



# Haliburton Highlands Health Services Strategic Plan





# Our Way Forward

These have been very challenging times, but we have an incredible team who have not wavered from their dedication and passion to help our patients, families, and communities. I want to personally thank our team for their perseverance and strength over the past few years

As we move forward, we will focus on providing high-quality, compassionate care designed to exceed expectations, all while increasing our focus on the mental health and wellbeing of our team.

We are setting out to optimize health and wellbeing in Haliburton County in collaboration with our valued partners.

We have an exciting future ahead.



## HALIBURTON HIGHLANDS HEALTH SERVICES

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# PURPOSE

Optimizing health and wellbeing in Haliburton County.

# VALUES

Compassion Accountability Integrity Respect

# STRATEGIC DIRECTIONS

Provide high- quality, compassionate care designed to exceed expectations

Nurture a supportive culture that allows our team to thrive

Be recognized as a great place to work, visit, and live

Foster partnerships to provide more seamless, integrated care

Understand and secure our future resource needs

# STRATEGIC PRIORITIES

- Continually investigate and leverage evidence-based best practices and processes to improve the quality of our services and maintain patient safety.
- Maintain a compassionate, warm, comforting, and person-centred care experience.
- Build a better patient experience through ongoing, two-way dialogue and engagement.
- Continue to embed our values and community-oriented culture in our systems and processes.
- Pursue opportunities and creative strategies to support our employees' and clinicians' mental health and wellbeing.
- Develop a comprehensive internal communication strategy to ensure timely and transparent two-way dialogue.
- Ensure our staff, clinicians, and volunteers feel respected and recognized for their valuable work.
- Leverage and communicate our employee value proposition and the benefits of living in our beautiful community, for the purposes of recruitment and retention.
- Communicate and build upon our opportunities for leadership development, professional growth, and personal growth.
- Pursue innovative systems to streamline our processes and create more efficient workflows.
- Engage with our municipal partners and other key housing stakeholders to explore sustainable housing solutions for our employees, clinicians, and their families.
- Build a strong partnership with our Ontario Health Team (OHT) to connect our community to a broader continuum of care.
- Work with our community health and provincial hospital partners to provide accessible and sustainable health services.
- Leverage the passion and expertise of our valued volunteers.
- Strengthen relationships and collaborative dialogue with our municipal and community partners to understand stakeholder needs.
- Continue with our long-range planning process to address:
  - Community health needs
  - Space and resource requirements
  - Staffing requirements
  - Environmental sustainability
- Work with our health and municipal partners to seek increased funding to support our service to our employees, clinicians, and those we serve.
- Work with our Foundation to pursue creative funding sources and secure important health technology and infrastructure.

# Thank You

We would like to sincerely thank everyone who contributed to this strategic plan, and who has supported our organization over the years.

We look forward to the opportunities the future hold for us, and thank you for your ongoing dedication and support.

