

## Woodstock Hospital 2020-25 Strategic Plan: Five Year Tactical Plan



State-berge Direction #1: continually pursue the affect possible care for our patients.   V <td< th=""><th></th><th></th><th>CREATING GREAT CARE</th><th colspan="2">Updated Septemb</th><th>· ·</th><th>-</th></td<>			CREATING GREAT CARE	Updated Septemb		· ·	-
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We will communicate with professionalism and pride X		We will enhance our space to ensure a safe environment for our staff	X				
Strategic Direction #4: Offer team based care that is culturally safe and judgement-free, where patients and their families feel part of the care team. X   We will prepare and support staft to provide cultural backgrounds X   Strategic Direction #5: Partner more deeply with patients, families, and caregivers with patient-centred care as a guiding principle. X <td< td=""><td></td><td>Strategic Direction #3: Further our commitment to service excellence so that we provide a warm, friendly, and personalized care experience to the community we serve.</td><td></td><td></td><td></td><td></td><td></td></td<>		Strategic Direction #3: Further our commitment to service excellence so that we provide a warm, friendly, and personalized care experience to the community we serve.					
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Strategic Direction #5. Bartner more deeply with patients, families, and caregivers with patients-centred care as a guiding principle. X		We will prepare and support staff to provide culturally appropriate care	x				
We will actively listen to and involve patients in our work X<		We will learn about patient needs, values, and cultural backgrounds		х			
Strategic Direction #6: Bolster the range and depth of quality improvement initiatives by engaging patients and staff. X X   We will improve patient access to palliative care X X X   We will improve patient access to palliative care X X X   We will improve patient flow X X X X   Strategic Direction #7: Help patients, families, and caregivers on their care while in hospital and prepare them for discharge and care beyond their stay. X <td< td=""><td>Strategic Direction #5: Partner more deeply with patients, families, and caregivers with patient-centred care as a guiding principle.</td><td></td><td></td><td></td><td></td><td></td></td<>		Strategic Direction #5: Partner more deeply with patients, families, and caregivers with patient-centred care as a guiding principle.					
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We will grow our physical space to meet the needs of our growing community		•	^				
	GROW		x	х			
		We will create a long-term plan and make short-term investments to upgrade our equipment	x	х	х	х	х
Z We will increase data redundancy and implement cyber security recommendations   X X							~
Strategic Direction #13: Leverage virtual care and redesign patient flow to enhance patient experience while promoting community health through physical distancing, where appropriate.			~	~	~		
We will expand patient access to care through use of digital platforms X X X X X			x	х	х	х	x
O We will optimize space to maximize patient flow within the hospital							
Strategic Direction #14: Continue to advance our energy conservation management through sustainable use of energy and waste reduction.						_	
We will reduce our environmental footprint X X X X X		We will reduce our environmental footprint	х	x	x	х	x
Strategic Direction #15: Anticipate and use digital technology that can help automate tasks and optimize productivity.		Strategic Direction #15: Anticipate and use digital technology that can help automate tasks and optimize productivity.					
We will digitize our internal systems to integrate platforms and make more informed decisions in real-time X X		We will digitize our internal systems to integrate platforms and make more informed decisions in real-time	x	х			

	We will automate our internal data collection and tracking	х	х							
	We will continue to move towards a single electronic patient record	х	х							
	Strategic Direction #16: Recruit and retain a highly skilled workforce and advocate for an increased range of services and specialists to serve the community.									
	We will continue to recruit top-level staff	х	х	х	х	x				
	We will refine our HR practices to enhance our competitive edge in recruiting	х	х	Х	х	х				
	Strategic Direction #18: Continue to engage the community so we understand needs, report on progress, and adapt.									
	We will listen and respond to community needs	х	х	х	х	х				
	Strategic Direction #19: Continue with sound fiscal management, lean organization structure, and ethical financial investments made.									
	We will refine our fiscal knowledge of patient costs	х	x							
	Strategic Direction #20: Work towards care integration with our community partners through developing an Oxford and Area Ontario Health Team and actively participate at various community tables.									
	We will collaborate with partners in building more integrated health and community supports	х	х	х	х	х				
CONNECTING	Strategic Direction #21: Enhance discharge planning and information sharing to support patients going back home into the community.									
	We will support the sharing of patient information to ensure smooth patient transitions	х	х	х	х	х				
	Strategic Direction #22: Work to enhance patient access to care and improve interactions between hospital and community services.									
	We will increase the range and depth of health services available to the community	х	х	х	х	x				
	We will enhance patient access to our facility	х	х	х	х	х				
	Strategic Direction #23: Work with our community partners to create pathways for priority populations and further understand and address how social determinants of health impact patients' health, ability to access health care, and manage self-care									
	We will redesign care for Chronic Illness, Palliative Care, Mental Health & Addictions sub-populations	х	х	х	х	x				
	We will better understand and address the socioeconomic factors contributing to people's health	х	х	х	х	х				
	Strategic Direction #24: Collaborate to build a sense of community amongst health providers in this region while mapping their available services to enhance patient navigation.									
	We will share information on health services between health partners			х						
	Strategic Direction #25: Work with community partners on a series of public sessions to promote wellness, navigation, and access while explaining the role of the hospital and other community health partners.									
	We will communicate with our community members on common health issues and how to address them	х								
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