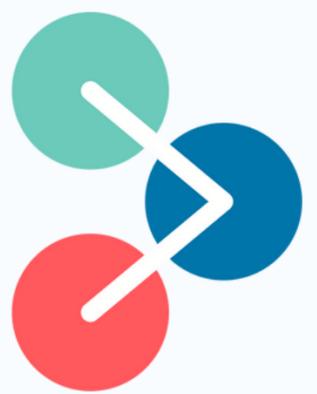




ANNUAL BUSINESS PLAN

*BUILDING COMMUNITY
HEALTH TOGETHER*

Greater
Hamilton
Health
Network
ONTARIO HEALTH TEAM



2025/26

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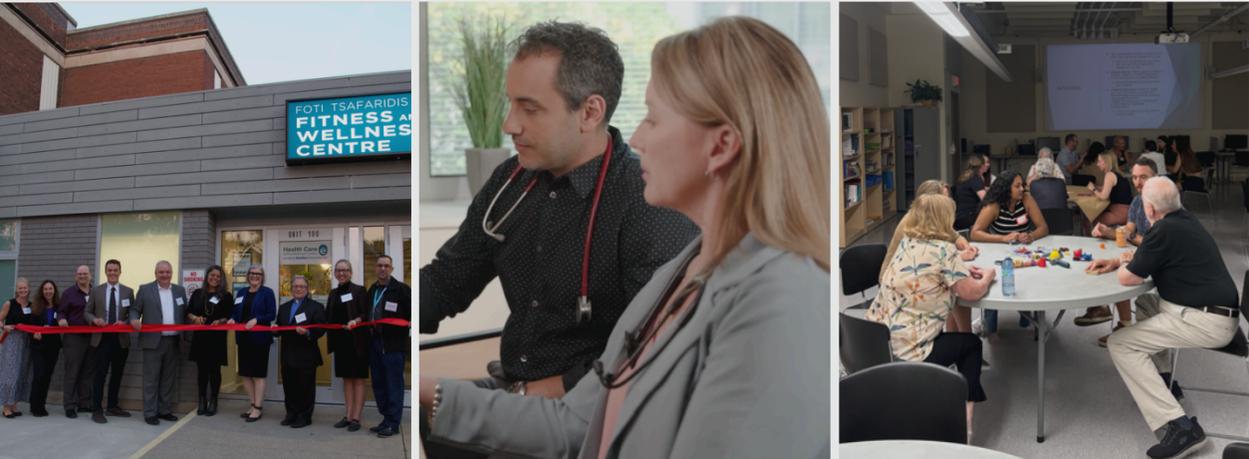
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MISSION

Building Community Health Together



VISION

A healthier community that provides an equitable and seamless continuum of care that actively improves population health and meets the individual needs of our community.



