



# Strategic Plan 2023 - 2026

# Huron Health System





- The Huron Health System includes the Alexandra Marine and General Hospital (AMGH) in Goderich and the South Huron Hospital Association (SHHA) in Exeter.
- The combined revenue for the two hospitals is just under \$44M.
- Across the two hospitals, there are approximately 360 employees, more than 35 physicians and specialists, and more than 200 volunteers working together to meet the health care needs of our communities.
- Our hospitals receive between 22,000 – 25,000 Emergency Department visits annually and support more than 19,000 patient days each year.

# About Huron Health System



# Our Mission

Partnering to provide excellent  
person-centred care





# Our Vision

A quality-driven health care system focused on the changing needs of our communities

# Our Values



Inclusive



Compassionate



Accountable



Respectful



Equitable



# How We Live Our Values



## Inclusive

Fostering a culture where differences are valued and collaboration is embraced



## Compassionate

Demonstrating empathy and kindness towards everyone



## Accountable

Following through on our commitments and taking responsibility for the outcomes of our actions



## Respectful

Treating others with thoughtfulness, understanding, and professionalism



## Equitable

Recognizing and working to remove barriers that limit individuals from receiving the care they need

Innovating through  
Partnership



Partnering with  
Patients & Families

# Our Strategic Priorities

Ensuring Operational  
Excellence



Empowering our  
People



# Our Goals for each Priority Area



## Partnering with Patients & Families

We will partner with patients and families in the provision of quality person-centred care.



## Empowering Our People

We are passionate about our people and work hard to support an empowered and engaged team.



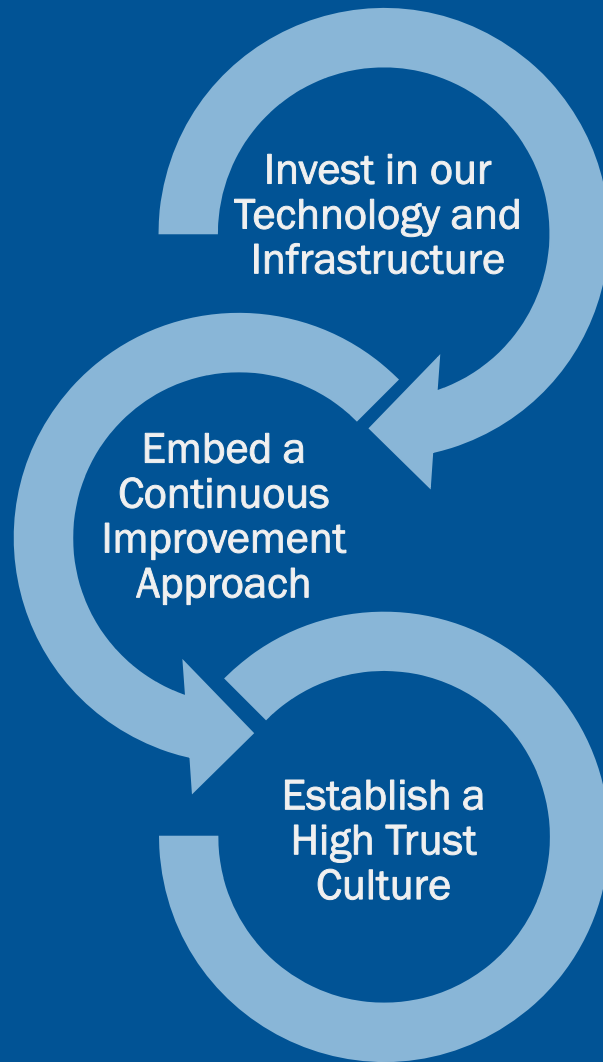
## Ensuring Operational Excellence

We will optimize our processes and align operational efforts to make the best use of our resources.



## Innovating through Partnership

We will work with our partners to find innovative approaches that meet the needs of the communities we serve.



# Our Strategic Imperatives

# Partnering with Patients & Families



## **We will partner with patients and families in the provision of quality person-centred care**

Improve patient care through timely access to an array of health services offered through a collaborative care approach

Enhance coordinated care and care transitions by working together with our health care partners across our region

Help patients and families to make informed decisions and be more active in their care through two-way communication and improved access to information and education

Tailor our services to ensure that resources are matched to the requirements of the individuals we serve and that we are responding to the needs of our community

# Empowering Our People



**We are passionate about our people and work hard to support an empowered and engaged team.**

Create a high trust organization where all members of our care community feel supported, appreciated, and inspired to share their ideas and expertise

Provide relevant development opportunities and training aligned with the goals and learning needs of our team members including volunteers, students, staff, physicians, and governors

Establish processes to create, retain and actively transfer knowledge throughout our organization to enable continuous improvement

# Ensuring Operational Excellence



**We will optimize our processes and align operational efforts to make the best use of our resources.**

Strengthen our use of data and technology to ensure efficiencies and to effectively articulate our resource requirements

Complete clinical services planning to clearly define the services to be provided at each site and the required ongoing investment to ensure our programs are sustainable

Modernize our infrastructure and capital assets in alignment with our clinical services plan

Reduce unnecessary duplication and standardize our processes, tools, and technology across our sites to optimize the resources available for direct patient care



# Innovating Through Partnership



**We will work with our partners to find innovative approaches that meet the needs of the communities we serve.**

Provide leadership as partners in the development of our regional health system and the establishment of integrated care strategies that span the health care continuum

Contribute to the strengthening of upstream and community-based resources so that our hospitals can focus on the necessary care that we provide as part of our regional health care community

Identify and advance cross-system opportunities for cost saving initiatives that will enable re-investment in community care