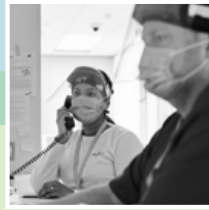
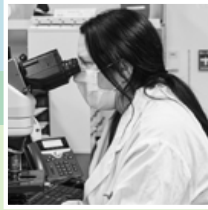


INSPIRING



CARE

2021 AND BEYOND



W E L C O M E



Our previous strategic plan, Pathway 2020, set a vision of transforming the community hospital experience and providing exemplary patient experiences, always.

Having achieved the initiatives set out in the plan, it was time for a refresh and update. With input from our stakeholders, we have now introduced a new purpose statement, updated our mission statement and focused our vision statement. Our three values of compassion, accountability and respect remain the same and will continue to guide our individual behaviours and attitudes.

While we retained many of the core elements that were very meaningful for people, we have four new strategic priorities: Connect, Advance, Respond, Engage. These strategic priorities will allow us to focus our time, talent and resources, in pursuit of our vision to deliver exemplary patient experiences, always.

This document provides an overview of our new strategic plan, **INSPIRING CARE.**



INSPIRING CARE

Inspiring Care is a living and breathing document. It is simple and sophisticated but more importantly it is inspirational and ambitious. It articulates who we are, why we exist and gives us a clear sense of purpose. It is important that people see and understand their role in the plan so we can go forward as an organization living our common vision to provide exemplary patient experiences, always.

“High performing organizations succeed when the whole organization has a clear sense of purpose and people can see themselves in that purpose. We hope that people will see themselves in this plan and see the role they play in being able to achieve the purpose.”

*Richard Nunn, Chair,
Board of Directors*

“The essence of the strategic plan is our new purpose statement – To Care. It is such a simple statement, but it really embodies what we do and why we come to work every day. To care for our patients, to care for our communities and to care for each other.”

