



A year in review: 2017 to 2018

This past year has been a busy one at Grand River Hospital as we continued to focus on working with patients, their families and caregivers, and our many health system partners to provide high quality care. Each year, in addition to providing care and services to our patients, in alignment with our strategic plan, GRH identifies priority initiatives to continuously improve the care provided and operational efficiency.

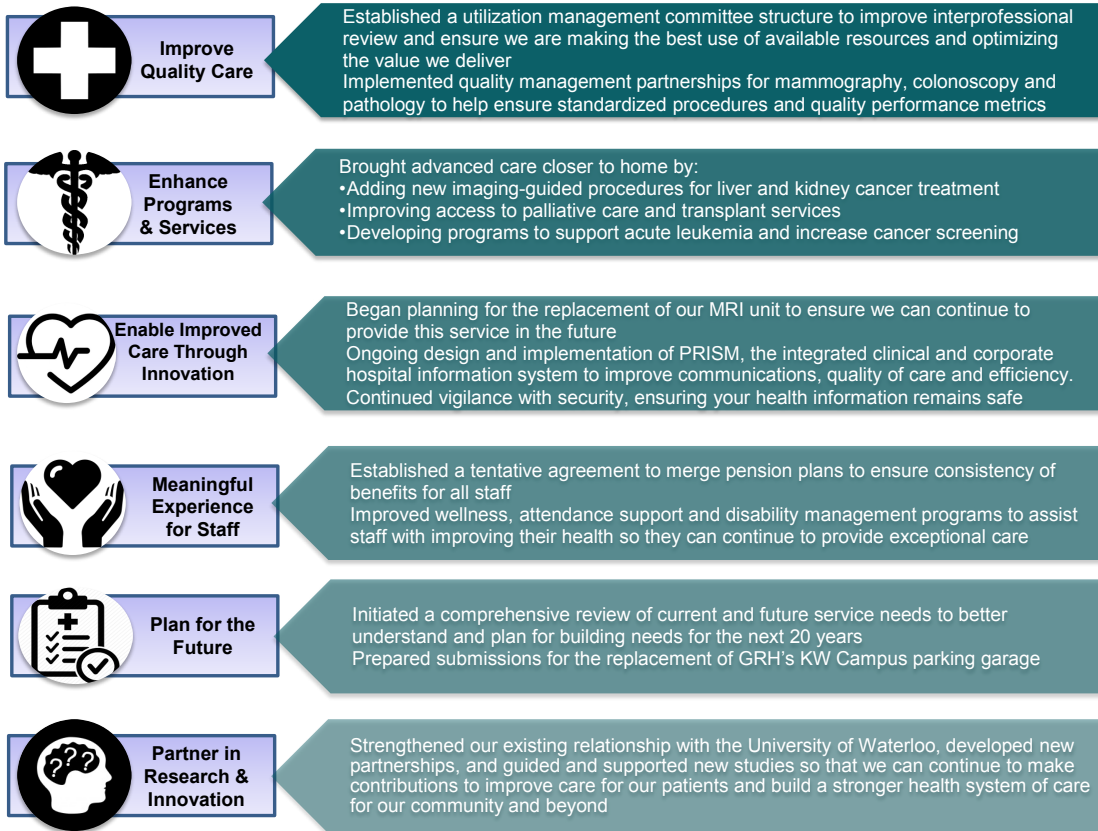
Looking back over the past year, we are pleased to report that we have made strong progress as an organization. Our successes have been achieved in partnership with our staff, physicians, volunteers, community partners and most importantly our patients and their families in our ongoing pursuit of advancing exceptional care.

In 2017/18 the Operating Plan articulated priorities aimed at:

- enhancing quality, patient safety and research;
- continued investment in building the knowledge, skills and abilities of our staff, physicians and volunteers to provide care that meets the needs of patients and families;
- improving organizational productivity and effectiveness; and
- investing in our infrastructure all within a balanced budget.

Progress at a glance

Every day our dedicated nurses, physicians and other hospital staff and volunteers work hard to provide exceptional care. This report summarizes just some of the progress made against the goals established in the 2017/18 Operating Plan.



Continuing our journey

Congratulations and thank you to everyone who was involved in these achievements. These accomplishments are being realized as we maintain our focus on delivering safe, quality care on a daily basis.

We are excited to build on this momentum in the upcoming year as we continue to focus on advancing exceptional care together.

