

Grand River Hospital 2020-2021 Integrated Plan

The Grand River Hospital 2020-21 Integrated Plan outlines our organization's priorities for the next three years with an increased focus on the 2020-2021. This includes the need to continue to focus on our response to the COVID-19 pandemic, while remaining committed to improving health outcomes, the patient and provider experience, and the growing needs of our community, all while remaining financially stable.



What does this plan help us achieve? A better experience for our staff, patients and community that includes:

- Safer care
- Enhanced quality of care
- Innovative care delivery like virtual care
- Improved wait times
- Better infrastructure and state-of-the-art equipment
- Improved patient experience and engagement
- Recruitment and retention of top talent

“Our goal is to be exceptional every time: an exceptional place to receive care, work, practice and volunteer. We will be trusted and valued partners in a health care system that is second to none. We will play a leadership role in changing the delivery of health care through innovation”
Ron Gagnon, GRH President and CEO

Our Priorities for 2020-2021

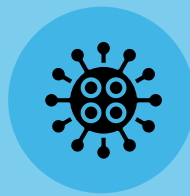


Positioning for the Future

An exciting health care transformation is underway and as a trusted partner, GRH has the experience, expertise and commitment to provide a leadership role as we work to achieve improved health outcomes, patient and provider experience and value for our community.

How we'll do this:

- Develop a new Strategic Plan
- Start work on a new joint Master Plan
- Play an active role in the KW4 Ontario Health Team
- Work towards a neurosurgery program



COVID-19 response, recovery & renewal

The safety of our patients, families, staff and volunteers is always our priority and has continued to be paramount during this pandemic. As we continue to respond to this current wave and plan and prepare for future challenges we are also focused on new and innovative approaches to advancing care delivery and supporting mental health and wellbeing.

How we'll do this:

- Improve ED wait time and patient flow
- Deliver care in new ways
- Enhance our patient experience and engagement
- Offer a best in class work experience



Sustainability

To ensure we are able to provide exceptional, person-centered care to our community in this fiscally constrained environment well into the future, we need to continue to focus on an operating budget that returns us to financial stability and a balanced budget.

How we'll do this:

- Reset our Hospital Improvement Plan
- Continue long-term planning for our pension
- Recover COVID-19 costs
- Pursue opportunities to sustain our supply chain



Address critical infrastructure

To ensure we can continue to serve our growing community for years to come, investments in our equipment and physical infrastructure are essential. Replacing equipment with advanced technology will allow us to quickly and accurately diagnose urgent medical conditions and ultimately save lives.

How we'll do this:

- Advance work on our MRI replacement project
- Progress planning on parking infrastructure solution

Grand River Hospital by the numbers



2 campuses
3 satellite locations



600+ beds



15 clinical programs



\$400m annual budget



3,800+ staff
696 professional staff
1,000 volunteers



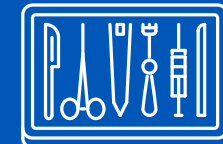
25,500 patient stays



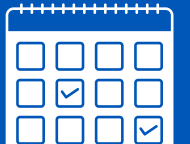
67,000 emergency visits



4,200 babies born



18,400 surgeries



237,400 outpatient visits