



# PROMISING PROGRESS, PURSUING PERFECTION.

**STRATEGIC PLAN**  
FEBRUARY 2018 - 2022





# VISION

Setting a New Standard for  
Community Hospital Care

# MISSION

Promising Progress,  
Pursuing Perfection

## OUR BOLD NEW VISION

Over the past few months, Stevenson Memorial Hospital (SMH) has been working to refresh our Strategic Plan. This is a pivotal time in the evolution of the hospital, marked with current and forecasted growth in our community, a planned redevelopment of the hospital, and new additions to our leadership team. It has also been a time of great change in healthcare, with renewed focus on patient-partnered care, innovations and changes to care delivery approaches and increasing attention on Ministry of Health and Long-Term Care (MOHLTC) and Central Local Health Integration Network (LHIN) performance indicators. The staff and leadership team at SMH welcome these challenges, vowing to make every effort on a daily basis to provide excellent care for every patient, strive for continuous improvement and not only meet but exceed targets for care.

## OUR COMMUNITY WORKING TOGETHER

The renewed Strategic Plan (2018 – 2022) is a guide to how staff at Stevenson Memorial Hospital will work to build a better healthcare offering for our patients and local communities on a daily basis. The Strategic Plan provides the blueprint for how staff will support patients and how the organization will support staff in their endeavours. This is no small plan, rather one that contains the heartfelt desire of the many individuals who were engaged in the Strategic Plan refreshing efforts. Representatives from the Stevenson Memorial Hospital Board and Foundation, local community leaders, supporting healthcare providers, our local military and others clearly expressed a vision for SMH to boldly take its place among outstanding providers of healthcare serving this region.

As the CEO and CNE at Stevenson Memorial Hospital, we are proud to offer this renewed vision and plan designed to offer each and every patient an excellent experience in healthcare delivery



# VALUES

Every day we deliver safe, high quality health care driven by our values.

**I.C.A.R.E**

## Integrity

We adhere to the highest ethical principles.

## Compassion

We respond to our patients' needs with empathy.

## Accountability

We are accountable to one another and to our community.

## Respect

We embrace the diversity of our patients, staff and community.

## Excellence

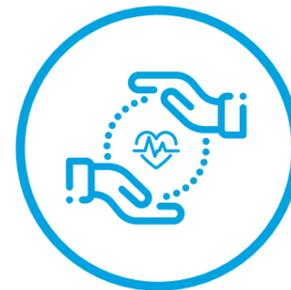
We support a culture of distinction.

Here at Stevenson Memorial Hospital, we will bring our vision of patient-partnered care to life through the following four pillars:



## PEOPLE

Creating a work environment that values and recognizes the contribution of every staff member in creating a positive patient care experience. Creating and upholding a culture of continuous learning, focused on collaboration and teamwork.



## CARE

Keeping the patient at the centre of every care discussion and decision. Ensuring that patient values inform every aspect of delivery.



## PARTNERSHIPS

Working collaboratively with local and community health care providers to continue to develop our care network to offer a seamless care experience for our patients.



## INVESTMENTS

Operating appropriately within fiscal constraints to maximize investments in staff, equipment and improvement to provide high quality care for present and future patients.

## These priorities apply to each pillar:



We will: achieve our pillars utilizing **Innovative** approaches, from cutting edge equipment to new ways of working with our staff, utilizing every dollar available to offer excellent care, and developing new partnerships to build strong community coalitions.

We will: **collaborate** with our staff, our peers, our local community, MOHLTC and the LHIN to create the highest quality comprehensive care options for everyone in our community.

We will: create **Communication** channels to keep our patients, families, staff and local community informed about the direction at SMH, what is happening and where we are going.

We will: put **Quality** first, in every action, every day to continuously create an excellent care experience for each and every patient.



I was just so impressed with the quality of care that I received from the doctors and nurses at Stevenson Memorial Hospital that day. They went above and beyond the call of duty for me.



Lee

