



KATERI MEMORIAL HOSPITAL CENTRE STRATEGIC FRAMEWORK 2013-2014 TO 2015-2016

Our Vision

KMHC is a place where Kahnawa'kerón:non and staff have confidence and take pride in the high quality of care we provide to our users.

KMHC is a haven of comfort and support to families who share with us in the care of their loved ones.

KMHC is a center of excellence where we support and encourage staff, volunteers and users to use and develop all the gifts given to them by the Creator.

KMHC is a team that honors, respects and works with the many talents, abilities, skills and knowledge of our staff and volunteers in service to our users.

KMHC is recognized as a role model to other First Nation communities for our ability to successfully develop holistic services and programs that meet the needs of our users by incorporating both contemporary medical practices and traditional Kanien'kehaka practices.

KMHC is valued as an important member of a larger community team in service to Kahnawa'kerón:non.

Our Mission

We are a team dedicated to strengthening the health and well being of Onkwehshón:'a by providing, in partnership with others, quality and holistic services that respond to the needs of the community.

Our Values

Being thankful is important to us. It is how we were taught to start our day, recognizing all that creation has given to us to work and live with. It is one of our greatest gifts, one that has been preserved and passed on to us; we will share it with others.

We value respect, responsibility, consensus and consultation; these are strong traditional Kanien'kehaka principles that are helpful to our work with the community.

We honor and appreciate honest and helpful feedback as this practice will help us become more effective.

We believe in accountability, confidentiality, excellence and competence as they are the foundations to achieving the confidence and trust of our community.

We value caring for others the same way we would like to be cared for with respect for privacy, autonomy and dignity.

We value our extended family network as they are an important partner for caring for our users.

We believe that leading by example works well in our community and honors our Kanien'kehaka ways.

We view the community as a gift from the Creator, and so will do all that we can to help make it a safe and peaceful place to live.

Our Goals

1. Ensure safety and quality is prioritized throughout all activities of the hospital centre

Objectives:

- Continually improve care and processes.
- Advance patient safety culture.
- Broaden risk management ability.
- Engage clients in patient safety.
- Monitor ability to qualify for Family Medicine Group
- Ensure the overall framework, management and security of information assets.
- Ensure that employees are recruited and/or developed to fill each role within the organization.

2. Renovate and Expand the KMHC facility in order to meet the present and future needs of clients.

Objectives:

- Achieve signed agreement with SIQ for the development of definitive plans and construction.
- Evaluate and incorporate infection prevention and control measure in the definitive plans for renovation and expansion.
- Complete the development of the final construction plans in collaboration with the professional services team and the SIQ.
- Finalize financial agreement with MSSSQ (Financement du Québec).
- Tender for and hire a general contractor.
- Address operational budget needs with MSSSQ for post renovation and expansion.
- Ensure that operations continue during expansion and renovation.
- Support a smooth transfer during and after renovation and expansion by applying a

conscientious planning process for changes in key work flow areas (inter-department/inter-discipline processes).

- Respond operationally to Phase 1 of construction.
- Revisit the post renovation and expansion staffing plan.

3. Integrate Mohawk Culture into KMHC Operations

Objectives:

- Implement Traditional Medicine services.
- Develop Kanien'keha Language Personnel Policy based on the Kaianerenhseron'ni ne Onkwawenna'on Aontston ne Kahnawake:ke.
- Offer employees traditional healing services as part of KMHC's Employee Assistance Program.
- Develop formal mission and vision statements for the Traditional Medicine Unit.
- Utilize mentoring and peer learning as a way of ensuring that the Traditional Medicine program and services remain culturally appropriate and relevant to the needs of our clients.
- Explore how Mohawk Culture can be integrated into other KMHC departments.

4. Implement the Community Health Plan (CHP) in partnerships

Objectives:

- Work with Onkwatakaritahtshera to develop sub-committees with multi-organizational involvement to develop a plan for each health plan priority.
- Develop and implement a communications plan to promote the CHP in partnership.
- Implement the plan internally.