

## OUR MISSION

We are committed to providing quality, compassionate care and services to meet the diverse needs of our population in a timely and effective manner.

We will constantly seek innovations to improve our ability to deliver care and services and to be leaders in working towards a healthier community.

*Caring Today,  
Growing for Tomorrow*

## PROGRAM DIRECTIONS

### Community Responsiveness & System Integration

HHS partners proactively with its community to promote health and wellness, prevent injury and address current and anticipated health needs. HHS collaborates with other healthcare agencies to provide an integrated continuum of service.

### Consumer Relationships & Patient Satisfaction

HHS maintains a strong commitment to consumer satisfaction. With a continuous quality improvement focus, our approach is adaptive to changing needs and expectations as confirmed by patient/consumer feedback.

### Clinical Performance & Outcomes

HHS strives for excellence in all programs and services. The goal of the organization is to ensure the best possible clinical outcomes through evidence-based practice, benchmark clinical and utilization performance and operation efficiency.

### Organizational Learning & Quality of Worklife

HHS is committed to providing an enriched, creative and supportive work environment. HHS is respectful of individual differences, the need for autonomy and the importance of a balanced work-life.

## STRATEGIC VISIONS

### 1. Responding to the Government's New Integration Agenda

HHS will demonstrate its firm commitment to the Local Health Integration Networks (LHINs) initiative, and will actively work to reorient the organization to adapt to new accountabilities and business dynamic.

### 2. Responding to the Needs of those with Chronic Conditions

Within its role and resources, HHS will work actively with other health care providers and its patients to build a service offering that is better able to address the needs of individuals with chronic conditions.

### 3. Improving Patient Safety

HHS will work progressively to develop the culture, processes and measurements/tools that are demonstrated to enhance patient safety and reduce adverse medical events.

### 4. Responding to the Expectations of the New Consumer

HHS will actively prepare itself to respond to a new, more demanding, better-informed consumer/patient/family, committing itself to provide exemplary patient/consumer-focused service.

### 5. Human Resources - Recruiting and Retention

HHS will position itself as a 'workplace of choice' to ensure continued success in employee and physician recruitment and retention

### 6. Participating in the e-World

HHS will prepare, in a systematic way, to build on opportunities arising from the internet and a world in which more and more transactions and service delivery will take advantage of on-line approaches.

### 7. Population Growth and Aging - Capital Development

HHS will expand MDH and its role to make it a full service urban community hospital with greater reliance on specialist physicians while continuing to build on the hospital's family physician model. This will be done with consideration for the MHLHIN Integrated Health Services Plan and the Acute Care Services Study

AND

HHS will address projected volume growth in Oakville through a new OTMH site. The new OTMH site will be developed into the primary acute inpatient site for Oakville, offering secondary and tertiary level programs also with a special focus on rehabilitation and geriatrics.

### 8. Capital Development—Georgetown

HHS recognizes that provincial capital planning processes for larger scale facility redevelopment require approximately seven (7) years once a project is approved. Approval for projects is dependent on a number of factors including age of the facility, state of the building systems and growth and demand from the community. While a full Master Plan will need to be developed for the Georgetown Hospital site, it is essential that the Georgetown Hospital initiate plans to improve and expand the space of the two highest priority services - the Emergency and Diagnostic Imaging



## CORE VALUES

### How We Provide Care to our Patients

#### Caring

A caring hand, a caring heart are fundamentals of care.

#### Respect

We will treat each person with respect, acknowledge their beliefs, their right to make informed choices, and their right to confidentiality.

#### Communication

Communication leads to understanding when we speak honestly and listen effectively.

#### Competency

We take pride in our care, service and accomplishments. We will always strive to achieve the highest standard in all that we do.

### How We Relate to Each Other

#### Communication

Communication leads to understanding when we speak honestly and listen effectively to each other and throughout the organization.

#### Respect

Mutual respect and personal integrity are the foundations supporting our interactions.

#### Teamwork

Working together we can achieve excellence.



## Halton Healthcare Services Corporation

Halton Healthcare Services represents the blending of three well-established, community-oriented healthcare facilities. Together, Georgetown Hospital, Oakville-Trafalgar Memorial Hospital and Milton District Hospital, serve the growing urban and rural communities of Halton Hills, Milton and Oakville and provide a full range of acute care services.

### Georgetown Hospital

1 Princess Anne Drive  
Georgetown, Ontario  
L7G 2B8  
905-873-0111

### Milton District Hospital

7030 Derry Road  
Milton, Ontario  
L9T 7H6  
905-878-2383

### Oakville-Trafalgar Memorial Hospital

327 Reynolds Street  
Oakville, Ontario  
L6J 3L7  
905-845-2571

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Halton Healthcare

# Sharing OUR MISSION



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