OUR GHIN

**680+ Primary
Care Network
Members**

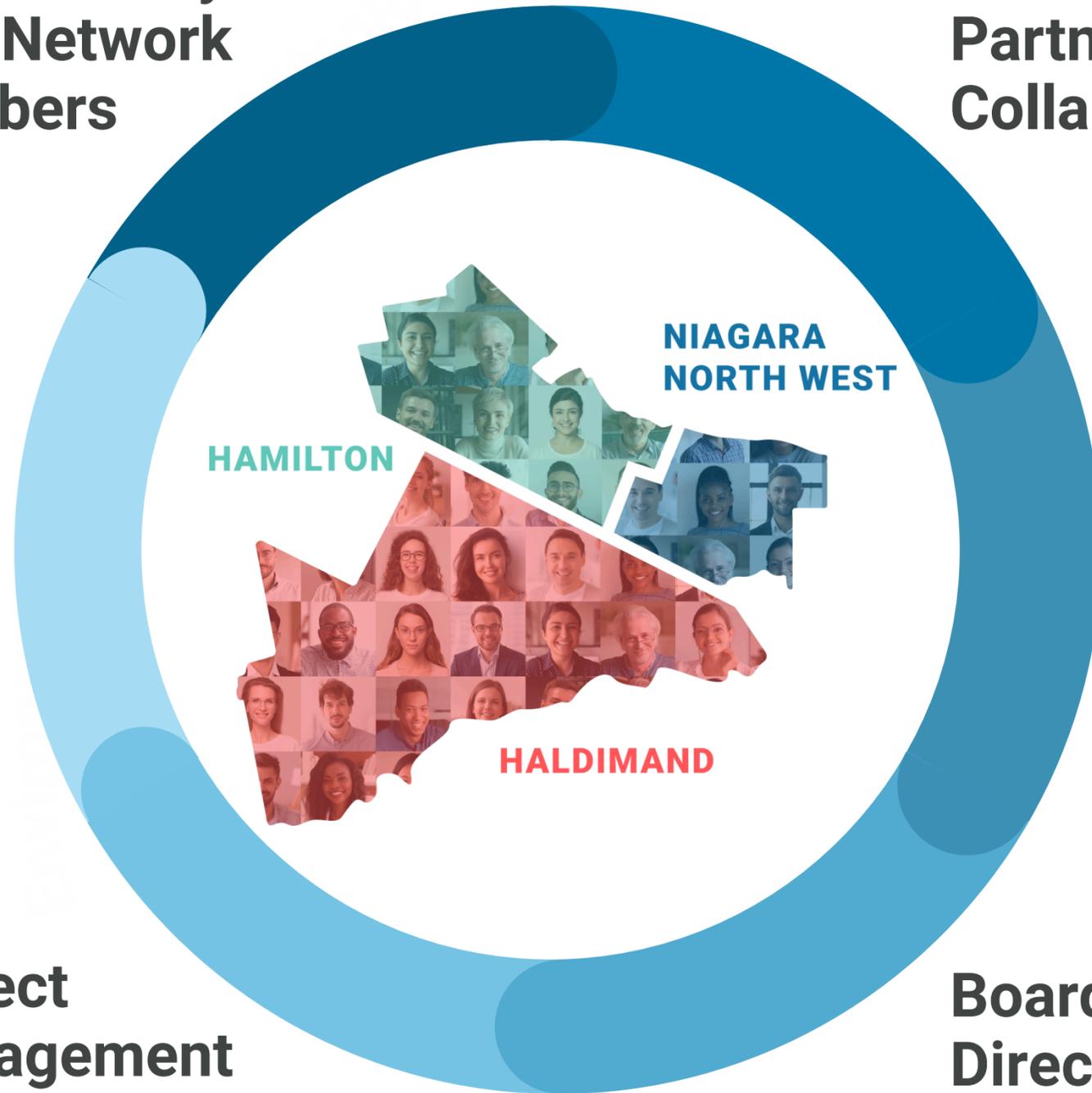
**150+
Partners &
Collaborators**

**700k
Attributed
Population**

**Patient Family
CarePartner
Leadership
Network**

**Project
Management
Office**

**Board of
Directors**





The Greater Hamilton Health Network's 2025/26 Annual Business Plan reflects our continued commitment to strengthening primary care access, advancing integrated clinical initiatives, and building the capacity of our Ontario Health Team. The Board remains focused on measurable outcomes, responsible stewardship of resources, and alignment with both provincial priorities and local community needs.

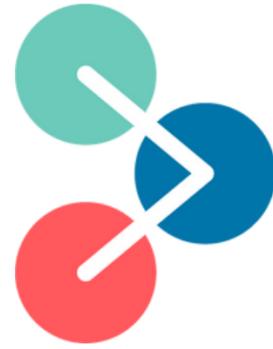
A key priority this year is increasing primary care attachment through coordinated work and collaboration with the many diverse organizations that serve our GHHN communities. We will strive to support people to get connected to comprehensive care that is close to where they live and integrated to meet the holistic needs of people.

Our Board remains committed to culturally safe care, strong governance practices, and meaningful engagement with patients, families, carepartners, and community partners. Together, we are confident in our shared ability to deliver better, more connected care for the people we serve.

France Vaillancourt
BOARD CHAIR



Building Community Health Together



The Greater Hamilton Health Network (GHHN) is one of the first Ontario Health Teams across the province, with a purpose of transforming healthcare in partnership with patients, families, care partners, primary care, local organizations and the community.

