

STRATEGIC FRAMEWORK 2020-24

BOARD OF DIRECTORS

Governance Ends Policy

- States the **Ends (Critical Outcomes)** that should be achieved by the HGH.
- Describes the HGH's greatest aspirations.
- Sets **Strategic Directions** and causes action at the Leadership and Management levels.

ENDS

BETTER ACCESS

Our communities rely on a wide range of bilingual and highly accessible healthcare services.

BETTER HEALTH

Patient recovery, state of health and wellness are optimized through high quality, person-centred and effective care and services.

POSITIVE EXPERIENCE

Compassionate care and exemplary service in a modern, safe and healing environment contribute to a positive experience for patients and their loved ones.

SEAMLESS TRANSITIONS

Patients experience seamless transitions of care through effective practices and partnerships.

Strategic Plan

The **Strategic Plan** begins the process for realizing the **Ends**. It sets out what the Hospital intends to do in order to **achieve the Ends**.

VISION

Dedicated people pursuing healthcare excellence through teamwork, innovation and leadership.

MISSION

To promote health and to provide compassionate care for our communities through the cycle of life.

VALUES

Respect Quality Collaboration Integrity Compassion

- To promote greater alignment:
- The **Ends** are confirmed as the Hospital's **Strategic Directions**.
 - As the **CEO Interpretations of the Ends** describe the results to be achieved, **CEO Interpretations and Strategic Goals** are considered one and the same.
 - **Performance metrics and targets** are selected/established for each **CEO Interpretation / Strategic Goal** and monitored on a quarterly or yearly basis.

BETTER ACCESS
(Strategic Direction)

BETTER HEALTH
(Strategic Direction)

POSITIVE EXPERIENCE
(Strategic Direction)

SEAMLESS TRANSITIONS
(Strategic Direction)

Strategic Goals (4)

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- Metrics
- Targets
- Timelines

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Annual Action Plan (LEM 2020-21)

The **Annual Action Plan** reflects the strategic investments beyond « normal » operations as well as where and how the organization intends to focus its time, energy and resources to successfully make the **Strategic Plan** come to life.

The **Annual Action Plan** belongs at the operational level (but with strategic focus). It includes all **Tactical Objectives** associated with each **Major Project** or initiative. It is structured in the following manner:

- **Strategically focused LEM Goals;**
- **Anticipated Results;**
- **Key Activities;**
- **Responsibility (MRP).**

OUR PEOPLE
(Pillar)

SERVICE
(Pillar)

PERFORMANCE
(Pillar)

Major Projects

- Workplace of Choice
- Recruitment and Education Plan

Major Projects

- Consolidation of program and service offerings
- Development of Prescott-Russell Health Team

Major Projects

- Achieve financial stability through corporate initiatives such as *Patient Access*
- Expand our digital system and tools to patients and providers

- Project Leadership
- Critical Success Factors
- Tactical Objectives (Year 1-2-3-4)

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LEADERSHIP AND MANAGEMENT