Providence Care

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Providence Manor
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Kingston, ON • K7K 1G7

Tel 613-549-4164
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St. Mary's of the Lake Hospital
340 Union Street
Kingston, ON • K7L 5A2

Tel 613-544-5220
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Southeastern Ontario's leading provider in:
Complex Continuing Care, Geriatric Medicine, Long-Term Care, Palliative Care, Rehabilitation And Specialized Mental Health Services

www.providencecare.ca

Strategic Directions 2009 - 2012

Our Future - Our Plan

Providence Care

Enhancing Quality Of Life

Living Our Values

Fostering A Learning Environment

Strengthening Our Relationships

Enhancing Health Systems Efficiency And Effectiveness

Providence Care will lead the way in compassion and discovery.

OUR VISION

Providence Care will lead the way in compassion and discovery.

OUR MISSION

Trusting in Providence and strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul, we enhance the quality of life by meeting the physical, emotional, social and spiritual needs of each person. We work with our partners to innovate and excel in education and research. We treat each person with respect, dignity and compassion.

OUR VALUES

Respect & Dignity – We believe in the inherent worth and excellence of all people.

Compassion – We are sympathetic and conscious of the needs of others, and have a deep desire to respond.

Stewardship – We embrace our role in the responsible management of all that is entrusted to our care.

Providence Care is moving forward.
This is Our Future – Our Plan.

ENHANCING QUALITY OF LIFE

Providence Care will enhance the quality of life for each person through the provision of compassionate, safe, holistic and enabling services.

In pursuit of this direction, Providence Care will seek to achieve the following:

- Advance the culture of safety for our clients, families and staff;
- Sustained quality outcomes for clients across all programs and services;
- Holistic and collaborative approach to care and enabling services;
- An approved capital redevelopment plan.

LIVING OUR VALUES

Providence Care will foster an environment that inspires people to live our values and achieve new levels of excellence.

In pursuit of this direction, Providence Care will seek to achieve the following:

- A consistent understanding and modeling of our values: respect & dignity, compassion and stewardship;
- A healthy, respectful work environment that makes Providence Care a great place to work;
- A demonstrated commitment to accountability.

FOSTERING A LEARNING ENVIRONMENT

Providence Care will foster a learning environment that encourages innovation, creativity and leadership.

In pursuit of this direction, Providence Care will seek to achieve the following:

- Increased access to learning opportunities for staff ;
- New knowledge generated and shared;
- A clearly defined and enhanced role in research and teaching;
- Recognize and celebrate achievements in innovation and learning.

STRENGTHENING OUR RELATIONSHIPS

Providence Care will strengthen our relationships by being open and accountable in our communication with the public, our health service partners and each other.

In pursuit of this direction, Providence Care will seek to achieve the following:

- Consistent and meaningful conversations between clients, staff, physicians and management;
- Increased profile of Providence Care in the community;
- Enhanced awareness of the programs and services within our organization.

ENHANCING HEALTH SYSTEMS EFFICIENCY AND EFFECTIVENESS

Providence Care will increase the efficiency and effectiveness of the healthcare continuum.

In pursuit of this direction, Providence Care will seek to achieve the following:

- To ensure the highest quality of outcomes within our available resources;
- Programs and services are aligned to and evaluated against the needs of the population within the South East LHIN;
- Implement new models of service that optimize system capacity.