



# Arnprior Regional Health Strategic Plan 2023-26

**VISION:** Creating a thriving community together.

**MISSION:** As your partner in health, we deliver compassionate, innovative, quality care each day.

**VALUES:** Honesty, Empathy, Accountability, Respect and Teamwork

**COMMITMENT:** We are committed to providing the highest quality and safe care.

## Strategic Directions:



### PERSON CENTRED CARE

Emphasizing our existing areas of exceptional clinical care today and continually advancing our care for tomorrow.



### OUR PEOPLE

Our investment in, and the development of our people, so our healthcare team can grow and thrive, and encompassing a network of support for staff, volunteers, and services providers.



### OUR INFRASTRUCTURE

Developing a future oriented plan and the development of our infrastructure to advance our journey as a health hub that provides the next generation care within our community.



### OUR PARTNERS

Fostering productive relationships to create an integrated health care system within our community and surrounding region.



### FINANCIAL STEWARDSHIP

Ensuring ARH has the requisite resources to enable continued service excellence, enhance experiences and build upon the strategic priority for the community.

# Strategic Priorities:



## PERSON CENTRED CARE

Foster relationships to enhance patient, resident, client and family partnerships, improving the overall experience.

Explore collaborative opportunities for quality of care and service excellence within our community.

Expand our reach by leveraging innovative care delivery models, emphasizing, accessibility, quality, and efficiency of care for our community.

Proactively respond to our community's evolving needs through designing optimal care pathways for persons through OHT partnerships and alignment of service integration.



## OUR PEOPLE

Recruit and retain skilled and passionate healthcare team members who live our values and demonstrate a commitment to the people we serve across ARH.

Build our people's capacity through targeted opportunities for professional and leadership development.

Link our people strategy to maintain a culture of mutual respect, compassion, recognition, and support our team's safety, mental health, and wellness.

Develop a culture founded in diversity, equity and inclusion that drives decision making, service delivery, leadership, and partnerships.



## OUR INFRASTRUCTURE

Continue maximizing the use of digital health technology to improve the quality of care our providers can deliver, and the seamlessness of our patient, resident, and client experience across our neighbouring healthcare organizations.

Co-design our physical infrastructure by engaging patients, resident, clients, and providers to maximize the experience we provide while efficiently addressing the future clinical, environmental and community needs.

Provide a master planning process to ensure we are meeting the current and future needs of our community with regards to capital infrastructure investment.



## OUR PARTNERS

Strengthen linkages with the Ottawa West Four Rivers OHT, improving the overall population health with a focus on person centred care through enhanced experiences, reinvesting in care, and improving provider engagement.

Enhance two-way engagement with our community, promoting responsiveness, mutual understanding, and collaboration.

Invigorate our community participation and volunteerism, adopting differentiating approaches to attract, foster, and acknowledge community support.



## FINANCIAL STEWARDSHIP

Creatively engage with the broader system to ensure we have the resourcing required to deliver on our ambitious plan.

Seek innovative funding mechanisms, identifying unique areas of operational excellence, and opportunities for industry partnerships.