Lake of the Woods
District Hospital

# Strategic Plan
## 2024 - 2028

Extraordinary care for every patient

# Lake of the Woods District Hospital

LWDH is a 75-bed acute care hospital located in Kenora on the traditional lands of the Anishinaabe people of Treaty Three and the Métis, staffed by an incredibly dedicated team providing care to residents of Kenora, the many surrounding communities and the large seasonal population.

The LWDH Emergency Department provides 24-hour care for persons requiring emergency or urgent care. Outpatient services include diagnostic imaging, rehabilitation, dialysis, chemotherapy, and surgical services. LWDH also supports a busy visiting specialist program and community mental health and addictions program. LWDH is serviced by land ambulance provided by Kenora District Services Board and is fortunate to have 24-hour air ambulance and medical transport service provided by Ornge.

In November of 2023, LWDH was awarded "Accreditation with Exemplary Standing". Receiving this highest rating possible given by Accreditation Canada was a first for our hospital and recognized the incredibly hard workof the entire hospital team.

With our physical hospital facility being nearly 100 years in some parts and with six expansions added over time to accommodate the growing needs of our population, we have arrived at a point in time where a new facility is necessary. With reconciliation also motivating this comprehensive development, LWDH has worked in partnership with Ogimaawabiitong Kenora Chiefs Advisory and our communities to plan a much-needed new hospital to best meet the needs of our area.

ACCREDITED WITH EXEMPLARY STANDING
ACCREDITATION AGRÉMENT CANADA

# Strategic PLAN 2024 - 2028

At LWDH we are proud of the collaboration between our patients, their families, the public, volunteers of the hospital, staff and our partners in healthcare to develop a comprehensive strategic plan to guide us for the next four years.

The updated Mission, Vision, and Values statements reflect the input received and the strategic directions identified, which focus in on partnerships, patient safety, stewardship. Our team and campus of care will map the path we will take in providing exceptional care and drive us to continuously enhance services at Lake of the Woods District Hospital.

## VISION

**Extraordinary care for every patient.**

## MISSION

**To support patients and families along their health care journey.**

## VALUES

**COMPASSION:** We are empathetic, sensitive and understanding to the unique needs of our patients, their families, our staff and our communities.

**COLLABORATION:** We are stronger together, working as a team and with our partners to improve the health of our patients.

**EXCELLENCE:** We are committed to quality care and service excellence for every patient. We stay current on evolving science and share our expertise.

**INTEGRITY:** We are committed to honesty, confidentiality and trust. We act in a professional and ethical manner to best meet the needs of our patients, their families, our staff and our communities.

**RESPECT:** We embrace the strength in our diversity and treat patients, families, staff and partners with dignity. We value each individual and bring trust to every relationship.

# 2024 - 2028 Strategic Directions

## 1. Authentic Partnerships

We will partner purposefully to advance health system integration, innovation, research and education.

We will partner with patients and families in decision-making for care.

We will acknowledge, respect and collaborate with our Indigenous partners and communities to learn and grow together.

We will collaborate with our Foundation, advancing a culture of philanthropy.

## 2. Patient Safety and Clinical Excellence

We will improve patient safety through quality improvement and best practice clinical service delivery.

We will accelerate the introduction and adoption of enterprise-wide data and information systems.

We will invest in continuous learning and development opportunities to support hospital and professional staff in achieving clinical excellence.

We will establish specialty centres of excellence to support health care delivery.

## 3. Effective Stewardship

We will contribute to a healthier planet by reducing our environmental footprint.

We will secure funding tailored to the unique health needs of our region.

We will diversify revenue streams and foster entrepreneurial thinking.

We will optimize efficiency and use of resources.

