



Winchester
District
Memorial
Hospital

Our Strategic Plan 2019 to 2024



PLANNING FOR OUR FUTURE

At Winchester District Memorial Hospital (WDMH), our new strategic plan will guide us into the future by helping to focus our efforts and resources over the next five years.

The strategic plan was developed by a Strategic Planning Steering Committee composed of staff, physicians, volunteers, community members, and patients, in collaboration with the WDMH Board of Directors.

The committee heard presentations from health care experts, reviewed regional and provincial documents, and analyzed what is influencing the health care system. They looked at major health trends, reviewed the demographics of the communities served by WDMH and analyzed the hospital's utilization data.

The committee consulted 17 partner organizations and hosted internal focus groups. Internal and external planning surveys resulted in more than 600 responses.

The resulting strategic plan focuses on four central themes:

- ⇒ **Quality/Services**
- ⇒ **Our People**
- ⇒ **Partnerships/Integration**
- ⇒ **Accountability**

The plan will be reviewed every year as we set annual priorities within these themes.

Thank you to the Strategic Planning Committee for its diligent work.

COMPASSIONATE EXCELLENCE

WDMH's Commitment Statement is our anchor for all the work of the hospital.

The strategic plan helps to ensure that our commitment is prevalent in everything the hospital does – now and in the future.

Our Commitment

- We are here to care for our patients with compassion – close to home and with our partners.
- We pursue excellence in all we do.
- We are one team. We value respect, accountability, innovation and learning.

Compassionate Excellence



OUR STRATEGIC PLAN 2019 to 2024

Quality/ Services	Our People	Partnerships/ Integration	Accountability
<p>We will provide high-quality services to achieve the best possible patient experience and outcomes.</p> <p><i>We will:</i></p> <ul style="list-style-type: none"> • Partner with patients to improve their care • Serve as a collaboration hub to address community needs throughout all stages of life • Enhance patient access and interaction, including new digital opportunities • Conduct rural health research and apply evidence to support quality improvement • Ensure public awareness and understanding of patient services 	<p>We value our staff, physicians, volunteers and learners, and will foster a workplace where everyone is empowered to work to their full potential.</p> <p><i>We will:</i></p> <ul style="list-style-type: none"> • Live our Commitment Statement • Provide opportunities for growth and learning • Communicate effectively • Strengthen health, safety and wellness in our workplace • Be a workplace-of-choice for new applicants and our current team • Continue to foster engagement in WDMH decisions and activities 	<p>We will collaborate to improve our patients' transitions.</p> <p><i>We will:</i></p> <ul style="list-style-type: none"> • Share resources, including knowledge, information, education, technology, programs and advocacy efforts • Explore new opportunities, including those involving virtual services • Partner with physician organizations to address community needs • Partner with educational organizations to facilitate the transfer of knowledge and skills 	<p>We will demonstrate accountability in all relationships and ensure responsible stewardship of all resources.</p> <p><i>We will:</i></p> <ul style="list-style-type: none"> • Make decisions ethically, consistently and transparently • Actively engage in change involving the broader health system • Nurture a strong community relationship that encourages continuous investment in WDMH • Strategically invest in infrastructure, equipment and technology • Practice environmental responsibility