



## 2021–2026 Strategic Plan

Looking back over the past four years, there is an abundance of evidence of leadership and innovation! Our 2016–2021 Strategic Plan set the groundwork for many achievements including our partnership in the Atlas Alliance for the implementation of the Epic electronic health information system.

We built on existing partnerships, further integrating with The Ottawa Hospital to strengthen our surgical services and add urology and gynecology services at RVH.

Our vision to attract new physicians to the area included the construction of a new, state-of-the-art Professional Building which also houses healthcare-related businesses and services on the RVH campus for the convenience of our community.

With the support of our community and the RVH Foundation we were able to purchase a new GE 128-slice CT scanner in 2017 and update our X-ray equipment in 2020 in order to ensure the newest generation of technology close to home for our patients and families.

RVH achieved the Silver benchmark for serving heart healthy foods in our cafeteria, and celebrated 25 years as a satellite site providing high-quality oncology services to Renfrew and area patients.

In the midst of the COVID-19 global pandemic, we successfully launched the hospitalist model of inpatient care with known benefits for both patients and physicians.

The strategies and priorities laid out in our 2021–2026 strategic plan are a roadmap to lead and inspire us as we continue to respond to the healthcare needs of our community.





# Mission, vision and values

## Our mission

To provide the best possible health care experience for our patients and their families.

## Our vision

Renfrew Victoria Hospital will be a model of excellence in health care.

## Our values

**Quality:** We are committed to continuously improving the quality of health care we provide.

**Safety and Wellbeing:** We make every effort to support the safety and wellbeing of all individuals within our environment.

**Leadership and Accountability:** We champion innovation and collaboration to anticipate and respond to the changing needs of our community in a fiscally-responsible manner.

We foster a culture of ownership, innovation and teamwork that promotes resiliency.

**Respect:** We respect the rights, dignity, diversity and values of each individual.

**Engagement:** We believe care is enhanced through the active participation of patients and their caregivers.

We value the contribution of each individual and our community partners in the organization.



## Quality of Care

**We will deliver the highest quality care to achieve the best possible experience and outcomes for our patients and their families. We will:**

- Employ best practices to promote safe care and optimize outcomes
- Expand the use of evidence-based practices and measurable outcomes to drive continuous quality improvement
- Actively inform, engage and support patients and caregivers, respecting their values, preferences, diversity and needs to enable the care team to provide compassionate, collaborative, and timely patient-/family-centred care
- Deliver coordinated, responsive and integrated care in the right place at the right time to support successful transition across the continuum of care

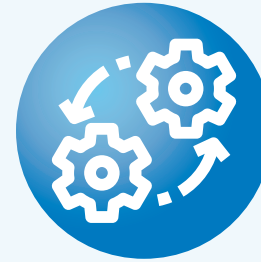


## Strength in People

**We will champion an environment that positions RVH as the organization of choice for staff, physicians, volunteers and partners where everyone is empowered to be the best they can be.**

**We will:**

- Sustain and enhance an inclusive environment that values and supports diversity, physical and psychological health, safety, continuous learning, and wellness
- Inspire a culture of mutual respect, empowerment and engagement that encourages collaboration, ownership and innovation
- Employ strategies to attract and retain the best possible individuals
- Communicate clear expectations and provide meaningful recognition of our people
- Promote opportunities and support ongoing development and education to meet the changing needs of our health care team and our community



## System Integration

**We will strengthen relationships and embrace innovative opportunities to advance the delivery of seamless, high quality health care that is responsive to our community's needs. We will:**

- Create a climate that encourages access to collaborative, coordinated health care
- Implement and optimize systems and processes
- Expand the use of evidence-based performance measures and best practices
- Mobilize technology and equipment that enhances quality, safety and efficiencies in care while mitigating risk
- Invest time and resources to deepen strategic relationships with key partners



## Financial Performance

**We will demonstrate financial discipline and innovation to support high quality care that responds to the evolving needs of our patients and their families. We will:**

- Enhance existing and seek out new revenue streams
- Deliver financial transparency and accountability to our stakeholders
- Nurture a strong community relationship that encourages continuous investment in RVH
- Promote a culture and employ strategies that optimize utilization of resources
- Employ performance measures and benchmarks that effectively focus our actions on improving financial performance
- Strategically invest in infrastructure, equipment and technology to provide a safe environment and high quality care