LEADING
INNOVATIVE
TRANSFORMATION

Strategic Plan
2022-2027
LEADING INNOVATIVE TRANSFORMATION

Strategic Plan • 2022-2027
Over the past number of months, we have engaged with our partners and stakeholders to set strategic directions that will enhance the care and services Cornwall Community Hospital provides to our community.

Our new strategic plan, **Leading Innovative Transformation**, builds on these consultations and identifies the following priorities for action: Recovery, People, Integration. This plan positions us for a strong post-pandemic recovery, focuses on all people and promotes health system integration.

Thank you to all patients, staff, physicians, volunteers, care partners, community members, organizations and municipal leaders for your thoughtful contributions to the development of this strategic plan. We are confident that a focus on these priorities will have measurable positive impacts on our population and we look forward to collaborating with you on the implementation of the plan.

*Sincerely,*

Josée Payette  
Chairperson,  
Board of Directors

Jeanette Despatie  
President &  
Chief Executive Officer
Our Mission, Vision and Values

**MISSION:**
Our Team collaborates to provide exceptional people-centered care.

**VISION:**
Exceptional Care. Always.

**ICARE**

**OUR ICARE VALUES:**

- **Integrity**
  We will act with honesty and demonstrate strong moral principles.

- **Compassion**
  We will care for all people with empathy and kindness.

- **Accountability**
  We will take responsibility for our words, our actions and our results.

- **Respect**
  We will treat everyone with dignity and recognize the individuality and inherent value of all people.

- **Engagement**
  We will create a trusting environment that encourages teamwork.
OUR STRATEGIC DIRECTIONS

RECOVERY

INTEGRATION

PEOPLE
Enhancing access to care

Committing to operational excellence

Advancing innovation

Establishing physical capacity

Maintaining a culture of quality and safety

RECOVERY
Inspired by patients and care partners

Supporting the wellbeing of our people

Engaging and cultivating a high performing team

Building a culture of equity, diversity and inclusion, and embracing reconciliation

Stewarding our environmental and social responsibilities
INTEGRATION

1. Creating sustainable models of care
2. Supporting transitions in care
3. Advancing collaborative partnerships
4. Promoting health system integration