

# Welcome

The system will perform how we design it, we have a unique opportunity to transform it together

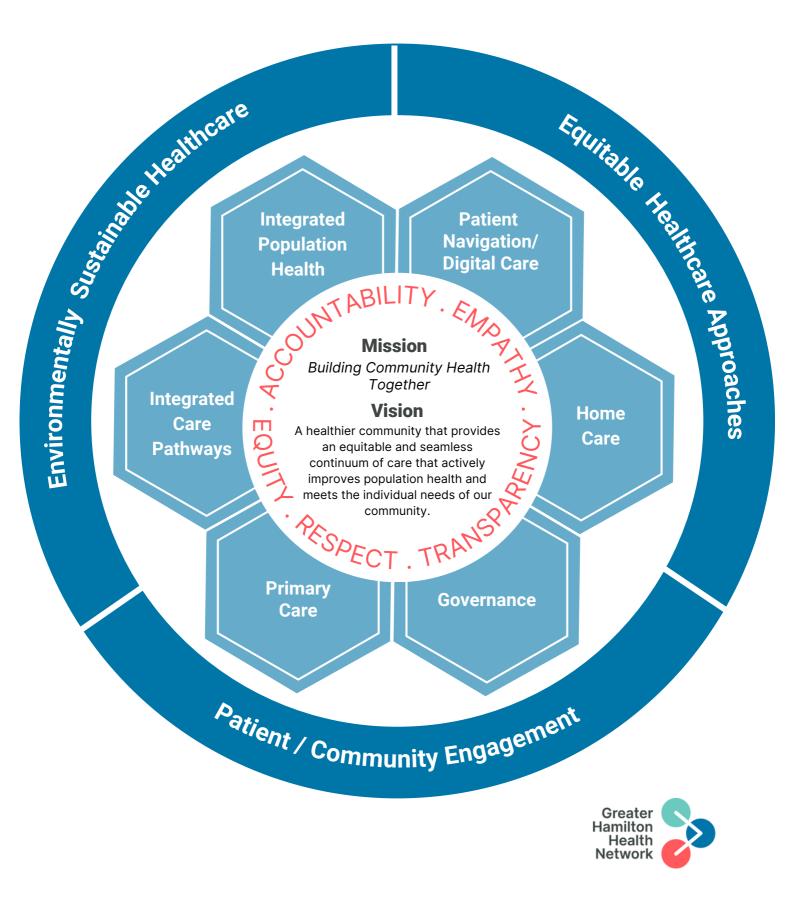
We are pleased to present our GHHN strategic plan refresh! This year has brought new light and direction for Ontario Health Teams (OHTs).

In September, it was announced that the Greater Hamilton Health Network (GHHN) is one of 12 OHTs chosen to implement an advanced workplan and work towards OHT designation at a rapid rate. With this advancement comes the introduction of new work priorities like home care and integrated clinical pathways and continuation of important focused areas such as primary care, system navigation, integrated population health and governance. The GHHN remains committed to supporting locally important initiatives as well as provincial priorities and we will do so with a lens of creating an equitable care system with the person at the center.

We look forward to continuing to engage with patients and partners as we move this work along. Thank you for helping us lead the way provincially!

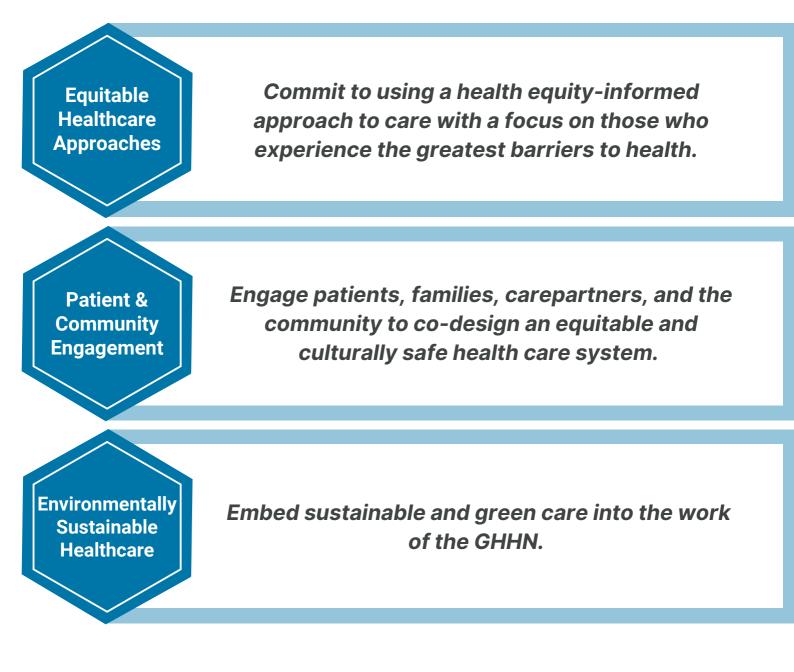
Melissa McCallum Executive Director GHHN Priorities "Co-designing healthcare. Good things are up ahead."