A collaboration of local health and social service partners, the GHHN includes representation from more than 150 organizations.

We are a dedicated group of professionals, organizations and people with lived experience working to co-design a patient centered health system, grounded in engagement, health equity and the local needs of the communities we serve across Hamilton, Haldimand, and Niagara Northwest.

Who We Are

The GHHN is committed to engaging partners, patients, families, carepartners, our communities, and primary care in co-designing and building a connected healthcare system centered in health equity.

Ensuring all patients receive the right care, at the right time, in the right place.

Our Commitment

The Greater Hamilton Health Network's Annual Business Plan is created to shape and direct strategic decision-making for our Ontario Health Team, and provide direction for our collaborative work with partners.

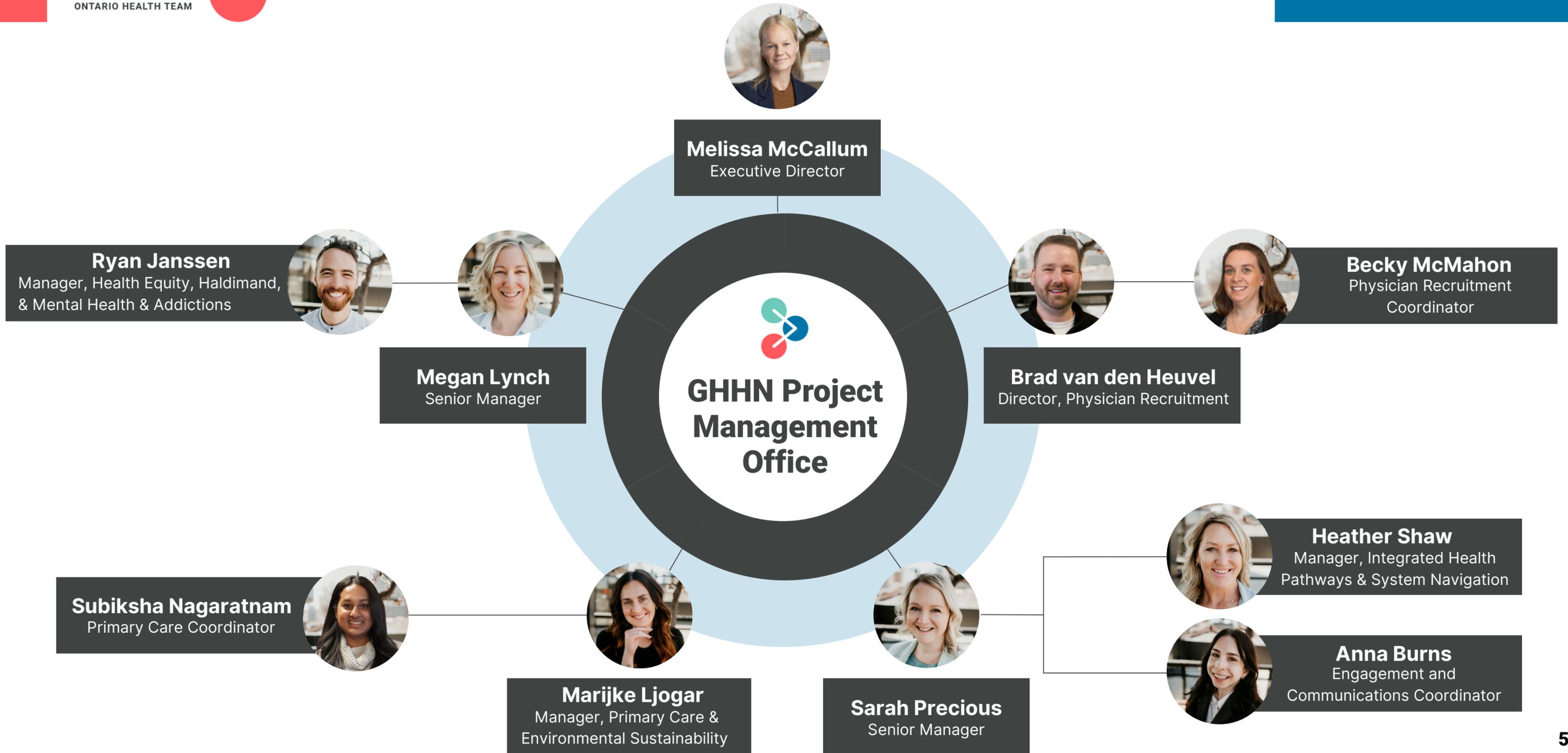
The GHHN 2025-26 Annual Business Plan is a blend of local, community, and provincial priorities.

