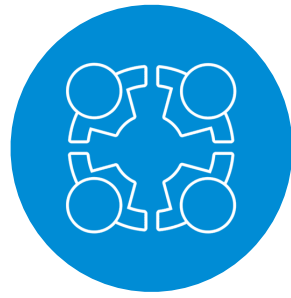




Our patients



Our people



Our partners



Our growth

Hôpital Notre-Dame Hospital (Hearst)

STRATEGIC PLAN 2024-2027



Mission

Working together to continuously improve the quality and safety of our services to patients.

Vision

Collaborating for exceptional healthcare.

Values

Caring, listening, inclusion, transparency and teamwork

Our strategic plan will help us identify the best opportunities to achieve our goals, where patient satisfaction and innovation are of superior quality.

Our strategic plan focuses on:

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

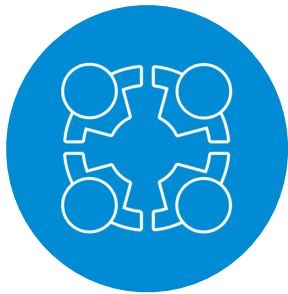
Our four objectives determine the path we will pursue, and each of them will lead to success based on feedback from our staff, physicians, community partners and patients.



Our patients

Providing exceptional and safe care

- Involving patients and their families with the care team
- Smooth navigation through the care continuum
- Providing safe and appropriate care
- Patient-centered care in all its dimensions



Our people

Creating a healthy and safe work environment focused on well-being

- Attract new talents
- Communication and teamwork
- Culture of professional development and mentoring
- Employee retention
- Reduction of adverse events



Our partners

Working in partnership to ensure the best healthcare

- Collaborating with partners to ensure efficient resource utilization
- Development of regional partnerships



Our growth

Grow sustainably and creatively to meet future needs

- Awareness of the changing needs of our communities
- Encourage innovation
- Promotion of an eco-responsible culture

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