

Statement of Values

'West Parry Sound Health Centre CARES'

We believe that our staff is the most important resource in our organizational commitment to these enduring and fundamental values.

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COMPASSION

We believe that every person within and relating to WPSHC has distinct physical, psychological, social, emotional, and spiritual needs which must be compassionately addressed with dignity, care, respect, and empathy.

ACCOUNTABILITY

We believe that WPSHC is accountable for providing the best possible outcomes of care constantly seeking out ways to improve quality and service; promoting a learning environment; fostering essential partnerships and linkages; and being efficient and effective resource managers.

RIGHTS AND RESPONSIBILITIES

We believe that every person has the right to access quality health care and to participate in decisions affecting that care, and that every person has a responsibility for his/her own health. We believe that every person has the right to a healthy workplace and to participate in decisions affecting that workplace; and that everyone has the responsibility to contribute to that environment.

EXCELLENCE

We believe that WPSHC strives to be a model of excellence in the services it provides, in the environment in which it operates, and in all the processes utilized in the provision of those services.

SAFETY

We believe that safety is lived and actively encouraged every day as a shared responsibility among those providing, supporting, and receiving care. We work hard to maintain and promote all aspects of safety including physical and emotional safety through staff participation, education, increased awareness, managing risk, and eliminating harm.



2023-2025 STRATEGIC PLAN



6 Albert Street • Parry Sound, Ontario • www.wps hc.com

*"A leader in innovation
and collaboration."*

Our Vision
A health leader
in innovation
and collaboration.

Our Mission
A provider and partner in the
delivery of exceptional care.

Statement of Purpose

The meaning of Patient and Family Centred Care at WPSHC

Receiving and providing Patient and Family Centred Care means sharing mutual respect for honest communication, diversity, and equality; actively engaging with patients, families, and other providers in the development and delivery of safe exceptional care.

It means providing the care we expect to receive. We are all patients and families.

Definition of Patient and Family Centred Care at West Parry Sound Health Centre developed by the Board of Directors in consultation with staff and partners.



ACTIVELY PARTICIPATING WITH REGIONAL PARTNERS
IN HEALTH SYSTEM TRANSFORMATION

Our Strategic Priorities

Safe, High Quality Services
Partnering with patients, their families, and our communities to provide quality care that places them at the centre of everything we do..

Financial Health
An accountable and efficient health care organization that makes effective use of all its resources.

A Just Culture and Learning Environment
Working with staff, volunteers, physicians, and health system partners in sustaining safe and healthy workplaces built on organizational cultures of respect, equity, responsibility, teamwork, and continuous quality improvement.

Engagement and Partnerships
Collaborating with the patients and families we serve by supporting active participation in the planning and delivery of patient and family centred care. Working together with our partners and our communities and aspiring to understand and provide culturally-sensitive and equitable access to care and improve health outcomes for everyone in our changing and growing population.

West Parry Sound OHT Working Group

Accountability

- Board Quality and Safety Committee
- Chief of Staff and Leadership Team
- Medical Advisory Committee
- Medical and Clinical Quality Improvement Teams

- Board Property and Finance Committee
- Audit Committee
- Leadership Team

- Leadership Team
- Joint Health and Safety Committee
- Quality Worklife Initiatives Committee

- Board Community Engagement Committee
- Leadership Team
- Patient and Family Advisory Council

Partner organization boards

Measurement

- Quality and Safety Committee Work Plan
- Quality Improvement Plan*
- Publicly reported indicators*
- Patient Experience / Satisfaction Surveys

- Property and Finance Committee Work Plan
- Hospital Accountability Planning Submission
- Operating and Capital Statements
- Audited Financial Statement*

- Quality of Worklife Survey
- Safety Indicators
- Ontario Hospital Association Safety Group
- Quality Worklife Initiatives Committee scorecard

- Community Engagement Committee Work Plan
- Community Engagement Reporting

Provincial standards and evaluation

OHT
In development

Ontario Health Teams are groups of health care providers and organizations, clinically and fiscally accountable for delivering a full and coordinated continuum of care to a defined geographic population. WPSHC is committed to working with our OHT partners within the care continuum and across all of our Strategic Priorities.

* publicly posted or available at www.wpshc.com



Patient Relations - we want to hear your compliments and concerns

In person • Hand written • Online

- Ask for a Department Manager's contact information.
- Send us a letter - 6 Albert Street, Parry Sound, P2A 3A4.
- Write your comment online at www.wpshc.com by using the 'Contact Us' button and clicking on 'My Concern.'



Open and Accountable
to the communities we are privileged to serve

- Look online at www.wpshc.com for our annual Quality Improvement Plan and other accountability documents.
- Ask for a printed copy.

West Parry Sound Health Centre's Strategic Plan and the Statement of Values are subject to annual review by the Board of Directors. This plan was most recently update June 2023.