



## 2023-2025 STRATEGIC GOALS

### OUR VISION

Exceptional and compassionate care. Everyone. Everywhere. Every time.

### OUR MISSION

We help people and families live well from diagnosis to bereavement.

### WE VALUE

Compassion. Dignity. Respect. Integrity. Acceptance.



## INSPIRE EXCELLENCE AND INNOVATION

Empower and invest in the Hospice Niagara team, supporting innovative ideas to advance the client and provider experience.

Employee Experience: Excellence

Continue efforts to be a preferred health care and non-profit employer of choice in Niagara.

Client and Employee Experience: Quality

Develop and implement practice models that support accreditation, and prioritize risk management, promoting workplace health and safety practices, and continuous quality improvement.

Sustainability: Advocacy

Continue advocating for increased funding and seek other sources of financial support to reduce/eliminate financial pressures.

Sustainability: Partnerships

Develop key partnerships with identified professional associations, regulatory bodies and educational institutions to grow organizational learning and impact.

Client and Employee Experience: Innovation

Invest in operational efficiencies and technology to innovate and improve.



## IMPROVE AWARENESS AND EDUCATION

Improve awareness of Hospice Niagara's services, programs and community impact as a centre of excellence in the delivery of palliative and end-of-life care.

Sustainability: Stewardship

Educate the Niagara community on Hospice Niagara's programs and services.

Health Equity: Awareness

Expand communications within South Niagara as well as to diverse communities through regional and culturally relevant communication about the organization.

Sustainability: Philanthropy

Inspire philanthropy to support Hospice Niagara's strategic priorities, programs and services.



## STRENGTHEN OUR IMPACT

Leverage professional partnerships and connections to enhance the client experience and to deliver high quality palliative and end-of-life care.

Population Health: Partnerships

Collaborate with partners to strengthen care delivery in our community and across the continuum of care.

Client Experience: Person-Centred Care

Engage clients and their essential care partners in the planning and delivery of person-centred care and care planning.

Population Health: Education

Continue to support health care providers by increasing use of evidence informed approaches to palliative and end-of-life care.



## EXTENDING OUR REACH

Pursue targeted growth strategies, partnerships, opportunities for integration and collaboration to tackle inequities and meet the emerging and diverse needs within our community.

Health Equity: Programs & Services

Adapt and develop anti-racism, anti-oppression and decolonization strategies across the organization.

Health Equity: Access

Continue working to improve access for Francophone and Indigenous Peoples to palliative and end-of-life care services and programs.

Health Equity: Expansion

Continue expansion readiness planning, bringing hospice closer to people across Niagara.