

Physiotherapy



# COMMITMENTS TO OUR communities



2025 - 2028

## REMARKS FROM THE BOARD CHAIR AND PRESIDENT & CHIEF EXECUTIVE OFFICER

Thank you for reviewing the Huron Perth Healthcare Alliance's (HPHA) updated Commitments to Our Communities—our strategic plan. First developed in 2019, this plan reflects our evolving focus on two main priorities: delivering the highest quality care today, and ensuring this same level of care remains accessible tomorrow, next month, and in the years ahead.

Our commitments are guided by HPHA's Values, Mission, and Vision—established through meaningful engagement with staff, volunteers, physicians, patients, partners, and the broader community. They reflect the deep trust placed in us and our steadfast commitment to doing what is right. They guide our decisions, shape how we interact with stakeholders, and inform our actions.



**Compassion, Accountability, Integrity**



**Collaborating for Exceptional Care**



**Innovating for Exceptional Health**

Three Guiding Principles—People, Partnerships, and Performance—consistently shape our work. Each decision we make aligns with one or more of these principles to strengthen our organization. Most recently, the Board of Directors enhanced these principles by endorsing a greater emphasis on social accountability, system transformation, and digital innovation. This recognizes that building a stronger healthcare system depends on achieving a healthier population, which can only be realized through deliberate decisions that support the social determinants of health for all.

Each year, we establish objectives, key performance indicators, and milestones to measure progress against these commitments. We invite you to stay informed and learn more about our work at [www.hpha.ca](http://www.hpha.ca) or by following us on Facebook and Instagram. We welcome your feedback at [administration@hpha.ca](mailto:administration@hpha.ca) or by phone at 519-272-8205. The next full review of the plan is scheduled for 2029/2030.

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# PEOPLE

engaging with passion

We are guided by a simple but powerful principle: “Nothing for you, without you.” This applies to everyone—patients, families, caregivers, staff, physicians, and volunteers. By centering people in our work, we build meaningful partnerships in both care delivery and service design.

Our highest priority is providing a safe and healthy workplace. In addition to delivering compassionate, high-quality care, HPHA is committed to environmental sustainability by reducing our operational impact.

To those who live and work in the communities we serve, we commit to being transparent, engaged, and bold advocates for the changes needed to support both a healthier population, and high-quality care—now and in the future.

## STRATEGIC GOALS

- Advance Social Accountability: Focus health priorities on marginalized or underserved populations.
- Drive Exceptional Experiences: Deliver timely, equitable, culturally safe, and collaborative person-centered care.
- Foster Proactive Engagement: Engage patients, caregivers, staff, partners, and communities in health promotion, illness prevention, and service design.

## STRATEGIC COMMITMENTS

- Kindness First: Empathy and kindness will guide our actions in a culture that values equity, inclusion, diversity, and anti-racism.
- Values-Based: Compassion, Accountability, and Integrity will be evident in all that we do.
- Listening Intently: Feedback from patients, families, caregivers, volunteers, staff, partners, and community members will drive continuous improvement.
- Developing All: Staff and volunteers will be supported through ongoing learning and development.
- Communicate Clearly: We will promote transparency and ensure all voices help shape the organization’s direction and tone.



# PARTNERSHIPS

collaborating with purpose

Partnerships are central to transforming healthcare into a truly person-centered system.

HPHA recognizes that we are stronger together. Many of the most significant improvements occur when providers collaborate across traditional boundaries. This ensures care is delivered at the right time, in the right place, and by the right provider.

Whether in primary care, public health, long-term care, home and community care, hospital services, mental health, or emergency response —our collective impact is greatest when we work together, united in service to those we care for.

## STRATEGIC GOALS

- **Foster Collaborative Relationships:** Build trusted partnerships grounded in mutual respect and shared accountability.
- **Advance Integrated Care:** Improve coordination across the care continuum to enhance access, quality, and experience.
- **Drive System Transformation:** Serve as a catalyst for innovation and alignment across the healthcare system.

## STRATEGIC COMMITMENTS

- **Population Health-Centered Decisions:** Focus on improving community health outcomes.
- **Inclusive Governance:** Engage all stakeholders in decisions that impact them.
- **Shared Capability:** Contribute HPHA's knowledge and expertise to build system-wide capacity.
- **Barrier Reduction:** Identify and eliminate obstacles to accessing high-quality care.
- **System Alignment:** Align goals, processes, and protocols with partners to enable seamless care.



# PERFORMANCE

exceeding expectations

Strong performance is critical—not only for HPHA but for the entire health system.

Healthcare is a vital public service and one of Canada's largest sectors. It must be grounded in responsible business practices that protect financial sustainability and ensure timely, appropriate care.

Above all, healthcare must be accountable. At HPHA, we evaluate our work through this lens—ensuring services are grounded in engagement, innovation, evidence, and best practice, and are delivered in the most efficient and effective setting.

## STRATEGIC GOALS

- Foster Responsible Resource Management: Use human, financial, physical, and technological resources ethically, efficiently, and effectively.
- Advance Digital Innovation: Use technology to enhance care delivery and system performance.
- Drive Exceptional Quality Care: Provide care that is person-centered, safe, timely, equitable, and continuously improved.

## STRATEGIC COMMITMENTS

- Clear, Transparent Priorities: Align resource allocation with organizational and system goals.
- Aligned Performance Indicators: Set annual goals that support strategic objectives.
- Timely Access: Place priority on investments that improve access to appropriate care.
- Leading Practices: Apply evidence-based standards and best practices.
- Exceptional Performance: Equip staff with tools and information to meet high standards.