### STRATEGIC PRIORITIES 2024/25



### PRINCIPLES

The three overarching principles are key to all of the work we do across the GHHN. We will be making decisions on care pathways based on these core principles over the next year but will remain nimble enough to respond to ongoing system and community pressures.





### **STRATEGIC PRIORITIES**

### Patient Navigation/ Digital Care

Co-design and align digital and navigation services to improve patient and provider movement throughout the system.

#### **Home Care**

Plan, prepare and engage to modernize home care within the OHT model.

#### Governance

Strengthen and expand the governance structure to support the current and future state of the GHHN.

#### **Primary Care**

Connect primary care providers to improve clinical outcomes for patients and advance integrated planning using population health approaches.

#### Integrated Care Pathways

Co-design integrated, sustainable, and equitable health pathways

### Integrated Population Health

Collaborate with local stakeholders and patients to improve health and wellbeing for priority populations within the GHHN catchment.

## VALUES

The purpose of the Patient Family CarePartner Declaration of Values (PFCDV) is to articulate patient, family and carepartner expectations of Ontario's health care system. The declaration is intended to serve as a compass for individuals and organizations who are involved in healthcare and social service delivery and reflects a summary of the principles and values that patients, families and carepartners note as important to them. It is meant to create a partnership between individuals interacting with the health care system including patient, family and carepartners and those who provide health services. The PFCDV should be used by providers across the health care and social service system in addition to patients, families and carepartners to inform partnership in care.

• Open and seamless communication about our care.

Accountability

**Empathy &** 

Compassion

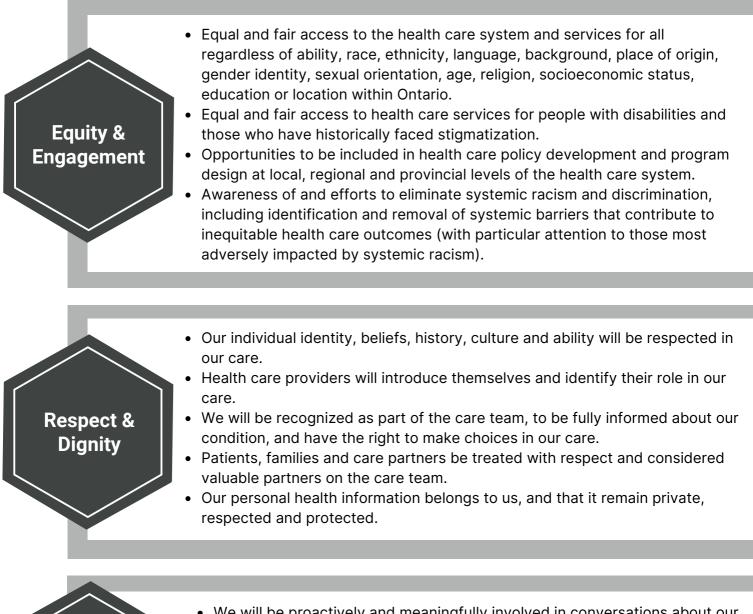
- Everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- A health care culture that demonstrates that it values the experiences of patients, families and care partners and incorporates this knowledge into policy, planning and decision making.
- Patient, family and care partner experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
- Health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- Health care providers will comply with their professional responsibilities and to deliver safe care.

#### • Health care providers will act with empathy, kindness and compassion.

- Individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
- We will be treated in a manner free from stigma, assumptions, bias and blame.
- Health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and care partners.



## VALUES



Transparency

- We will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- Our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- A transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

### **STAY CONNECTED**

