



NSMHPCN

North Simcoe Muskoka Hospice Palliative Care Network



STRATEGIC PLAN

2023-2026

North Simcoe Muskoka Hospice Palliative Care Network

169 Front St. S, Orillia, ON L3V 4S8

Tel: (705) 325-0505 Fax: (705) 325-7328

Toll Free: (877) 235-2224

www.nsmhpcn.ca



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Message from the Board and Executive Director

The North Simcoe Muskoka Hospice Palliative Care Network has been supporting the provision of exceptional hospice palliative care and end-of-life care through partnerships, innovative programs and knowledge exchange since 2005. The quality of our programs and services has been validated through meeting the Hospice Palliative Care Ontario (HPCO) Accreditation Standards since 2019, and most recently achieving 98.17% on our last review.

Our Clinical team provides education both formally and informally, virtually and in-person. Hospice Palliative Care Nurse Consultants provide mentorship, theory bursts, workshops and conferences to strengthen service capacity, bolster system accountability and build awareness of a palliative approach to the public and to the care teams that provide it. We facilitate and guide discussions with patients, families, and care teams for Advance Care Planning and Goals of Care. We provide advance palliative symptom management using best practice assessment tools to address physical, psychosocial and spiritual needs of those living with a life limiting illness in the setting of their choice in any location within North Simcoe Muskoka. We deliver culturally appropriate education, resources and service in hospice palliative care for all service providers that will maximize meaningful dialogue and care provision in a manner acceptable to those living with life-limiting illness that respects their expressed values/ beliefs, and preferences.

The Hospice Orillia program offers practical, emotional and spiritual support to those in our community coping with advanced illness, death and bereavement. Our volunteers and staff serve clients and their loved ones of all ages and backgrounds with compassion and respect, while honouring their choices and supporting them through their life journey.

Guided by a philosophy of empathy, inclusivity, integrity and respect, our staff and volunteers continue to work together to provide excellent care for the whole person, improve quality of life, enhance comfort and share knowledge and resources. This significant growth has taken place amid healthcare transformation in Ontario, changes in the philanthropic environment, and a global pandemic.

We have earned the trust of our communities and have built a reputation of excellence for service delivery. Over our extensive history, we have formed valuable partnerships with community organizations to help support the provision of services to the communities we serve.

As part of the strategic planning process, we undertook an analysis of the healthcare environment in which we operate. We assessed our current capacities, opportunities, and aspirations for growth that will continue to build upon our reputation as a vital part of the healthcare landscape within our communities. As a results, we have prioritized three strategic directions for the next three years. We are incredibly proud of our organization's successes and look forward to a future full of potential—one that will ensure we continue to support the provision of exceptional hospice palliative care and end of life care.

Our Vision:

A community where the experience of hospice palliative care and end of life care honors each individual and their choices.

Our Mission:

To support the provision of exceptional hospice palliative care and end of life care through partnerships, innovative programs and knowledge exchange.

Our Values:

The following values guide our organization:

Empathy: We are compassionate collaborative and understanding in our approach

Inclusivity: We honor and value diversity and promote inclusiveness within our communities

Integrity: We act with honesty, strong ethical principles and in compliance with provincial standards

Respect: We recognize the inherent worth of every person and their choices

Strategic Priorities for the Organization:

The priorities below outline our overarching goals, strategies and key activities for the next three years with a focus on the fiscal year 2023-2026. This is a guiding document and is in alignment with Ontario Health strategic priorities.

NSMHPCN Priorities



Priority 1: Embrace Health System Transformation

Enhance hospice palliative care and end of life care practices for those providing a palliative approach while improving supports for those who need it most.

See Appendix A for more information



Priority 2: Support Quality Palliative Care in Communities

Strengthen the ability of our communities to support holistic health and well-being through person-centered care.

See Appendix B for more information



Priority 3: Education and Knowledge Exchange

Provide learning opportunities through resources, education and mentorship.

See Appendix C for more information

Strategic Priorities for the Organization – Appendixes

Appendix A:

Priority 1: Embrace Health System Transformation

Enhance hospice palliative care and end of life care practices for those providing a palliative approach while improving supports for those who need it most.

NSMHPCN will continue to:

- ☐ Build capacity with Health Service Providers that prioritize coordinated and connected care
- ☐ Promote and advocate for use of competency frameworks (Hospice Palliative Care Ontario, Ontario Palliative Care Network, etc.)
- ☐ Continue to develop innovative, appealing and informative content on our social media platforms and website
- ☐ Engage in local, regional and provincial committees and workshops as advocates for high quality hospice palliative care as an integrated part of the broader health system
- ☐ Ensure transparency in the outcomes of initiatives to better develop strategies to move projects forward more effectively
- ☐ Partner with Long-Term Care Homes and Retirement Homes to support continuous quality improvement through mentorship and education in a manner that is responsive to the diverse needs of residents
- ☐ Engage with primary care and community service providers to enhance knowledge and skill for those providing a palliative approach to care
- ☐ Continue to prioritize partnerships with organizations that represent underserved, vulnerable and priority populations
- ☐ Embrace transformation to continuously strengthen our organization and the health system
- ☐ Support local Ontario Health Teams (OHT) that have identified priority populations that are impacted by life-threatening illness
- ☐ Meet and uphold Hospice Palliative Care Accreditation Standards
- ☐ Continue to support and engage with partners in the development of the Central Ontario Specialized Health Network

Appendix B:

Priority 2: Support Quality Palliative Care in Communities

Strengthen the ability of our communities to support holistic health and well-being through person-centered care.

NSMHPCN will continue to support quality palliative care in communities by:

- ☐ Collaborating with regional partners on strategies that support a palliative approach to care for individuals living with life-threatening illnesses
- ☐ Recognizing vulnerable and underserved populations to ensure that those providing care are skilled, knowledgeable and competent
- ☐ Improving capacity and competency of health service providers to engage in person-centred care and decision making
- ☐ Increasing public awareness of hospice palliative care and end of life care
- ☐ Providing support to the Couchiching sub-region through our Visiting Hospice program which includes: Grief & Bereavement support, Supportive Counselling, In-Home Visiting Volunteers, Caregiver Support, etc.
- ☐ Advocating for quality of care that supports all aspects of the human experience with a focus on the social determinants of health
- ☐ Empowering community members to build compassionate communities
- ☐ Strengthening partnerships with community organizations who provide a palliative approach to care
- ☐ Ensuring we have sufficient resources to support identified community needs

Appendix C:

Priority 3: Education and Knowledge Exchange

Provide learning opportunities through resources, education and mentorship.

NSMHPCN will achieve this by:

- ☐ Increasing education and training for health professionals to advance an interdisciplinary team approach
- ☐ Continuing to be creative and innovative in our educational offerings
- ☐ Ensuring our education plan, based on best practices, provides content, curriculum and resources to address the identified needs of health service providers
- ☐ Increasing mentorship opportunities among health service providers in all sub-regions and all settings
- ☐ Changing public perception of death, dying & bereavement through education presentations and social media messaging
- ☐ Providing our volunteers with on-going training and skill development opportunities
- ☐ Providing monthly newsletters to our stakeholders
- ☐ Community engagement through face to face interactions, social media and communications