



Ross Memorial Hospital Strategic Plan



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Building a Better Tomorrow: Our Way Forward

Ross Memorial Hospital is excited to have approved a new vision and mission, and established directions and priorities for leading us forward through 2027.

Our values remain timeless – and will continue to shape how we do our work as we interact with everyone we meet.

Our new vision and mission are foundational to what we are becoming and will provide the basis for our strategic directions and their corresponding priorities.

Our ambitious plan will ensure that we are delivering on the promise of a better healthcare experience.



Ross Memorial Hospital

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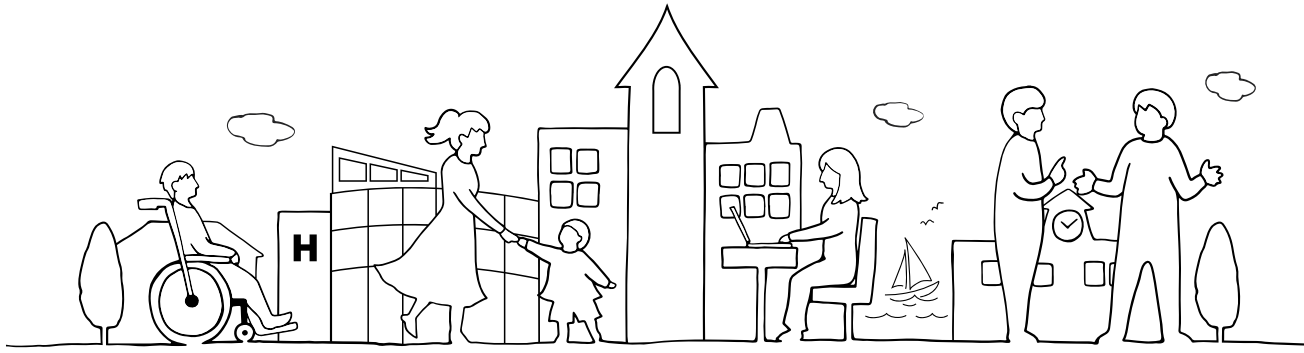
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 @RossMemorialHospital

 @RossMemorial

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MISSION

Delivering on the promise of a **better healthcare experience.**

VISION

Be the best for our **patients, people, and community.**

VALUES

Compassion Respect Excellence Integrity

STRATEGIC DIRECTIONS

Providing the Best Possible Patient Experience

Continually Building a Passionate Team

Anticipating and Responding to the Needs of our Community

Championing System Improvements

STRATEGIC PRIORITIES

Pursuing the journey of becoming a High-Reliability Organization.

Advancing our master program and plan, working closely with our Foundation and partners. Continually improving and building pride in the overall experience of our hospital.

Leveraging current and emerging technology to deliver more efficient and effective patient and family-centric care.

- Continually leveraging creative strategies and emphasizing what makes Ross Memorial Hospital special to support, recruit, and retain our people.
- Purposefully nurturing and reinforcing our Ross Memorial culture.
- Supporting our physicians and their work life.

- Collaborating and partnering with our Ontario Health Team (OHT) and community partners to identify and address community needs.
- Optimizing our service offerings to best meet the continually changing needs of the community.
- Ensuring our services are equitable, inclusive, and respectful of everyone in our community.

- Working within the Ontario health system to best position RMH in the post-pandemic reality.
- Identifying new and different approaches to funding and resourcing to deliver on our strategic directions.
- Working with others to improve the efficiency of our local system through creative partnerships.

Thank You

We would like to sincerely thank everyone who contributed to this strategic plan, and who has supported our hospital over the years.

We look forward to the opportunities the future holds for us, and thank you for your ongoing dedication and support.