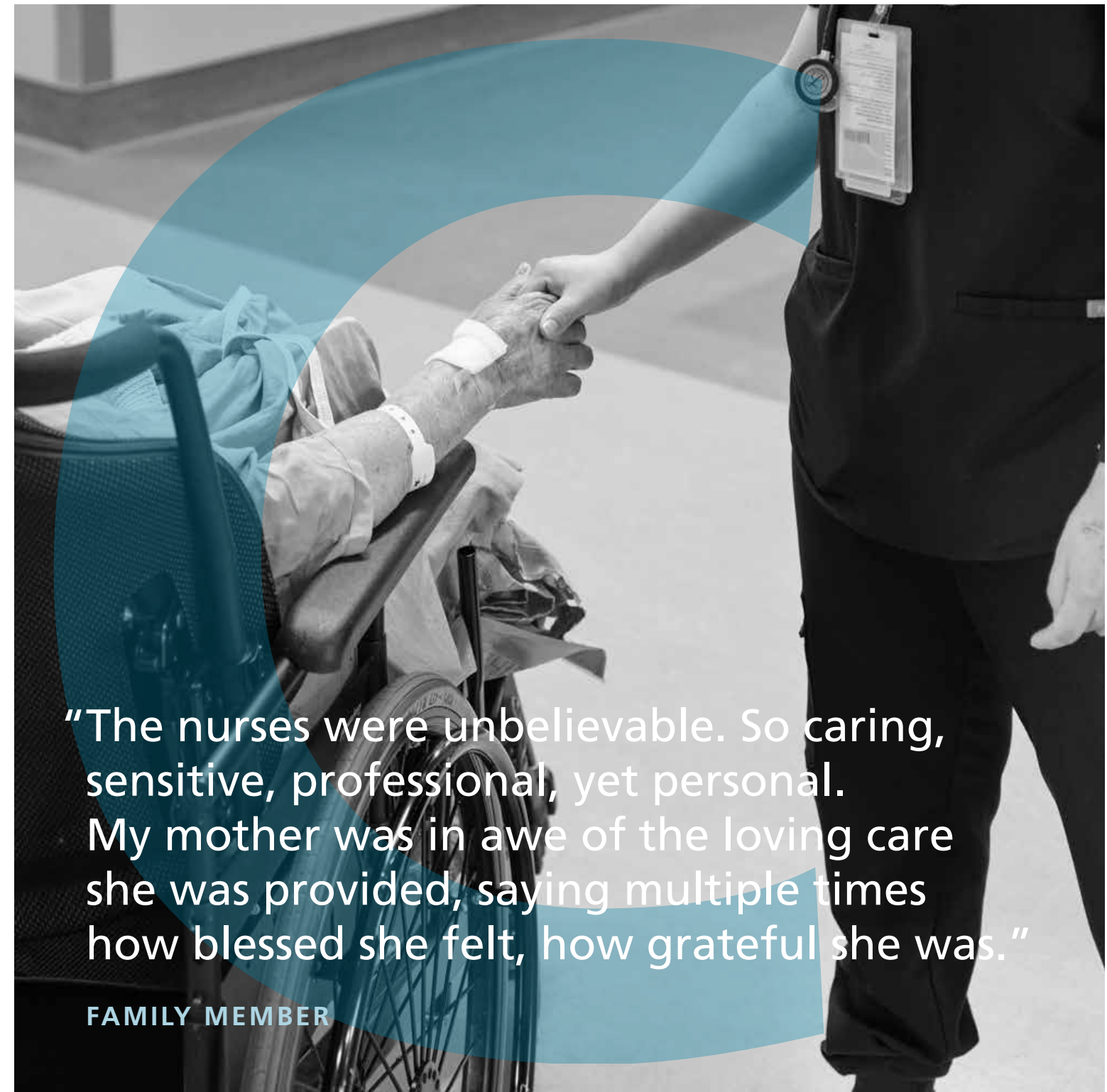
Denise Hardenne, President & CEO

“In developing the plan we gauged where we are now, identified where we want to be in the future and established a way to measure our progress. The strategic plan provides a framework on how to get there.”

*Dr. David McConachie
Chief of Staff*

“I feel like my input was really valued. There was a lot of effort put into making sure that all the voices were heard. It was a great process to be involved in.”

*Lynn Pike
Patient and Family Advisor*



“The nurses were unbelievable. So caring, sensitive, professional, yet personal. My mother was in awe of the loving care she was provided, saying multiple times how blessed she felt, how grateful she was.”

FAMILY MEMBER

IT ALL STARTS WITH A PURPOSE.
TO CARE.

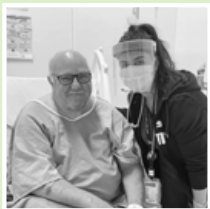
A COMMON PURPOSE IS THE GOLDEN THREAD
THAT IS WOVEN THROUGHOUT THE PLAN.
IT MOTIVATES AND INSPIRES.





MISSION

A leading healthcare organization serving people with compassionate, quality and integrated community hospital care.



VISION

Exemplary patient experiences, always.





ACCOUNTABILITY

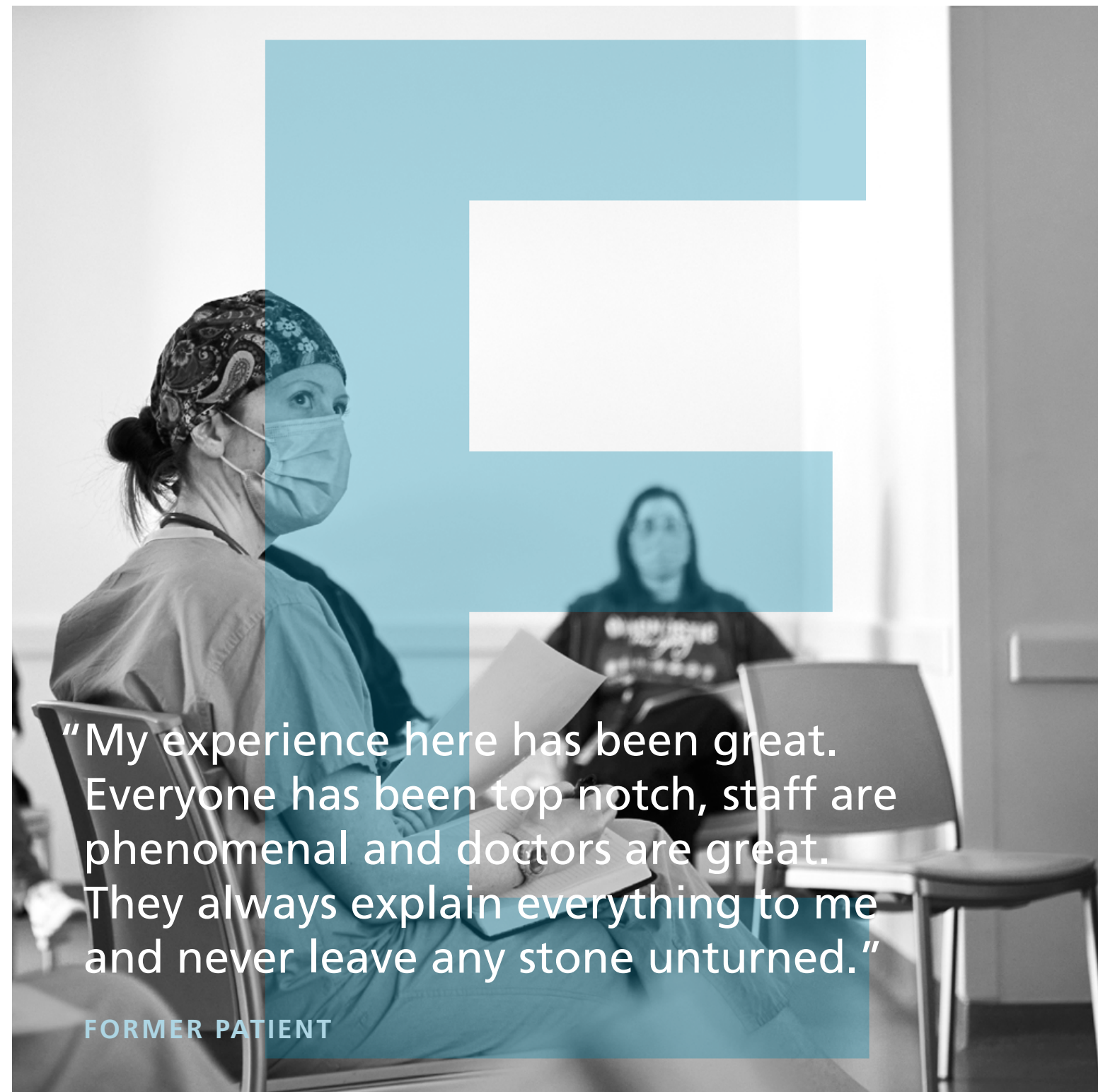
We are all responsible for our actions and behaviours. We are committed to acting with honesty and integrity in all that we do and with the resources entrusted to us.

