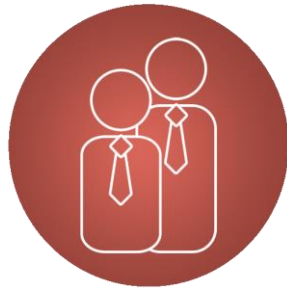




Our patients



Our people



Our partners



Our growth

# Hôpital Notre-Dame Hospital (Hearst)

# STRATEGIC PLAN

2018-2021



## Hôpital Notre-Dame Hospital (Hearst)

# STRATEGIC PLAN

### **Mission**

*Working together to  
continuously evolve the  
quality of patient services.*

### **Vision**

*Exceptional health services  
at your doorstep*

Our strategic plan will help us determine the best opportunities to pursue and to achieve our goals and to be one of the Northern Ontario's leading community hospital in quality patient satisfaction and innovation.

Our strategic plan focuses on:

- ◆ Our patients;
- ◆ Our people;
- ◆ Our partners;
- ◆ Our growth.

Our four goals set the path that we will navigate and each one will help guide our success based on input from our staff, physicians, community partners and our patients.

## KEY INDICATORS OF SUCCESS

### Our patients

- Proportion of patients receiving enough information when leaving hospital
- Proportion of patients receiving medication reconciliation at discharge
- Number of patient satisfaction surveys completed
- Number of patients engaged in hospital committee

### Our partners

- Referrals for Mental Health in Emergency Department
- Readmission within 30 days with same/related diagnosis for Inpatients

### Our people

- Staff Satisfaction
- Staff Sick Time (FT & PT)
- Staff Incidents
- Staff Safety & Workplace Violence Prevention (QIP)

### Our growth

- Cubic yards of waste
- Electricity consumption (KWh)
- # of kaizens (new change idea) submitted

