



Mission Statement: Hospice West Parry Sound is a visiting hospice dedicated to the enhancement of quality of life for all those affected by a life-limiting illness. We strive to be leaders in the development and provision of innovative and exemplary palliative and bereavement programs and services in partnership with other community stakeholders.

Values: Compassion – Leadership & Collaboration – Advocacy – Responsiveness

Hospice West Parry Sound – Strategic Plan 2017 – 2019

PRIORITY 1: Provide exemplary Visiting Hospice Services

1.1 – Continually assess and improve our services and programs

We will achieve this by:

- Researching “Best Practices” and utilizing evidence-based assessment and clinical interventions in our work with clients and families
- Obtaining feedback from our clients and families to determine satisfaction/experience to assist us in identifying program strengths and areas for improvement
- Actively strengthen skills, competencies, and abilities of staff and volunteers by ensuring educational opportunities are available and encouraged
- Valuing and maximizing volunteer roles to ensure satisfaction and retention
- Engaging and involving the public in advocating for improvements to hospice palliative care in the community
- Increasing our community’s awareness of the positive impact charitable gifts and donations make on our ability to provide exemplary care
- Ensuring awareness of and respect for diversity

1.2 – Deliver care more effectively in the West Parry Sound District

We will achieve this by:

- Leveraging technology – (i.e. Tablets, telemedicine)
- Strengthening partnerships with health providers and other stakeholders, especially in the more rural and remote areas of our catchment (i.e. Nursing Stations and First Nations communities) to support new and/or underserved populations

- Exploring and introducing innovative ways to pool resources with other providers and stakeholders (i.e. Shared Care Team)
- Clearly and consistently communicating our mandate and services through the media, marketing, and in client/family interactions

1.3 Develop standards for delivery of care

We will achieve this by:

- Ensuring that HWPS policies, procedures, and practices meet or exceed those required to maintain Accreditation with Hospice Palliative Care Ontario (HPCO)
- Collaborating with other care partners and stakeholders to develop a Shared Care model
- Creating standardized intake and referral processes
- Regularly updating and maintaining policies and procedures
- Engaging in continuing education to ensure competencies

PRIORITY 2: Create innovative programs and services that adapt to the evolving needs of the community

2.1 – Develop a Bereavement Program

We will achieve this by:

- Assessing community needs for bereavement supports
- Researching existing community supports to avoid duplication of service and to allow for appropriate referrals
- Creating and facilitating regular and ongoing bereavement programming in partnership with other community providers based on Best Practices and available resources
- Actively fundraising and pursuing other revenue sources to ensure sustainability of programming developed

2.2 – Develop a Client Caregiver Program

We will achieve this by:

- Assessing unmet and local community needs for caregiver respite and services
- Researching existing community supports to avoid duplication of service and to allow for appropriate referrals
- Creating and facilitating regular and ongoing programming for caregivers in collaboration with other providers in line with Best Practices
- Actively fundraising and pursuing other revenue sources to ensure sustainability of programming developed

2.3 – Advocate for Advance Care Planning by

We will achieve this by:

- Providing information to client and family upon initial referral and ongoing basis
- Identifying opportunities to educate the public, including health care providers, about ACP. Deliver workshops and informational sessions across our District.
- Engaging and involving the public in normalizing ACP
- Utilizing technology, social media, and traditional media to disseminate information
- Pursuing grants and other sources of funding to reach a broader audience

PRIORITY 3: Build and Strengthen Partnerships

3.1 – Actively build relationships with health care providers and other stakeholders

We will achieve this by:

- Engaging in the development of a palliative Shared Care Team involving medical professionals (physicians, nurse practitioners, nurses etc.) in the community and at WPSHC to support the planning and delivery of coordinated, responsive, and comprehensive care
- Advocate for fair and adequate funding at local and provincial government levels
- Actively engaging community agencies and other care providers to ensure seamless transition of care from hospital back in to community and vice versa
- Formalizing and strengthening community partnerships where possible (i.e. First Nations Communities, Nursing Stations, CCAC, LTC facilities etc.)
- Providing ongoing diversity training and commitment to promoting equality

PRIORITY 4: Become a knowledge leader in hospice palliative care

4.1 – Engage in research, education, awareness and partnerships

We will achieve this by:

- Developing and delivering hospice palliative care education and training with and for key stakeholders based on our own experience and researched evidence
- Maintaining both HWPS website and Facebook a minimum of once monthly, ensuring services and resources are up to date and available on both pages
- Creating section on website for educational resources – link to Virtual Hospice, journal articles, etc.
- Providing ongoing information and education for clients, caregiver and the bereaved

Updated: August 2016

Board Approval Date: October 18, 2016