COMPASSION

We will seek to understand the diverse experiences and backgrounds of others and continue to enrich an environment that is caring and supportive.

RESPECT

We will support an inclusive and understanding space in which we honour each other's dignity and culture and treat each other equitably. We will foster an environment that supports a sense of belonging and engagement.



“My experience here has been great. Everyone has been top notch, staff are phenomenal and doctors are great. They always explain everything to me and never leave any stone unturned.”

FORMER PATIENT





STRATEGIC PRIORITIES

CONNECT

Connecting people and partners throughout the continuum of care.

WE WILL:

- Take a leadership role in Ontario Health Teams and broader health system transformation
- Leverage our strategic partnerships to achieve our vision and strategic priorities



ADVANCE

Advancing how we deliver care.

WE WILL:

- Inspire and enable an innovative culture
- Achieve the next digital horizon in care delivery



RESPOND

Responding to the care needs of our communities.

WE WILL:

- Deliver a responsive plan to meet the evolving care needs of our communities
- Lead our industry in effective capital planning
- Address changes in our environment and the overall health system



ENGAGE

Engaging people and teams in care.

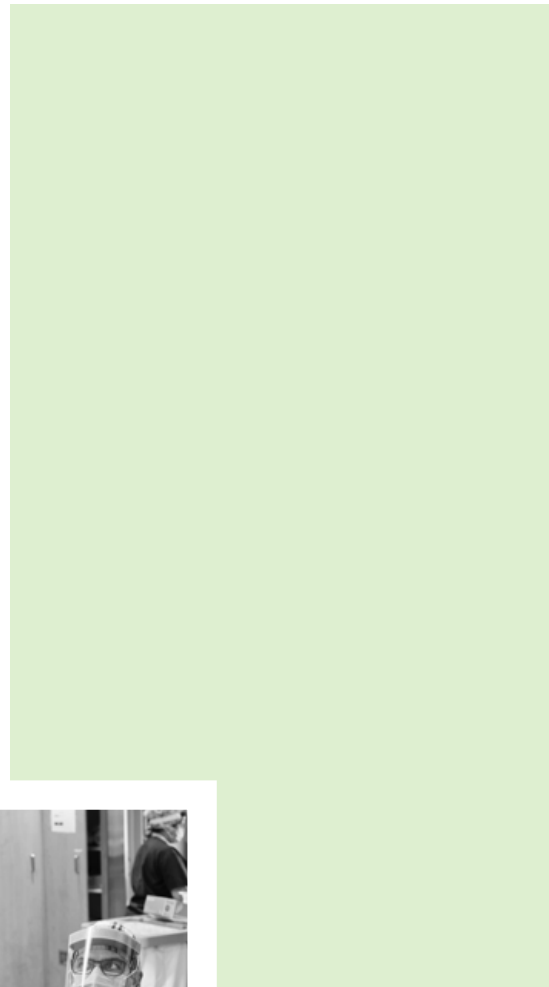
WE WILL:

- Enhance patient safety and experience through engaging patients, families and care providers
- Empower team safety, well-being and belonging
- Embrace diversity, equity and inclusion in our work environment

