



Hôpital général de Nipissing Ouest The West Nipissing General Hospital

725 ch. Coursol Rd., Sturgeon Falls, ONTARIO P2B 2Y6
TEL: (705) 753 - 3110 • FAX: (705) 753 - 0210

WNGH Board of Directors

Goals and Objectives

2015-2016

The West Nipissing General Hospital is the major health care provider in the community of West Nipissing and one of the largest employers. As a small hospital we acknowledge the challenges in today's environment and are conscious of the challenges we may face tomorrow. Our overarching goal is to function as a high performing health care system meeting the needs of our patients in a safe and quality manner in this ever changing fiscal and political environment.

1. Realizing high quality care through strategic direction:

1. Continue to support the 5 year Strategic Plan (2013-2018)
2. Support the Quality Committee of the board
3. Support a patient representative
4. Monitor compliance with the Excellent Care for All Act (ECFFA) through Quality Improvement Plan (QIP)
5. Review, analyze and trend Big Dot indicators through Quality Committee
6. Review and discuss patient satisfaction survey results
7. Review and discuss employee satisfaction survey results
8. Review and discuss complaints and patient stories
9. Aim for a Gold Quality Healthcare Workplace Award (1 bronze, 3 silvers)
10. Support the maintenance efforts of the Accreditation with Commendation award.

**WNGH Board of Directors
Goals and Objectives
2015-2016**

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
3. Support changes and improvements as per existing and new legislation.

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. 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 Nipissing District Health Links
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.