



LEADING INNOVATIVE TRANSFORMATION

Strategic Plan
2022-2027



Cornwall Community Hospital
Hôpital communautaire de Cornwall



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a message from our Chairperson *and* President & Chief Executive Officer



Over the past number of months, we have engaged with our partners and stakeholders to set strategic directions that will enhance the care and services Cornwall Community Hospital provides to our community.

Our new strategic plan, **Leading Innovative Transformation**, builds on these consultations and identifies the following priorities for action: Recovery, People, Integration. This plan positions us for a strong post-pandemic recovery, focuses on all people and promotes health system integration.

Thank you to all patients, staff, physicians, volunteers, care partners, community members, organizations and municipal leaders for your thoughtful contributions to the development of this strategic plan. We are confident that a focus on these priorities will have measurable positive impacts on our population and we look forward to collaborating with you on the implementation of the plan.

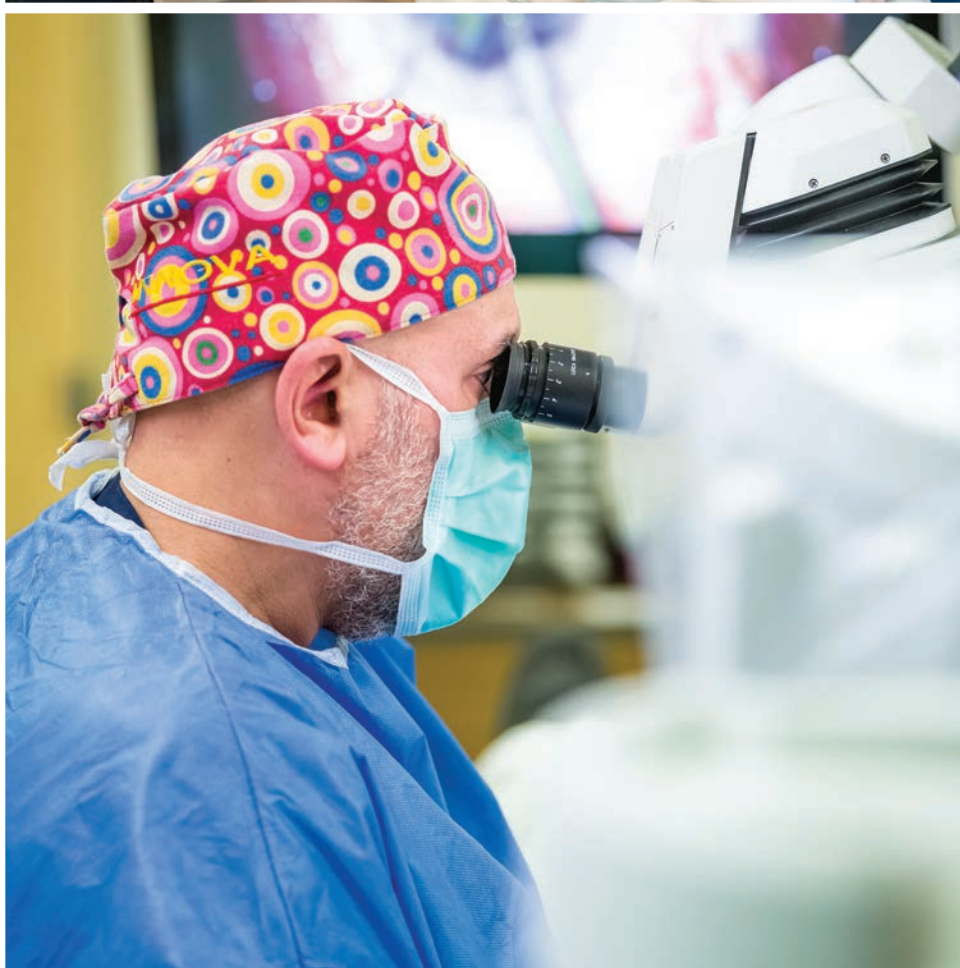
Sincerely,



Josée Payette
*Chairperson,
Board of Directors*



Jeanette Despatie
*President &
Chief Executive Officer*



Our Mission, Vision *and* Values



ICARE

▪ OUR ICARE VALUES:

- **Integrity**

We will act with honesty and demonstrate strong moral principles.

- **Compassion**

We will care for all people with empathy and kindness.

- **Accountability**

We will take responsibility for our words, our actions and our results.

- **Respect**

We will treat everyone with dignity and recognize the individuality and inherent value of all people.

- **Engagement**

We will create a trusting environment that encourages teamwork.

