

# Strategic Plan Summary

2018-2022



Exceptional people working together to provide outstanding care in Algoma.

## Exceptional **PEOPLE**

Care is provided by compassionate, highly-skilled staff, physicians and volunteers who enjoy their roles, are proud to work at the hospital and always put patients at the centre of the health care team.

Priority Initiatives:

**OUR ICCARE WAY** - Staff, physicians and volunteers live our iCcare values, recognize and respect the diversity of our community and always strive for continuous improvement.

**BEST LEADERSHIP** - Our leaders inspire others, foster trust, are highly accountable and have the skills to execute successfully on our actions and strategies.

**BEST SKILL** - We advance collaborative practice, clinical education and research capabilities.

**HEALTHY, WELL & SAFE AT WORK** - Staff, physicians, and volunteers work in an environment that is safe and promotes a culture of health and wellness.

**MEASURES:** Employee, Physician and Volunteer Engagement

## Working **TOGETHER**

Our community has timely access to the right care from an integrated system.

Priority Initiatives:

**TECHNOLOGY UTILIZATION** - We leverage technology and work with partners to enhance care.

**COMMUNITY & REGIONAL PARTNERSHIPS** - We work with partners to achieve a healthier community through a proactive approach to population health management.

**LEVERAGING OUR ASSETS** - We are innovative in our use of property, services and skills to create more value for our community.

**MEASURES:** Reduce unnecessary days in hospital | Reduce wait times | Reduce unplanned readmissions

## Outstanding **Care**

Patients and their families are active partners in realizing the highest quality care, as close to home as possible.

Priority Initiatives:

**SENIOR FRIENDLY HEALTH CARE** - Seniors receive outstanding care that respects their unique needs.

**PATIENT & FAMILY FIRST CULTURE** - Patients and their families are at the centre of the health care team. The diversity and individual needs of our patients are fundamental to their health care plan.

**TRANSFORMING CARE** - Our community receives outstanding care through the use of evidence-informed practices, technology and innovation.

**MEASURE:** Patient Experience

## Patient's Perspective 2018 - 2022

My vision is that the people of Sault Area Hospital are skilled at what they do; they ALWAYS acknowledge me and greet me with a smile. They ask "How can I help?". They see me and treat me as a person and not a diagnosis. They are passionate about caring for all people, they enjoy their roles and are proud to work at the hospital.

The health care system in Algoma looks and feels like one system to me. When I go to different departments in the hospital or from the hospital to my home or somewhere else in the community, the transition is seamless and smooth. My health care providers are able to get accurate and up-to-date information about me when and where they need it.

I know that the care I'm getting at SAH is top notch and I only need to travel to other cities for care when it is in my best interests to do so. Where possible, I receive the care I need at home or elsewhere in the community, rather than always having to go to the hospital.

I can always get information, have my questions answered and I have a voice in my healthcare. The people at SAH consider and respect my wishes and we make decisions about my treatment together.