We are grateful for our staff, patients, families, carepartners and community leaders who are championing this work and working together to build local capacity and transform healthcare.

Our Plan

MEET THE TEAM

*Building Community
Health Together.*



STRATEGIC PRIORITIES AND GOALS AT-A-GLANCE

Ontario Health Team Capacity Building and Governance

- ✓ Increase staff, patient advisor, and board capacity in equity & engagement practices
- ✓ Foster a healthcare system centered on Engagement and Health Equity
- ✓ Strengthen and evaluate GHHN Engagement, partnerships, and governance

Primary Care Access and Attachment

- ✓ Expand Access to Primary Care
- ✓ Engage and further advance the Primary Care Network

Local Community Programs and Supports

- ✓ Locally develop priorities
- ✓ Patient Advisor led initiatives
- ✓ Strengthen Integrated Care Delivery

Integrated Care Initiatives

- ✓ Enhance System Navigation
- ✓ Optimize Operational Excellence and Efficiency
- ✓ Improve health outcomes in high impact areas



STRATEGIC PRIORITIES

KEY PERFORMANCE INDICATORS (KPI'S)

Building Community Health Together.

Ontario Health Team Capacity Building and Governance

-  100% of all GHHN staff complete equity training
-  ≥ 80% of working groups include Patient Advisors
-  100% of all Staff, Patient, Family, and CarePartners receive engagement training
-  Advance to 'Level 2' or higher in the Creating Engagement Capable Ontario Health Teams Framework

Primary Care Access and Attachment

-  Increase participation in the GHHN Primary Care Network
-  Increase participation in primary care provider survey
-  Overall increase of patients attached to a primary care provider
-  Facilitate matching of patients from the Health Care Connect (HCC) wait list to team based primary care

Local Community Programs and Supports

-  Increase participation in GHHN led Women's Health Days
-  Enhance cultural safety and responsiveness across the GHHN
-  Increase engagement and improve understanding of community resources among older adults and caregivers
-  Increase coordination and consistency in communications between Health Service Providers and the Haldimand public

Integrated Care Initiatives

-  Increase participation in three key cancer screens; Colorectal, Mammography, Cervical cancer screening
-  Increase participation in use of HealthPathways digital tool
-  GHHN providers aligned and operating under a single ALC action plan
-  Reduce the rate of ER visits and hospitalizations related to chronic disease
-  **#** Number of Collaborative OHT Projects



PRINCIPLES

Our 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.

Equitable Healthcare Approaches

Commit to using a health equity-informed approach to care with a focus on those who experience the greatest barriers to health.

Patient & Community Engagement

Engage patients, families, carepartners, and the community to co-design an equitable and culturally safe health care system.

Environmentally Sustainable Healthcare

Embed sustainable and green care into the work of the GHHN.

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.

Accountability

- Open and seamless communication about our care.
- 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 carepartners and incorporates this knowledge into policy, planning and decision making.
- Patient, family and carepartner 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.

Empathy & Compassion

- 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

Equity & Engagement

- Equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario.
- Equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
- Opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
- Awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

Respect & Dignity

- Our individual identity, beliefs, history, culture and ability will be respected in our care.
- Health care providers will introduce themselves and identify their role in our care.
- We will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- Patients, families and care partners be treated with respect and considered valuable partners on the care team.
- Our personal health information belongs to us, and that it remain private, respected and protected.

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



[greaterhamiltonhealthnetwork.ca](https://www.greaterhamiltonhealthnetwork.ca)



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@GHHN_TheNetwork



<https://www.linkedin.com/company/greater-hamilton-healthnetwork>

