

St. Patrick's Home of Ottawa

Strategic Framework 2022-2026

Our Strategic Priorities

Strategic Priority 1

The best possible quality of life for every resident

Outcomes

- a. Our care is guided by residents' preferences and needs for physical, emotional, social, spiritual, and psychological wellbeing.
- b. Our flexible processes and ways of working accommodate different and changing needs.
- c. Everyone in our St. Patrick's Home family has greater opportunities to engage with each other and with the wider community.

Strategic Priority 3

A purposeful partner in the health system

Outcomes

- a. All of us involved in St. Patrick's Home — residents, families, friends, volunteers and staff — share an understanding of critical health system gaps, identify opportunities and present a strong, collective voice for positive change.
- b. We strive to foster greater coordination and connection among health and social service partners, engaging effectively and drawing on our day-to-day understanding of long-term care realities.

Strategic Priority 2

Consistent, person-directed, quality care and support

Outcomes

- a. We match our level of care to residents' individual needs and strive to always provide the best-quality care possible.
- b. Staff feel equipped and empowered to provide quality person-directed care.
- c. Our systems, processes and equipment support consistent, person-directed quality care and the safety of residents and staff.
- d. Everyone works together in each resident's best interest — families, friends, staff, volunteers, residents themselves and/or their substitute decision-makers.

Strategic Priority 4

Supportive affordable housing and services to meet community needs

Outcomes

- a. Plans to expand housing and services that defer or provide an alternative to long-term care have broad support throughout the St. Patrick's Home community.
- b. We develop our expanded campus thoughtfully, minimizing disruptions and creating new benefits for our Home and the broader community.
- c. We secure the funding needed to fulfill our housing plans and provide associated supports.