

# 2016

## Strategic Plan

# 2020

# The Highlights



## A Message from the Board of Directors and Executive Team

The health care system in Ontario is undergoing dramatic and disruptive change as the demand for services outstrips available resources. Tough decisions lie ahead at all levels of the system – for government funders, oversight bodies and the health care providers who deliver patient care.

Grey Bruce Health Services (GBHS) exists to provide quality health care to the residents of Grey and Bruce Counties and our many visitors. To flourish within this system and continue serving Bruce and Grey counties effectively, we must anticipate and embrace change, find innovative and collaborative ways to use available resources wisely, and add

greater value to the patient experience while exceeding ever higher expectations for quality outcomes. This is a tall order. It requires us to think strategically and to act with clarity of purpose.

We have developed a new five-year Strategic Plan that will enable the organization to do just that. The new plan is a clear blueprint for the journey ahead; a nimble plan rooted in strong organizational values, a clear sense of mission and an aspirational yet realistic vision for the organization's future. It builds on the reputation of GBHS and its people as leaders in health care. It emphasizes the importance of partnering with patients and families to actively

engage them in the design, delivery and management of their care.

This document is a snapshot of our full plan. It outlines our Mission, Vision, Values, and the four Strategic Directions that chart a dynamic course for GBHS to stretch, grow and accept greater leadership responsibilities within the regional health care system.

We look forward to working together with all of our partners to achieve our vision of ***Exceptional Care, Strong Partnerships and Healthy Communities.***

# Mission

Quality Health Care, Right Here

# Vision

Exceptional Care. Strong Partnerships.  
Healthy Communities.

# Values

We CARE. We LEAD.

**C**ollaboration

**A**ccountability

**R**espect

**E**xcellence

**L**ead by Example

**E**mpower

**A**chieve Results

**D**evelop Others

# Directions for the Future

Our Plan is organized around four Strategic Directions that collectively will focus and steer the organization's efforts from 2016-2020.

## Achieve the best outcomes

Set a new standard for rural and regionally based health care by building excellent partnerships, sharing resources, and delivering the best care.

### **We will:**

Advance the health and well-being of our communities

Lead efforts to coordinate regional strategies and resources across our shared health system in Grey and Bruce

Enhance outcomes and eliminate preventable harm of our patients

## Create positive experiences

Advance a culture of service excellence with our patients and partners that is kind, respectful, and inclusive.

### **We will:**

Engage our patients and their families / caregivers to co-design patient-centred care models and inform priorities for performance improvement

Advance our commitment to service excellence

Develop integrated care models within and across care settings

## Secure our future

Align our services in a sustainable manner that is responsive to changing health care needs, expectations and evidence-based standards.

### **We will:**

Appropriately scale and align our services and resources with community needs while maintaining the critical mass required to ensure quality and efficiency

Enhance organizational capacity to lead, plan for and manage change

Continue to invest strategically in information technology

## Inspire passion in our people

Recruit, retain and inspire talented people to champion exceptional care.

### **We will:**

Engage and empower our people in meaningful ways

Promote a more unified and team-oriented organization

Enhance our competitive position in recruiting and retaining talent

## Our Communities. Our Services.

GBHS serves the needs of over 165,000 permanent residents, in addition to thousands of seasonal residents and over 2 million short stay visitors. We are home to the highest percentage of residents over the age of 65 in the province, with 50% living in a rural setting.

We operate six hospitals and a regional withdrawal management and addictions services centre serving Grey and Bruce counties. Supported by 250 physicians, 1,600 employees, and 1,000 volunteers, GBHS provides 24/7 emergency services at each of our six hospitals, along with 12,500 day surgery visits per year across four sites.

We administer close to 60 programs and services to support the needs of our patients and communities – which include:

- Administration and Support Services
- Ambulatory Care Clinics
- Cancer Care
- Cardiac Care
- Complex Continuing Care
- Critical Care
- Diabetes Grey Bruce
- Diagnostic Imaging (including MRI, CT)
- Dialysis
- Electrodiagnostic Services
- Emergency Departments
- Family Medicine
- Internal Medicine
- Hospitalist Medicine
- Laboratory
- Mental Health and Addictions Services
- Patient Relations
- Pharmacy
- Rehabilitation and Restorative Care
- Respiratory / Sleep Lab
- Sexual Abuse / Partner Abuse Care
- Spiritual Care
- Stroke Prevention and Care
- Surgery
- Withdrawal Management Services
- Women and Child Care

# Contact Us

## GBHS Lion's Head Hospital

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## GBHS Markdale Hospital

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## GBHS Meaford Hospital

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519 538 1311

## GBHS Owen Sound Hospital

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## GBHS Southampton Hospital

340 High Street, Southampton, Ont.  
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## GBHS Wiarton Hospital



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[gbhs.on.ca](http://gbhs.on.ca)

 @GreyBruceHealth

# Our Hospitals

-  GBHS Hospital
-  External Hospital

