

Oak Valley Health Unveils 2024-2029 Strategic Plan

For immediate release

Markham, ON (April 16, 2024) - Oak Valley Health today released its 2024-2029 Strategic Plan: *Integrated Care for Healthier Communities*, which focuses on getting patients the care they need, at the right time and in the right place and on delivering an extraordinary patient experience.

“The past four years have brought unprecedented challenges to the health care system, but with any challenge comes opportunity,” says Oak Valley Health President and CEO Jo-anne Marr. “Our new strategic plan demonstrates our commitment to transformational leadership, bold innovation, and new partnerships to improve the health of the communities we serve.”

The new five-year strategic plan—the first to be entirely web-based—marks Oak Valley Health’s evolution from its *Care Beyond Our Walls* strategy, which guided the organization through the pandemic, to integrated care, which brings together different organizations, health care professionals, and service providers to support high-quality, holistic patient care.

“Our new Vision statement, *integrated care for healthier communities* represents our renewed focus on providing a seamless journey for patients and their families,” says Marr. “It is a people-centred approach that aims to make the patient’s journey through today’s complex health care landscape easier to navigate.”

The new Vision is underpinned by a new Mission statement, *deliver an extraordinary patient experience through our honoured to care culture*. “This means that what matters to patients, families, and caregivers is truly valued,” says the Co-Chair of Oak Valley Health’s patient experience participants Anne Rouillard. “We are committed to providing consistent, safe, high-quality care, delivered with empathy, compassion, respect and good communication.”

The new strategic plan was developed with input from frontline staff, patients, families, volunteers, and the communities Oak Valley Health serves. “I am incredibly proud to be part of the launch of our new strategic plan,” says Oak Valley Health Board Chair Mike

Arnew. “There has been meaningful engagement and everyone's voice has been heard and valued throughout this process. This collaborative effort has resulted in a strategy that truly reflects the diversity and unique needs of our communities, as well as the unwavering dedication of those who tirelessly care for them. Together, we have created a roadmap for the future that embodies our collective commitment to excellence in health care.”

To achieve its Vision, Oak Valley Health will focus on three key priorities:

- **People:** Becoming a health system of choice to work, practice, volunteer and learn in, while fostering a people-centred culture of belonging
- **Connections:** Prioritizing collaboration, enhancing community engagement and strengthening relationships with primary care, community providers, the Eastern York Region North Durham Ontario Health Team and system partners to address the needs of all patients, including underserved populations
- **Growth:** Addressing the needs of the patients and communities by expanding programs, services and physical space, accelerating academic affiliations and research and driving progress through innovation

“Our sights are set firmly on the future—the highest quality of integrated care,” says Marr. “We are grateful to everyone who shared their thoughts with us and encouraged us to dream big for the future of our work at Oak Valley Health.”

Read Oak Valley Health’s 2024-2029 strategic plan at: strategicplan.oakvalleyhealth.ca.

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About Oak Valley Health: Oak Valley Health is one of Ontario’s leading community health care organizations. Across our two hospitals, Markham Stouffville Hospital (MSH) and Uxbridge Hospital (UXB), as well as our Reactivation Care Centre (RCC), we provide high quality, patient-centred care to more than 468,000 patients each year. We offer diagnostic and emergency services and deliver clinical programs in acute care medicine and surgery, addictions and mental health, and childbirth and children’s services. We are proud to be part of the Eastern York Region North Durham Ontario Health Team (EYRND OHT). Our 586 professional staff (including physicians, midwives, and dentists) over 3,000 staff and over 930 volunteers serve patients and families with an honoured to care mindset and are focused on delivering an extraordinary patient experience to the residents of Markham, Whitchurch-Stouffville, Uxbridge, and beyond. oakvalleyhealth.ca



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