



# **North Renfrew Long Term Care Services Inc.**

## **Statement of Strategic Focus**

**2022-2023**

North Renfrew Long-Term Care Service Inc. continues to strive to meet the Mission, Values and Goals in keeping with a resident-focused social model of care enhancing operational processes that will be cost efficient and sustainable. Furthermore, the NRLTCS is aligning itself with the Ministry's Framework "Re-Opening Ontario Plan" [1], New Fixing Long-Term Care Act 2021 (FLTCA) [2] and O. Regs 246/2, New Home and Community Care Services Regulation O. Reg. 187/22 under the Connecting Care Act, 2019 [3].

The four-pillar approach, as depicted in the 2021 Strategic Plan, remains in use. However, the pillar entitled "Quality Care and Service Delivery" is re-named to "Quality and Safety" (see Appendix A).

The focus in 2022 includes the following:

#### Quality and Safety

- Resident-directed, safe, quality care as the primary goal (begin migration from resident-focussed to resident-directed)
- Promotion of care of senior services
- Information Technology improvements (i.e., cyber security)
- Alignment of quality improvement plan with Ottawa Valley Ontario Health Team initiatives

#### Recruitment, Retention and Development of Human Resources

- Sustainable plans developed (i.e., succession plans)
- Diverse, qualified and empowered work force

#### Integration Opportunities

- Active participation in the Ottawa Valley Ontario Health Team (carry out responsibilities on teams and report to Board)
- Modernized framework of sustainable programs
- Annual operational plan is developed and implemented

#### Financial Responsibility

- Financial stability (i.e., quality financial statements presented regularly to the Board, error-free pay days, etc.)
- No new capital projects to be approved until financial stability is achieved

#### **Considerations for Next Strategic Plan (2023-2026)**

A longer-term Strategic Plan will be issued for 2023-2026. Some considerations for the next plan include, but are not limited to:

- Increasing advertising of the Centre through social media
- Changing resident-focussed terminology to resident-directed to empower the residents
- Adding a pillar specific to resident- and client-directed care and service
- Adding a pillar on communications be - governments, on boarding new board members, training and leadership (training plan), posting of information (accessibility), communication plan for residents and families,
- Developing a Capital Plan to prioritize equipment and renovations needed to meet standards
- Ensuring transparency is evident
- Consider whether Recruitment, Retention and Development of Human Resources is a pillar or a goal
- Consider changing the name of the Integration Opportunities pillar to Innovation and Collaboration

## **References**

- [1] Ministry's Framework "Re-Opening Ontario Plan"
- [2] "Fixing Long-Term Care Act", 2021, Phase 1 Regulations
- [3] Connecting Care Act, 2019



The North Renfrew Long Term Care Services Inc. one-year Strategic Plan was accepted and approved by the Board of Directors on August 23, 2022.

<i>Christine Butler</i>	<i>[Signature]</i>
Board Chair	Executive Director/Administrator