

North Bay and District Hospital

Caring for Generations...

Our Vision

Creating a safe, dynamic and responsive healthcare environment for patients and staff, in concert with our partners.

Our Mission

Committed to providing compassionate, quality and safe patient-focused care to the people of North Bay and surrounding areas.

Our Values

Patient-centered care is at the core of everything we do.



The North Bay and District Hospital places the patient and his/her family at the core of everything we do. Our values, surrounding our patient-centered focus, describe our commitment to how we work with patients, families, each other, and our partners in the healthcare community to achieve our goals.

These values guide our behaviour and provide the framework for decision making within NBDH, which ultimately ensures a care model characterized as ensuring a **safe environment**, where **mutual respect** is demonstrated among, and between the health care team members and patients. We work together while providing dignity and consideration for patients and their families, fueled by a high level of trust and transparency. This is achieved through meaningful, timely **communication**; and full **accountability** to our patients, their families, our partners, the community and the Ministry of Health and Long Term Care.

Teamwork, resilience, development,
best practices and creativity are fundamental.

Teamwork

We value the different contributions that members of our care team and other providers make to achieve compassionate patient-centered care. While our responsibilities and roles may differ in the care continuum, our collective commitment is to achieve a group goal of high quality patient-centred care.

Resilience

As individuals, and as an organization, we draw upon all of our resources during difficult times so we may consistently rise to the occasion, thrive, mature and increase our competence.

Growth and Development

We support, encourage and enable formal and informal life-long learning as a way of acknowledging, adapting, coping with and learning from change.

Best Practices

We will ensure that our patients receive only the best care based on the most current standards and practices. As such, we actively seek out critically appraised and evidence-based best practices that improve the processes and quality of patient care.

Creativity

We are open to and actively seek out new ideas to improve patient care. We employ creative problem solving to generate breakthrough solutions. We are encouraged to implement new ideas, taking carefully planned risks so that we may learn from our successes and failures.

Our Strategic Directions

1. Creating a positive and empowering work environment.

The hospital will continue to build, foster and enhance its dedicated, hardworking, empowered team. Their contributions will be encouraged, regularly recognized, valued and celebrated. Promoting a positive work environment will be a priority for the hospital and it will be supported through our values. We will encourage high levels of staff involvement, performance, professional development and focus on continuous improvement and learning. As a result, the hospital will be an employer of choice, recognized as one of the top 100 employers, and able to successfully attract physicians and staff and motivate them to remain.

2. Strengthening and enhancing partnerships within the network.

As part of a broader regional network, the NBDH is committed to working cooperatively with all partner organizations to plan and deliver effective and efficient integrated patient care, to improve the health status of residents. NBDH will provide strong leadership when called upon to do so and will be an engaged partner when others are better suited to lead.

3. Realigning clinical programs and service priorities.

The hospital will realign and introduce, where appropriate, clinical programs and services consistent with: the health care needs of the population, our mission, critical mass and the role of a rural and northern community hospital. We will do so within the context of the Local Health Integrated Network (LHIN) regional plan. Providers in the network will establish and adhere to a regional plan, across the continuum of care (including health promotion and disease prevention), that optimizes the roles of each provider in delivering health services. Residents of North Bay and surrounding areas will understand the importance of self care and their need to make healthy choices.

4. Managing effective transition strategies.

NBDH will develop and manage strategies that ensure smooth and successful transitions for major initiatives affecting the hospital, including: the building of the new hospital, the establishment of the LHIN and expansion of the Northern Ontario School of Medicine. Enhancing quality of patient care continues to be the core driver for all transition strategies.