▪ MISSION:

Our Team collaborates to provide exceptional people-centered care.

▪ VISION:

Exceptional Care. Always.







OUR STRATEGIC DIRECTIONS



RECOVERY



INTEGRATION



PEOPLE





RECOVERY



1
Enhancing
access to care

2
Committing
to operational
excellence

RECOVERY

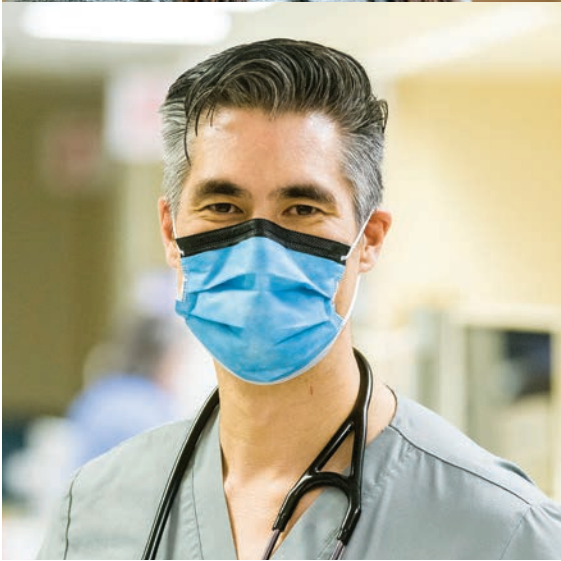
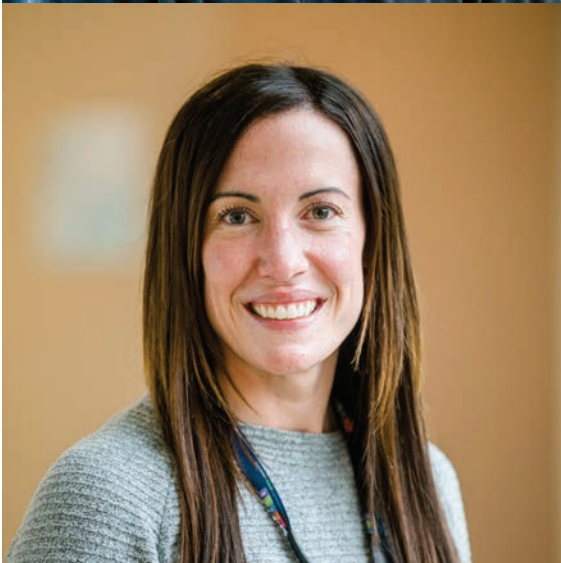


