



***Growing forward***  
**BUILDING CARE**



2016–2021 Strategic Plan



## A new Strategic Plan

In 2015, the RVH Board undertook the renewal of our Strategic Plan. Following extensive consultation with our staff, physicians, volunteers and the patients, community partners and public, our new Strategic Plan was approved in April 2016.

In concert with the development of our new strategic plan was the rejuvenation of our Mission, Vision and Values. Set against the backdrop of the largest-ever expansion and ongoing redevelopment of our hospital, this document will help to ensure that we provide safe, quality care to our patients into the future as new challenges and opportunities arise.

With a dedicated team of staff, physicians and volunteers, and our partners in the community and beyond, we will continue Growing Forward, Building Care.

### RVH Facts & Stats

- RVH has been meeting the health care needs of Renfrew and area for more than 115 years
- RVH employs more than 425 people
- We care for almost 30,000 people in our emergency department, close to 15,000 in our ambulatory care clinics, and provide nearly 17,000 dialysis treatments and 16,000 x-rays each year.



## 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 that encourages everyone to embrace ownership, innovation and teamwork.

### Respect

We respect the rights, dignity 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 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 care-givers, respecting their values, preferences and needs to enable the care team to provide compassionate, collaborative patient-/family-centred care
- Deliver coordinated 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 environment that values and supports health, safety and wellness
- Inspire a culture of empowerment and engagement that encourages collaboration, ownership and innovation
- Employ strategies to attract and retain the best possible team
- Communicate clear expectations and provide meaningful recognition of achievements
- Promote opportunities and support ongoing development and education to meet the changing needs of our health care team

## 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 by leveraging existing and embracing new relationships
- Implement and optimize systems and processes by expanding 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

## 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