

**MISSION:**  
Our health care team  
collaborates to provide  
exceptional patient centered care

**S t r a t e g i c P l a n 2 0 1 6 - 2 0 2 1**



**I C A R E**

**INTEGRITY • COMPASSION • ACCOUNTABILITY • RESPECT • ENGAGEMENT**



Cornwall Community Hospital  
Hôpital communautaire de Cornwall

**MISSION:**  
Our Health Care Team collaborates to provide exceptional patient centered care.

**VISION:**  
Exceptional Care. Always.

## Strategic Plan 2016 - 2021

### Partnering for Patient Safety and Quality Outcomes

*We will partner with experts and our peers to:*

- Further our alignment with the provincial Senior Friendly Hospital initiatives;
- Promote a Baby Friendly environment;
- Ensure that we are responsive to health care needs of our community;
- Implement a model of collaborative care focusing on transitions in care and safe discharge;
- Improve Quality of Care and Patient Safety by facilitating timely access to accurate, up-to-date and complete information about patients at point-of-care;
- Lead and sustain the Stormont, Glengarry, Cornwall and Akwesasne Health Links philosophy and approach to care transitions;
- Demonstrate exceptional leadership in the Child and Youth Mental Health provincial transformation;
- Foster a climate of culture competency.

### Our Team Our Strength

*We will continue to develop and promote our team by:*

- Enhancing collaborative relationships within the multidisciplinary team;
- Executing a robust Talent Management Plan;
- Demonstrating accountability through the adoption and alignment of policy across the organization;
- Expanding on Continuous Improvement initiatives and sustaining the culture;
- Recognizing and showcasing service excellence.

### Operational Excellence through Innovation

*We will reinforce our commitment to solid operational and financial performance by:*

- Examining opportunities to implement emerging technologies to enhance operational performance;
- Taking a regional leadership role in the implementation of an integrated electronic health record;
- Embracing Best Practices through Quality-Based Procedures;
- Continuing to identify and reduce waste and energy use through the application of Continuous Improvement tools;
- Introducing our community Addictions and Mental Health Centre.

### Patient Inspired Care

*We will ensure the delivery of patient inspired care by:*

- Enhancing the patient relations program;
- Monitoring the patient experience;
- Engaging patients and families in a meaningful way in service design and delivery.



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