5
Establishing
physical
capacity

3
Advancing
innovation

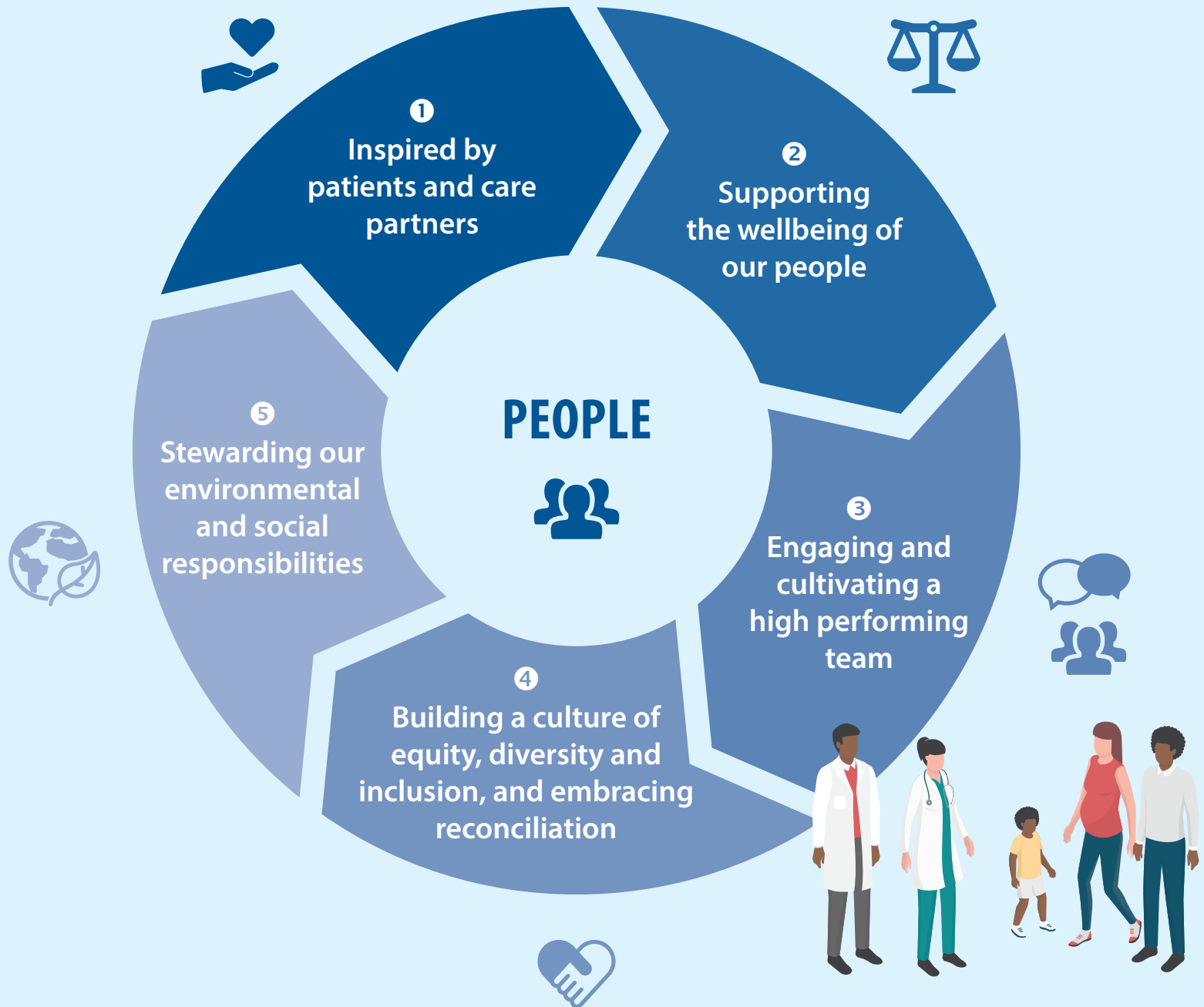
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Maintaining a
culture of quality
and safety

