

# GRAND RIVER HOSPITAL

Advancing Exceptional Care

## Operating Plan 2019 - 2020



Every day our dedicated nurses, physicians, other hospital staff and volunteers work hard as a team to provide exceptional care.

# Grand River Hospital Operating Plan

2019 - 2020



**3,400**

Staff



**30**

Midwives



**630**

Medical/dental/  
nurse practitioners



**1,000**

Volunteers



*“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 healthcare system that is second to none. We will play a leadership role in changing the delivery of healthcare through innovation”*

-Ron Gagnon,  
GRH President & CEO

## GRAND RIVER HOSPITAL

Advancing Exceptional Care



WHAT WE ASPIRE TO BE

### OUR VISION

Exceptional care. Healthy community. One patient at a time.

WHO WE ARE, WHAT WE DO

### OUR MISSION

Grand River Hospital provides exceptional care through inspired people, innovative initiatives and strong partnerships in the communities we serve.

WHAT GUIDES OUR CARE

### OUR VALUES

Compassion, collaboration, innovation, positive attitude, professionalism and respect.

[www.grhosp.on.ca](http://www.grhosp.on.ca)

# Grand River Hospital Operating Plan

2019-2020

\$405M Operating budget

\$6M investment in key  
organizational capital  
equipment needs, partially  
in thanks to community  
donations

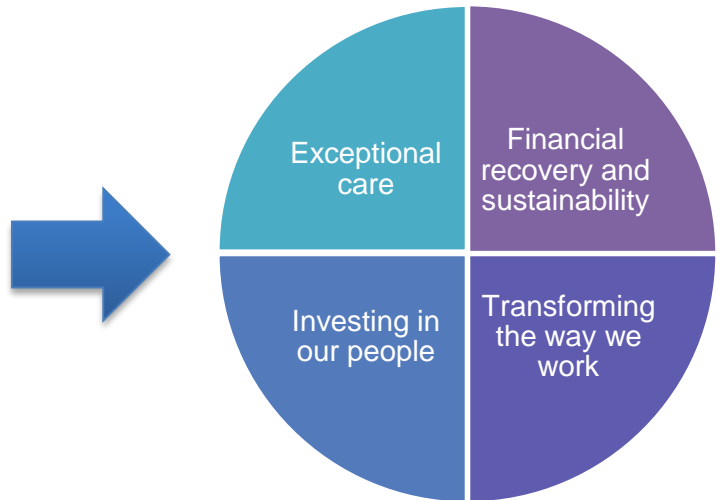
The purpose of the 2019/20 Operating Plan is to describe focused activities in the first year of a three-year plan towards achieving our strategic plan priorities.

**Grand River Hospital is investing to transform our delivery of exceptional care today, while preparing to serve our Community's evolving care needs in the future.**

## Strategic Plan Priorities

- Continuously Pursue Excellence in the Quality of Care We Provide
- Invest in our People
- Foster Positive Health System Change
- Advance through Research and Innovation
- Build Organizational Capacity

## Operating Plan Areas of Focus





# Grand River Hospital Operating Plan

2019-2020

The ten priorities which are described in more detail below have been categorized under the four areas of focus:

## Exceptional Care

- Continue to focus on improving access to care, patient flow, and patient experience
- Prepare for and complete first year survey of a multi-year Accreditation cycle process

## Investing in our People

- Continue to support and invest in our people by focusing on staff safety, and supporting our people through our transformation initiatives

## Transforming the Way we Work

- PRISM – Complete clinical transformation efforts enabled by a shared hospital information system that delivers high quality care for patients
- Enhance how we approach priority setting, alignment, accountability and improvement in the organization
- Pursue governance excellence
- Continue to advance our work related to research and innovation
- Strengthen our strategic relationships and partnerships as a foundation to continue to advance GRH's role within an integrated health system

## Financial Recovery & Sustainability

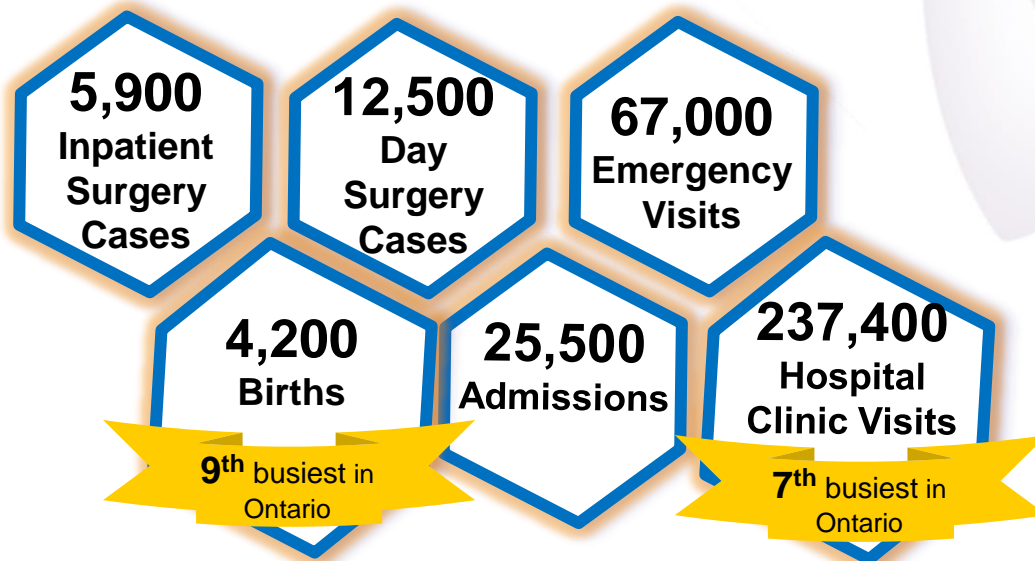
- Execute on identified initiatives for year 1 of our multi-year financial recovery and sustainability plan
- Address our physical space needs both in the short term and long term

The 2019-2020 fiscal year will be a busy one as we execute one of the biggest transformations our hospital has undertaken through our new health information system and work with our healthcare partners to prepare for the creation of locally designated Ontario Health Teams, all while maintaining our focus on being efficient and financially stable.



In 2019-2020, our strong team of care providers located across the K-W and Freeport Campus' and at various satellite locations will continue to provide exceptional care at the same or greater level of service:

# Grand River Hospital Operating Plan 2019 - 2020



## Clinical programs and services:

- Cancer Care
- Childbirth
- Children's
- Complex Continuing Care
- Critical care
- Emergency medicine
- Laboratory Medicine and Pathology
- Medical imaging
- Medicine
- Mental Health and Addictions
- Pharmacy
- Rehabilitation
- Renal
- Stroke
- Surgery

## Exceptional Care Highlights for the coming year:

- Continue to explore same day procedures i.e. hip replacements where the patient returns home the same day
- Maintain our status as a Provincial leader in Stroke care and in the provision of dialysis treatment in patient's homes
- The Freeport Campus Pain Management Clinic will continue to offer services aimed at addressing care gaps within Waterloo Region
- Continue to implement strategies to improve our Emergency Department wait times





#### **KW Campus**

835 King Street West, Kitchener, ON N2G 1G3

#### **Freeport Campus**

3570 King Street East, Kitchener, ON N2A 2W1

**GRH: 519-749-4300**

**GRH Foundation: 519-749-4205**

[www.grhosp.on.ca](http://www.grhosp.on.ca)

[www.grhf.org](http://www.grhf.org)

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