

Improving Health in Niagara One Step at a Time

Hotel Dieu Shaver Health and Rehabilitation Centre will be the recognized leader in Rehabilitation in Niagara by delivering an exceptional patient and family experience through the integration of quality care, technology, education and advocacy. We will be known for delivering a broad range of integrated health care solutions.

MISSION

Hotel Dieu Shaver Health and Rehabilitation Centre is a community of holistic and compassionate care for all those who seek our service and for those who serve. As a Roman Catholic facility, grounded in God's love, we provide the resources and care to enable people to reach their optimal level of health and well-being.

VISION

The Hotel Dieu Shaver Health and Rehabilitation Centre will be a Centre of Excellence in rehabilitation, complex care, and geriatric services, and will also be an employer of choice. We will achieve this vision by providing high quality patient services, and programs based on population health needs and best practice. We will encourage staff to be life-long learners who actively engage in research, and will also provide a stimulating learning environment for students.

VALUES

Spirituality | We contribute to the spiritual and emotional well-being of each person by respecting their human dignity in a healing environment.

Professionalism | We use our special knowledge and expertise to provide compassionate service at the highest possible standard.

Innovation | We empower our staff to embrace new ideas and processes that create improvements in what we do.

Responsible Stewardship | We respond to community needs by balancing human needs with financial resources.

Integrity | We are consistent, honest, and respectful in all we do.

Teamwork | We commit to work with clients, families and each other to achieve our mission.





Improving the Patient and Family Experience

- Increasing capacity for inpatient and outpatient rehabilitation to meet the needs of those who live in the Niagara Region and in the Hamilton Niagara Haldimand Brant Local Health Integration Network
- Sustain and continue to build upon the newly implemented service delivery care model as it promotes Interprofessional collaboration, team cohesiveness, effectiveness and foster a person centered care approach
- Improve access to care and shift service delivery from Medically Complex to Rehabilitation/ Restorative Programs
- Promote a culture of quality and safety that is responsive to our patients and their families and is focused on optimizing their experience and their outcomes
- Continue to advocate for Ministry of Health and Long-term Care approval to expand our inpatient facility to house additional rehabilitation beds to improve access to rehab services



Enhancing and Sustaining Financial Health

- Promote organizational effectiveness, optimal performance and accountability to maintain sustainability and the delivery of core services
- Ensure appropriate and sustained infrastructure and capital equipment investments
- Explore additional opportunities to share services with other organizations/ partners
- Meet the Hospital Service Accountability Agreement (H-SAA) targets for Health Based Allocation Model (HBAM) Funding and Quality Based Procedure (QBP) Funding



Promoting Care Coordination and System Integration

- Improve the patient and family experience through enhanced patient coordination and transitions throughout the continuum of a patient's care
- Maximize patient access and flow within available resource allocations
- Collaborate with system partners to provide seamless health care within Niagara and throughout our LHIN
- Continue to participate in Regional Service Planning Activities and maintain an effective working relationship with community partner organizations and in support of the Haldimand Norfolk Hamilton Brant Local Health Integration Network and the Ministry of Health and Long Term Care strategic priorities



Strengthening and Enhancing Our Organizational Health and Workplace Culture

- Continuous organizational commitment to deliver high quality rehabilitation that is driven by best practice, contributes to a positive patient and family experience, and that supports a cost-effective approach
- Foster a healthy and equitable workplace culture
- Within existing resources, choose environmentally responsible solutions to reduce our carbon footprint through the promotion of green strategies