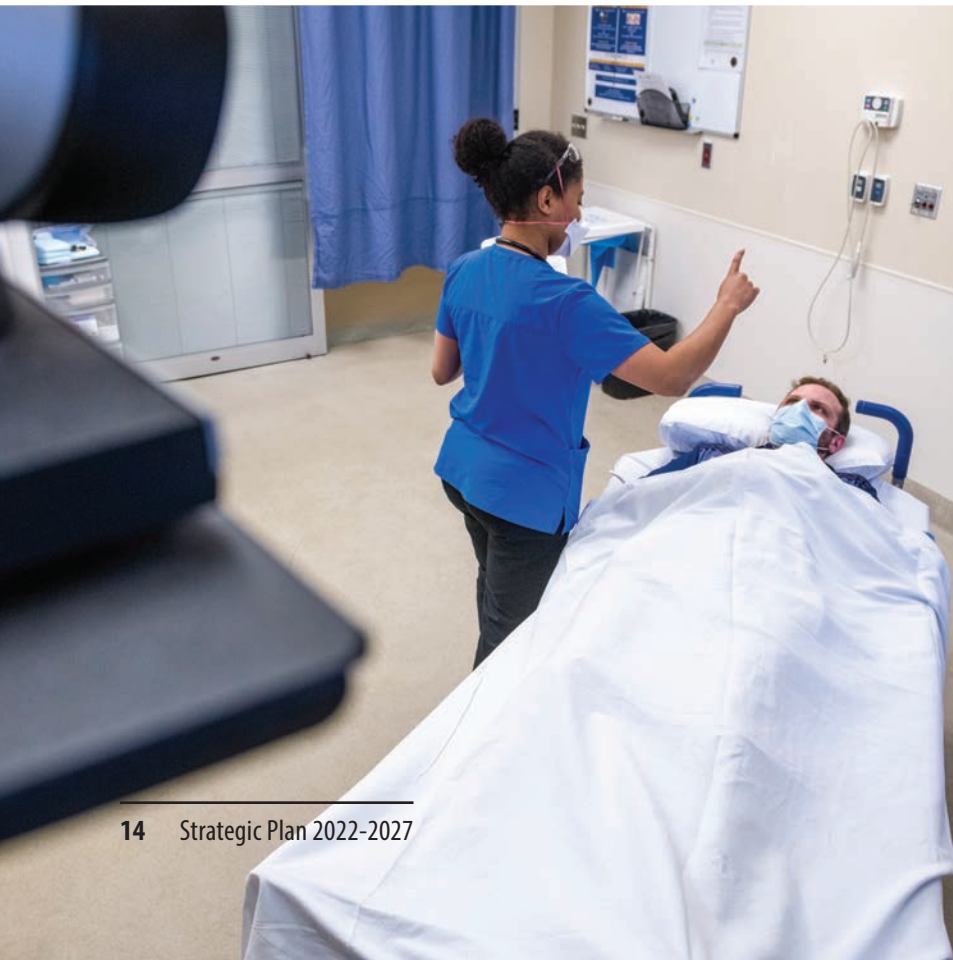






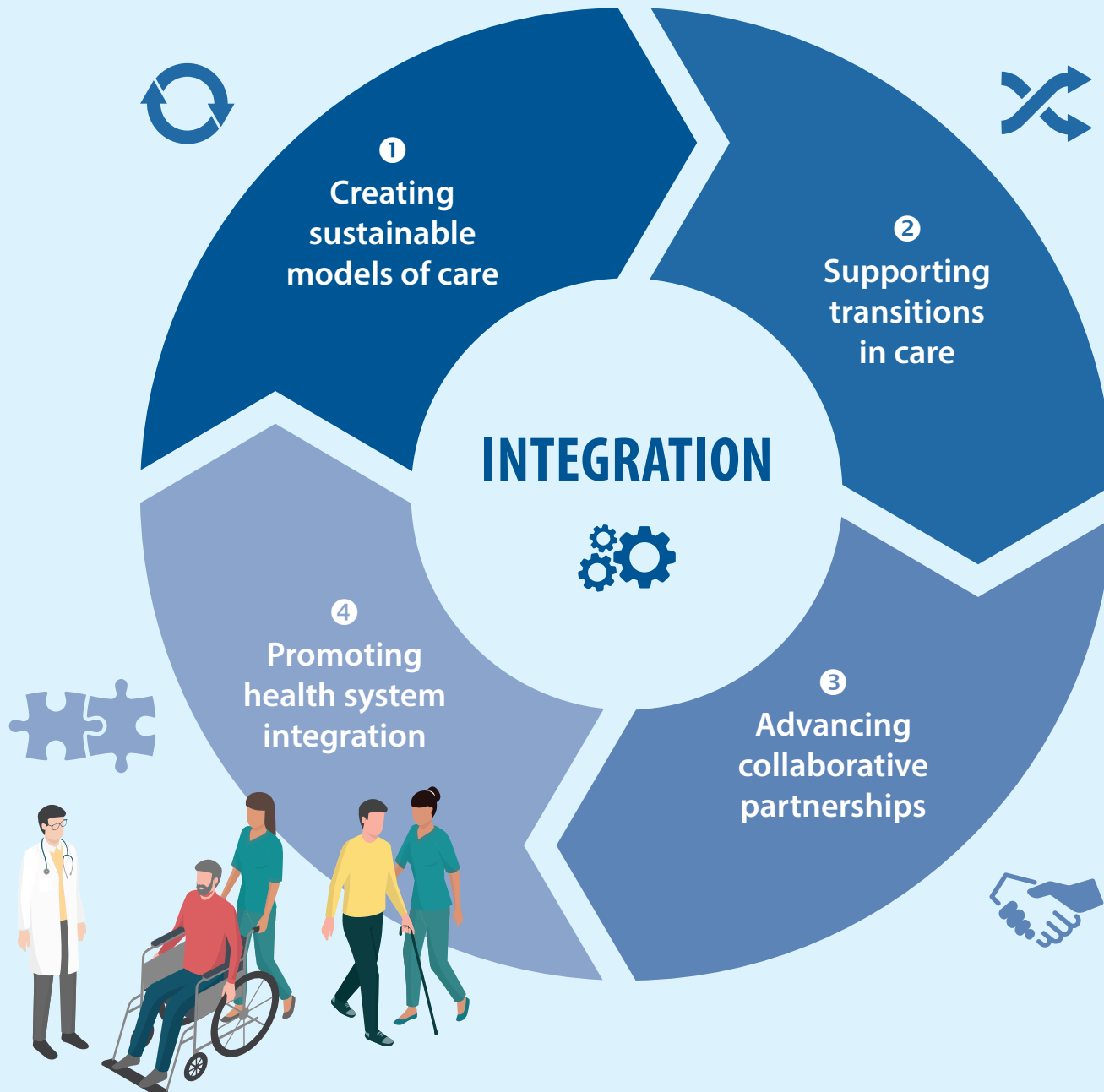
PEOPLE







INTEGRATION



HC
HOSPITAL &
COMMUNITY
HOSPITAL



Cornwall Community Hospital
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