



2021–2026 Strategic Plan

In 2021, RVH once again achieved the highest rating—Accreditation with Exemplary Standing—from Accreditation Canada.

As part of the Accreditation Canada Standards, a thorough review and refresh of our Strategic Plan was undertaken in the fall of 2023. This process includes input from our stakeholders and ensures the continued relevance of our mission, vision and values, as well as our strategic directives.

The original version of the 2021–2026 Strategic Plan was developed in the midst of the ever-changing demands of the COVID-19 pandemic. Our staff, physicians and administration met the challenges – collaborating with regional partners, pivoting to meet both the guidelines and the needs of our patients and visitors, and supporting the larger community with the creation of a vaccine clinic.

At the same time, our hospital infrastructure has been updated with the redevelopment of our Emergency Department. In addition to a total refresh, a major component of the project was the inclusion of an anteroom next to new negative pressure isolation rooms to provide a safer environment for staff and patients when dealing with airborne viruses.

Surgical services were expanded to include gynecologic care in partnership with The Ottawa Hospital through the development of a second, state-of-the-art OR theatre.

New equipment is also an important aspect of providing quality care to our patients and families and a topnotch working environment for our staff. Recent updates include state-of-the-art Tomosynthesis Mammography equipment and new IV Pumps throughout the hospital, and efforts continue to bring the latest technology and innovation to RVH.

The Hospitalist model of care has been successfully implemented, and two Physician Assistants (in ER and Complex Continuing Care) have been added to our staffing complement to help ensure the best possible experience for patients and families.

Looking at our greater environment, we established an Inclusion, Diversity, Equity & Accessibility (IDEA) Committee to help our organization embrace and serve all members of our diverse community, and established a Green Statement to help ensure that we are using available resources in an efficient and environmentally friendly manner.





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 empowerment, 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, culturally competent, collaborative, and timely patient-/family-centred care
- Deliver coordinated, responsive and integrated care in the right place at the right time to support the successful and seamless 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, accountability 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, equitable health care that is responsive to our community's needs. We will:

- Create a climate that encourages access to collaborative, coordinated health care
- Expand the use of evidence-based performance measures and best practices
- Mobilize technology and equipment that enhances quality, safety and efficiencies in care
- Invest time and resources to deepen strategic relationships with key partners
- Advance equity, inclusion, diversity and accessibility
- Promote environmental stewardship



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:

- Optimize existing revenue streams while exploring new opportunities
- 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