



“Cares”

2010 – 2015

Directions	Goals and Objectives
Care	<p><i>To provide excellent medical care to palliative patients in the RH and comprehensive family support services.</i></p> <ul style="list-style-type: none"> • Continuous quality improvement • Risk management • Integrated service delivery • Collaborative partnerships • Knowledgeable, skilled and dedicated team • Policies • Indicators, performance measures & evaluation • Accreditation
Accountability	<p><i>To maintain our commitment to public reporting and accountability for fiscal responsibility, resource utilization, quality program outcomes and community impact.</i></p> <ul style="list-style-type: none"> • Government accountability • Public and donor reporting • Regulatory and legal compliance • Stewardship
Resources	<p><i>To increase the financial resources available to Hospice and ensure adequate funds to support operations.</i></p> <ul style="list-style-type: none"> • Community fundraising • Corporate partnerships • Legacy Giving Program • Trust Fund Development • Investment Strategy • Capital Campaigns <p><i>To maintain an interdisciplinary team environment where staff and volunteers are supported and valued and where each member’s knowledge, skills and abilities are strengthened in order to achieve the organization’s goals.</i></p> <ul style="list-style-type: none"> • Respect and Equality • Communication • Continuing Education • Personal health and well-being • Team building • Recognition
Environment	<p><i>To maintain a quality facility.</i></p> <ul style="list-style-type: none"> • Safety, cleanliness, upgrades • Green Sustainability
Sustainability	<p><i>To ensure the organization has the resources required for future success.</i></p> <ul style="list-style-type: none"> • Partnerships • Leadership • Succession Planning

Achieving Our Goals and Objectives

Care

Goal: *To provide excellent medical care to palliative patients in the RH and comprehensive family support services.*

Annual Targets:

- ❑ We will work to continuously improve the quality of care, follow national best practices and reduce risks to our patients, families, staff and the facility.
- ❑ Strong, collaborative partnerships with the SJRH, EMP and family physicians will ensure that the right patient is in the right bed at the right time with the right care provider.
- ❑ Continuing education will establish a dedicated and skilled team.
- ❑ Clear policies will provide a framework for the effective and safe delivery of care.
- ❑ We will strive to maintain or exceed a high level of satisfaction with the delivery of care.
- ❑ Quality indicators will be established for performance measures.

Accountability

Goal: *To maintain our commitment to public reporting and accountability for fiscal responsibility, resource utilization, quality program outcomes and community impact.*

Annual Targets:

- ❑ Resources will be used to deliver quality program outcomes.
- ❑ Performance outcomes will continue to be published on our website and in our community donor reports.
- ❑ All legal and regulatory responsibilities will be respected and delivered in a timely fashion.
- ❑ As temporary stewards, we will continue to care for the organization with the goal of nurturing and growing the resources and services to meet community needs.

Resources

Goal: *To increase the financial resources available to Hospice and ensure adequate funds to support operations.*

Annual Targets:

- ❑ Increased community support through new and renewed corporate partnerships and increased individual donations.
- ❑ Adequate capital funding to support infrastructure improvements.
- ❑ Establishment of a Legacy Fund which will grow to \$1M++ to support operations and capital needs.
- ❑ An investment strategy that effectively balances the operational needs of today and the plans/needs for tomorrow.

Resources

Goal: *To maintain an interdisciplinary team environment where staff and volunteers are supported and valued and where each member's knowledge, skills and abilities are strengthened in order to achieve the organization's goals.*

Annual Targets:

- ❑ Employee and volunteer satisfaction and engagement will meet or exceed expectations.
- ❑ All will respect and abide by the Respectful Workplace Policy or choose not to work or volunteer with Hospice.

Environment

Goal: *To maintain a quality facility.*

Annual Targets:

- ❑ Appropriate cleaning and maintenance staff will be hired and supported to maintain a quality facility.
- ❑ A new Workplace Health & Safety Committee will ensure safe work practices.
- ❑ We will continue to practice and deliver green sustainability practices.
- ❑ Public feedback will be positive on the quality of the facility.
- ❑ Required upgrades will be listed in order of priority.

Sustainability

Goal: *To ensure the organization has the resources required for future success.*

Annual Targets:

- ❑ Solid community partnerships will ensure quality care and sustainability.
- ❑ Strong, committed leadership will ensure effective succession planning and resource development.
- ❑ We will work to ensure the organization will continue to thrive beyond the current management and leadership teams.