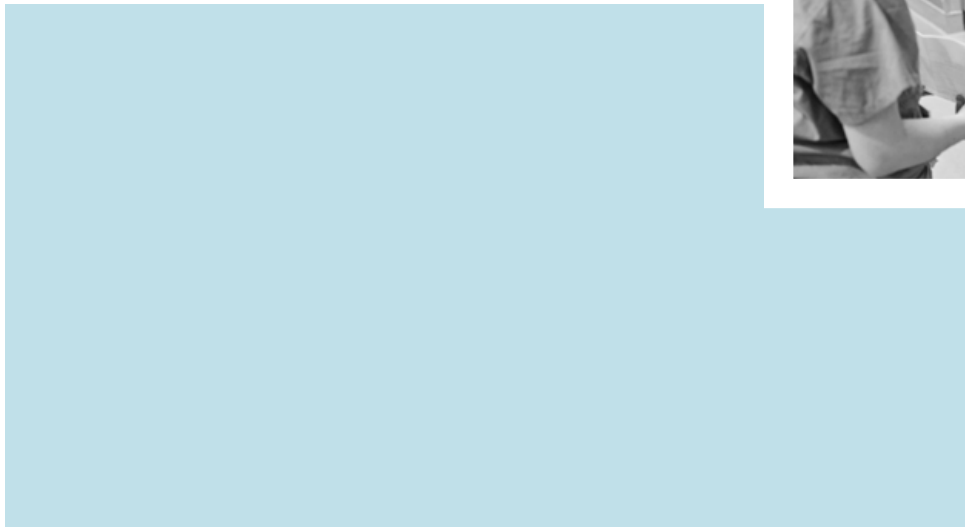


Inspiring Care was developed in the backdrop of the pandemic. We learned a lot of lessons on how to pivot quickly and effectively. We have developed safe non-traditional ways of serving our patients both inside and outside of the hospital. These experiences have impacted the future trajectory of our organization and the development of this strategic plan. The new plan has been developed in consultation with staff, physicians, volunteers, patients, families, community partners and members of our communities.



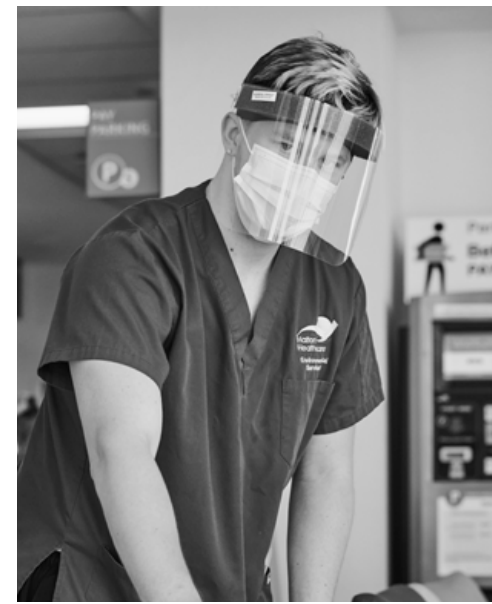


BRINGING THE PLAN TO LIFE



Inspiring Care identifies four strategic priorities that will ensure our organization fulfills our mission of serving our community with compassionate, quality, and integrated hospital care. Using the plan, programs and departments will develop a set of action plans to identify measurable progress in each priority area. This will help them to establish work plans that can be monitored and regularly reported on, adjusted when necessary and celebrated when achieved.

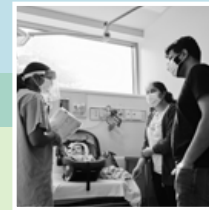
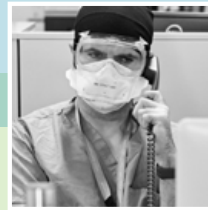
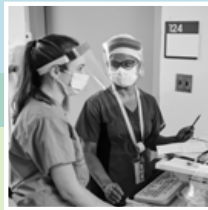
This work will move us forward on our journey to achieving our vision of exemplary patient experiences, always.



ABOUT US

Halton Healthcare is an award winning healthcare organization comprised of three community hospitals and numerous community-based services in the growing urban and rural communities of Halton Hills, Milton and Oakville. Reflecting the dynamic communities we serve, we take pride in offering some of the finest technology and healthcare expertise available in southwestern Ontario.

Our hospitals - Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital - are very much a part of Halton's rich history and have a long-standing tradition of providing quality care to many generations of area families. Together, we serve a population of more than 400,000 residents.



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

Oakville Trafalgar Memorial Hospital
905-845-2571
3001 Hospital Gate
Oakville, ON, L6M 0L8

Milton District Hospital
905-878-2383
725 Bronte Street South
Milton, ON, L9T 9K1



haltonhealthcare.com