

COMMITMENTS TO OUR communities



HURON PERTH
HEALTHCARE
ALLIANCE

Thank you for reviewing the Huron Perth Healthcare Alliance's (HPHA) **Commitments to Our Communities: 2018 – 2021**.

As we developed this, we focused our efforts in two main areas. First, to commit to you that the care we provide is of the highest quality. Secondly, to commit to you that this high quality care will continue to be available tomorrow, next month, and next year.

This commitment to high quality care today and tomorrow is guided by the HPHA's new **Values, Mission and Vision**. These were developed after extensive discussion with our staff, volunteers, physicians, patients, partners and community and are designed to reflect how seriously we take the trust people place in us to do what is right. Our Values, Mission and Vision will come to life through the decisions we make, through the way we include all impacted by those decisions, and through how we act.

We make these statements knowing that our actions will be driven relentlessly by our **Guiding Principles: People, Partnerships and Performance**. All that we do will support one or more of these principles and we commit to you that all decisions we make will strengthen our organization in these important areas.

As you review the commitments of the Huron Perth Healthcare Alliance, take time to familiarize yourself with our organization by becoming informed. You can do this by visiting our website at www.hpha.ca or joining us on social media via our Facebook and Twitter accounts. Feedback is always welcome and you can provide that by emailing us at administration@hpha.ca or by giving us a call at 519-272-8205.

OUR HPHA

VALUES

Compassion,
Accountability,
Integrity

MISSION

Collaborating
for Exceptional
Care

VISION

Innovating for
Exceptional
Health



HURON PERTH
HEALTHCARE
ALLIANCE

People

engaging with passion

Focusing on people ensures that our patients and their loved ones will be engaged partners in the care received.

We will do nothing for you without you. We make the same commitment to our team of staff, physicians and volunteers. Our top priority will always be to provide a safe, healthy work environment where you are engaged in all that you do. Anything less is unacceptable and would place unnecessary barriers between you and those you are here to support.

Finally, to the people who live and work in the communities we support, we commit to being an organization built on transparency, that will engage broadly and that will never shy away from advocating for change when change contributes to high quality healthcare today and tomorrow.

Strategic Goals

Create exceptional patient, family and staff experiences.

Advance knowledge, skill and ability.

Engage patients, families, our team and communities.

Commitments

- Those who are affected by decisions will be involved in making the decisions.
- All appropriate corporate information will be transparent and readily available.
- HPHA Values will be reflected in all that we do.
- Staff will have access to the tools and information necessary to meet performance expectations.
- Feedback received from our patients, their families and our staff will result in improved care, care processes and work environments.
- Staff will have access to leadership development opportunities.



Partnerships

collaborating with purpose

Valued partnerships have the ability to transform our healthcare system in a manner that makes it truly person-focused.

The HPHA recognizes this and knows that we are stronger together and that many of the most important advances in care are going to result when we break down barriers between and amongst the systems' various providers.

Whether primary care, public health, long-term care, community care, home care, hospital care, mental health, or emergency services, the mandate of each is better achieved when we all work together, in the best interests of the people we are here to support.

Strategic Goals

- Develop and strengthen relationships.
- Drive care coordination.
- Lead system development.

Commitments

- Appropriate patient information will be available to partners.
- The health of the population we support will drive decision making.
- Partners affected by decisions will be involved in making the decisions.
- The capabilities and skills of the HPHA will be available to partner organizations where beneficial.
- System barriers to quality care will be identified and addressed.
- Appropriate processes and protocols will be standardized or coordinated across partner organizations.



Performance

exceeding expectations

Strong performance is key to continued success, not only for the HPHA but for our system as a whole.

Healthcare is clearly an important social program in Canada, however healthcare is one of Canada's largest businesses and needs to be built on a foundation of good business practices. These practices need to reinforce timely and appropriate access to care, financial integrity, sustainability and adaptability.

In a word, healthcare needs to be accountable. We will commit to viewing all that we do through this lens and will ensure that the care provided is built on engagement, best practice and evidence along with being delivered in the most appropriate manner and in the best location.

Strategic Goals

- Provide a safe environment.
- Manage resources responsibly.
- Deliver exceptional quality care.

Commitments

- All relevant health and safety expectations will be met.
- All potential areas of risk will be identified and addressed.
- Resources necessary to manage the organization responsibly will be readily available.
- All money spent will result in maximum value.
- Timely access to care will drive investment decisions.
- Accepted and appropriate best practices will be identified and implemented.



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The Huron Perth Healthcare Alliance receives funding from the South West Local Health Integration Network (SWLHIN). The opinions expressed in this publication do not necessarily represent views of the SWLHIN.

Graphic design by CreativeFeats.com Photography by TerryManzo.com
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