



**WNGH Board of Directors**  
**Goals and Objectives**  
**2014-2015**

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**The West Nipissing General Hospital is a health care leader in our community and within our district. As a small hospital we are open and ready to assess and confront the challenges for today and tomorrow. Our overarching goal is to be a high performing health care system meeting the needs of our patients in a safe and quality fashion while remaining conscious of our ever changing fiscal and political environment.**

1. Realizing high quality care through strategic direction:
  1. Continue to support the 5 year Strategic Plan (2013-1018)
  2. Support the Quality Committee of the board
  3. Monitor compliance with the Excellent Care for All Act (ECFFA) through Quality Improvement Plan (QIP)
  4. Review, analyze and trend Big Dot indicators through Quality Committee
  5. Review and discuss patient satisfaction survey results
  6. Review and discuss employee satisfaction survey results
  7. Discuss complaints and patient stories
  8. Aim for a Gold Quality Healthcare Workplace Award, which acknowledges three years of awards (1 bronze, 2 silvers)
  9. Support Accreditation Canada and surveying process to achieve 2014 Accreditation Award
  
2. Support Health and Safety at all levels within the organization:
  1. Encourage membership and participation on the OHA Safety Group
  2. Support meeting Ministry of Labour work orders as per legislative matters

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3. Commitment to patient and family centered care with a positive patient experience:
  1. Patients and family will be treated with respect and dignity
  2. WNGH will understand and respect the diversity among its patient population (race/ethnicity/language)
  3. Support changes implemented by management that foster patient and family centered care
  4. Incorporate patient and family perspectives into quality
  5. Review and discuss patient survey results annually
  6. Patient stories will be shared at the board level regularly
  7. Critical incidents will be shared at the board level quarterly or as needed
  
4. Support integration opportunities:
  1. Support WNGH as the lead agency for Health Links in Nipissing
  2. Optimizing health human resources while addressing high priority needs in our community
  3. Support collaboration between health care providers, patients, families, LTC homes, home care and community supports
  4. Support and encourage a collaborative model of care