



Alexandra Marine & General Hospital

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You Can Count On Me

2019 – 2022

Mission, Vision, Values and Tagline

Mission

- Providing high quality, patient-centred care to our community, delivered by a dedicated team

Vision

- Further develop and strengthen health system partnerships to meet the evolving needs of our community

Values

- ICARE = **I**ntegration, **C**ommunity, **A**ccountability, **R**espect, **E**xcellence

Tagline

- You Can Count on Me

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People

Goals	Objectives
To develop a comprehensive Human Resources strategy	<ol style="list-style-type: none">1. Develop an ongoing succession plan for key positions in the organization2. Promote health careers in partnership with local schools3. Revitalize onboarding and orientation process
To ensure and promote a healthy workplace for staff, physicians and volunteers	<ol style="list-style-type: none">1. Development of a mental health strategy to address staff needs2. Development of a staff recognition program3. Ongoing Violence in the Workplace prevention strategies4. Continue to promote Health and Wellness throughout the organization
To actively engage our community and partners in the planning and evaluation of hospital services	<ol style="list-style-type: none">1. Establish a patient engagement/advisory framework for AMGH
To provide education to our community regarding health, wellness and health system transformation	<ol style="list-style-type: none">1. Publish community newsletter quarterly2. Increase public engagement through use of social media3. Patient resource availability

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Quality

Goals	Objectives
To develop a Quality Improvement Plan (QIP) according to Excellent Care for All Act (ECFAA)	<ol style="list-style-type: none"><li data-bbox="1062 412 1976 483">1. Work with Patient & Family Advisory Committee (PFAC) to identify quality indicators as Identified by Health Quality Ontario (HQO)
To continuously evaluate our programs and services against the best available evidence	<ol style="list-style-type: none"><li data-bbox="1062 570 1976 678">1. Continue with current Accreditation processes; Lab, Organization wide and Pharmacy. Consider Accreditation process for Diagnostic Imaging<li data-bbox="1062 724 1976 794">2. Establish a process for order set review based on the best available evidence

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Partnership

Goals	Objectives
To strengthen existing and develop new partnerships with our local and regional healthcare providers	<ol style="list-style-type: none"><li data-bbox="1062 412 2003 483">1. Alexandra Marine & General Hospital (AMGH) representation at sub-region planning tables<li data-bbox="1062 529 1373 561">2. Explore partnerships<li data-bbox="1062 607 1976 639">3. Identify duplication of services with health care peers and partners
To develop partnerships with local healthcare providers and community resource agencies to promote wellness strategies for our community	<ol style="list-style-type: none"><li data-bbox="1062 761 1976 833">1. Develop a partnership with Maitland Valley Medical Clinic (MVMC) to promote health and Wellness.<li data-bbox="1062 878 1965 950">2. Partner with Huron County Public Health unit in health promotion strategies

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Sustainability

Goals	Objectives
To maintain our commitment to ongoing development and growth in our three Centres of Excellence: Women's Health, Services for Seniors and Mental Health and Addictions	<ol style="list-style-type: none"><li data-bbox="1062 412 1948 483">1. Conduct an operational review to determine support required to grow Centres of Excellence<li data-bbox="1062 529 1948 600">2. Refresh of demographic information to support Clinical Services Plan/Clinical Services Plan refresh<li data-bbox="1062 646 1948 717">3. Completion of Master plan to support vision for Centres of Excellence
To maintain a balanced operating budget	<ol style="list-style-type: none"><li data-bbox="1062 802 1554 834">1. Increased physician accountability<li data-bbox="1062 880 1827 951">2. Reduce premium costs to organization; re-fresh and re-establishment of attendance management program<li data-bbox="1062 997 1869 1029">3. Identify revenue generation opportunities for organization
To achieve the ability to invest in capital and infrastructure	<ol style="list-style-type: none"><li data-bbox="1062 1114 1612 1146">1. Identify external funding opportunities<li data-bbox="1062 1192 1743 1224">2. Re-evaluate subsidy provided in ambulatory care<li data-bbox="1062 1269 1554 1302">3. Review and audit billing processes