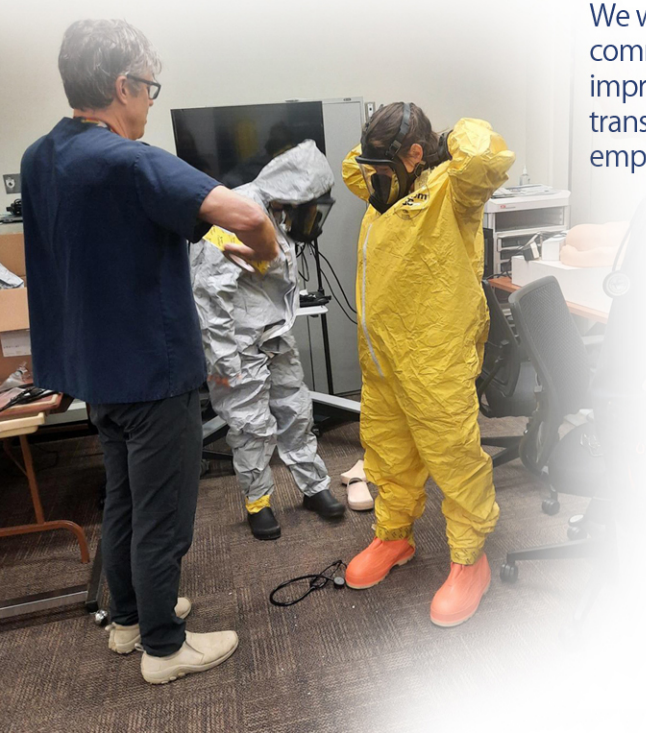
## 4. Engaged Workforce

We will continually enhance a responsive Human Resources strategy and action plan.

We will engage staff and seek ideas for improving work-life and hospital culture.

We will champion inclusion, diversity, equity and accessibility.

We will advance internal communications efforts to improve organizational transparency and increase employee engagement.



Lake of the Woods District Hospital

**Strategic PLAN**

2024 - 2028

# 2024 - 2028 Strategic Directions

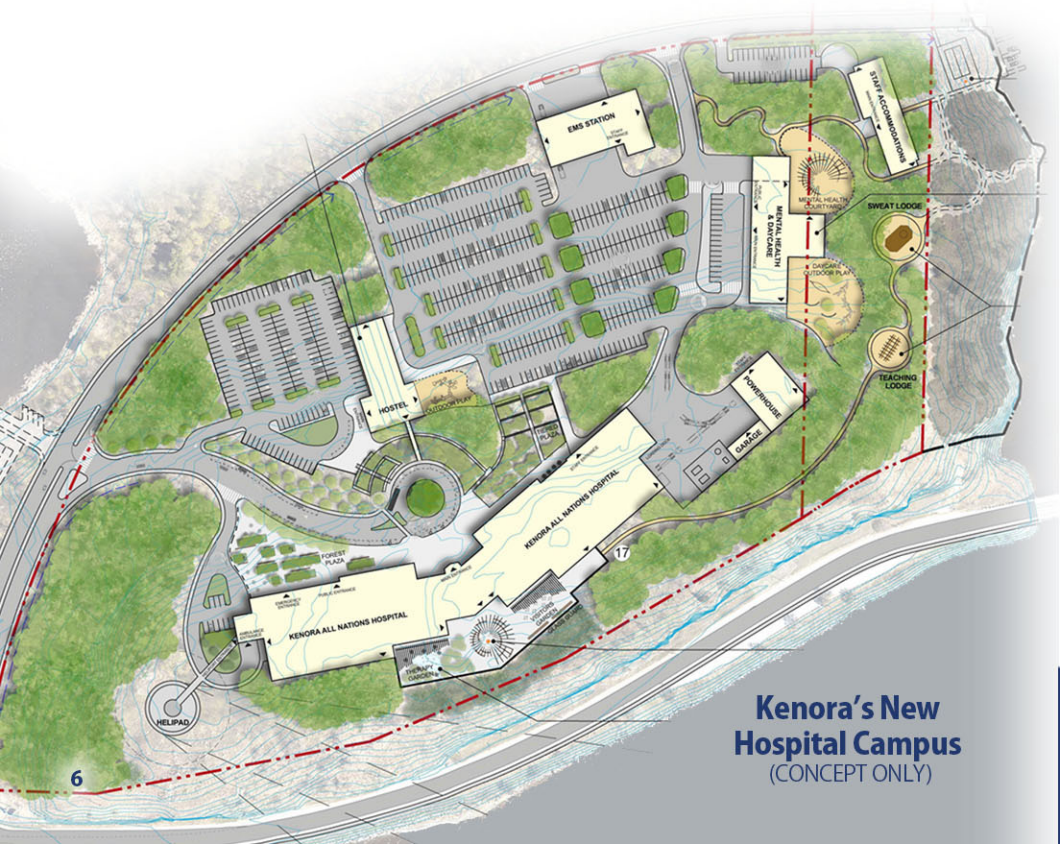
## 5. Campus of Care

We will grow our services to align with current and evolving needs of our region.

We will address issues of rural health inequities through advanced advocacy and strategic efforts.

We will foster unique and innovative solutions to support an integrated health system.

We will work with our partners and key influencers to advance the All Nations Hospital Project.




**Kenora's New Hospital Campus**
(CONCEPT ONLY)

# Your **LWDH Team**

**632** Employees
**44** Professional Staff
**86** Volunteers
**4** Patient Navigators

Our Communities Our Hospital

**LAKE OF THE WOODS DISTRICT HOSPITAL**

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