



**Mission: To provide Grey Bruce community equitable access to comprehensive, collaborative and compassionate end-of-life care, grounded in dignity, respect, empathy and our common humanity.**

**Vision: Community supporting community to live well with dying.**

**2024-25 Action Plan APPROVED**

Pillar	Goal	No.	Action Item	Party	Deadline	Status
<b>Sustainability</b>						
<b>S1</b>	<b>Be an employer of choice for skilled and compassionate clinical, administrative, and volunteer staff who are deeply committed to palliative care and uphold our values of dignity and empathy.</b>					
		S1.1	Design multifaceted wellness program for staff.	Leadership	September 2024	
		S1.2	Provide system supports for a Volunteer wellness through dialogue and sharing	HR	June 2024	
		S1.3	Develop a Train the Trainer program for volunteers across all areas of the organization.	HR	June 2024	
		S1.4	Complete an annual Board Satisfaction survey to identify needs for improved retention	Board	September 2024	

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		S1.5	Complete annual satisfaction surveys through InfoAnywhere for Staff, Physicians & Volunteers to identify needs for improvement and successes.	ED	July 2024	
		S1.6	Establish an Inclusion, Diversity, Equity & Access (IDEA) program that addresses all HR policies and programs	IDEA Cmt with HR & ED	December 2024	
<b>S2</b>	<b>Develop and maintain a comprehensive Risk Management Program that prioritizes patient safety, staff well-being, and regulatory compliance, ensuring the highest standard of care.</b>					
		S2.1	Approve new policies, procedures and documents required for accreditation	Board & ED	January 2025	
		S2.2	Design new policies and practices with a focus on liability, patient safety, and quality of care	Board & ED with Clinical	February 2025	
		S2.3	Implement critical incident analysis framework	ED	November 2024	
		S2.4	Complete Phase I of HPCO Accreditation and Register for Phase II	Board & ED	January 2025	
		S2.5	Implement a complaints process that is in compliance with the <i>POL-217 Compliments &amp; Complaints</i>	Board & ED	June 2024	
		S2.6	Develop a plan of action for an Unplanned Executive Director Emergency Absence	Board & ED	March 2025	

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		S2.7	Develop an Investment Policy	Board	July 2024	
		S2.8	Develop a Capital Asset Management Plan	Board	February 2025	
		S2.9	Develop a Disaster Recovery Plan	Board	December 2024	
		S2.10	Develop 3-year Security Strategy	Board	March 2024	
		S2.11	Establish and implement a Facility Risk Management program including daily, monthly and quarterly checks.	Facilities	July 2024	Completed June 2024
		S2.12	Review and amend insurance based on organizational needs.	Board	June 2024	
<b>S3</b>	<b>Maintain a sustainable financial model for services and growth that fosters long-term stability, both financial and human resource, and enables equitable access to those with a life limiting illness.</b>					
		S3.1	Expand the Third Party revenues in 2024 by 33%	Fundraising	March 2025	
		S3.2	Identify goals of GBH in a partnership with Foundation	Board	September 2024	
		S3.3	Develop a MOA with Foundation	Board	November 2024	
		S3.4	Work with the GBH Foundation to determine capital need options for F2026 and F2027	Board & ED	February 2025	
		S3.5	Create a 2 Cuddle Beds (bariatric beds) campaign for resident bed replacement.	ED with Fundraising	December 2024	

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<b>S4</b>	<b>Lead an Awareness Campaign and advocate <u>with our partners</u> to raise awareness about continuum of palliative care and hospice service in Grey and Bruce.</b>					
		S4.1	Develop a plan of topics to provide in workshops for the community (e.g. Advanced Care Planning, Farm & Inheritance Succession, Wills Planning).	Leadership	September 2024	
		S4.2	Develop a Social Media Communication Plan which addresses an annual consideration of important days and weeks to GBH.	Marketing with Leadership	July 2024	
		S4.3	Develop a WillPower Campaign to run throughout F2025.	Leadership	March 2025	
<b>Education</b>						
<b>E1</b>	<b>Establish Chapman House as a local centre of excellence and education; advancing palliative care knowledge and fostering the development of skilled professionals in Grey Bruce.</b>					
		E1.1	Dedicate staff to participate in the Education subcommittee of the GB-OHT Palliative Care Team Circle in order to build opportunities for GBH staff training and improved services.	ED with Medical Director and Clinical	March 2025	

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<b>E2</b>	<b>Educate the community on the range of palliative care and support services offered at Chapman House, empowering individuals and families to make informed decisions about end-of-life care.</b>					
		E2.1	Provide at least 5 Community engagement sessions to local organizations, business, groups and churches on services within Chapman House	Leadership	March 2025	
		E2.2	Build an education and resources page on the GBH website with information that can empower decision making about end-of-life care	Leadership	October 2025	
		E2.3	Run a Social Media Campaign on Advanced Planning	Marketing with Clinical	March 2025	
<b>E3</b>	<b>Identify and provide ongoing professional development and training opportunities for employees, volunteers, and the Board, cultivating a culture of continuous learning and growth.</b>					
		E3.1	Ensure all staff, volunteers and Board have completed the Fundamentals of Palliative Care and include this in the Onboarding process	ED with HR	December 2024	
		E3.2	Add a brief (15 minute) monthly training to the Board Meetings from a high level / political level (e.g. Admission Process, MAiD,	Board	June 2024	

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			funding model, clinical / philosophical model, history of GBH, Insurance Program, etc)			
		E3.3	Develop a Board Onboarding and Orientation program.	Board with ED	July 2025	
		E3.4	Hold bi-monthly volunteer gatherings on a variety of training and interest topics.	HR	March 2025	
		E3.5	Develop & Maintain a Board Member classification sheet on training received and ongoing needs of the Board	ED	October 2025	
		E3.6	Develop an IDEA training plan for staff and volunteers for improved resident & family services and experience	Leadership with IDEA Cmt	October 2025	
<b>E4</b>	<b>Promote training opportunities and educational placements for Nursing and PSW students within Chapman House, helping to ensure a skilled workforce equipped to deliver exemplary care for those with a life limiting illness.</b>					
		E4.1	Recruit and accept clinical placements for PSW, RPN and RNs.	Clinical & HR	February 2025	

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<b>Resident &amp; Family Care</b>						
<b>R1</b>	<b>Provide exemplary pain and symptom management for residents, utilizing evidence-based practices and multidisciplinary approach to enhance quality of life.</b>					
		R1.1	Establish the priorities in a Clinical Plan for a modernized service model	Leadership, Clinical & Medical Director	December 2024	
		R1.2	Employ a MSW for an interdisciplinary approach to pain and symptom management	ED	September 2024	
		R1.3	Explore the feasibility of a pain management respite program.	ED	November 2024	
		R1.4	Adopt HPCO's Metrics Platform, integration with InfoAnywhere as a means to Quality Improvement and meeting HPCO Accreditation.	ED & Clinical	July 2024	
<b>R2</b>	<b>Foster the social, psychological, emotional, and spiritual well-being of residents and families through integrated allied health services, holistic therapies, and legacy programs that honour individual experiences and promote healing.</b>					
		R2.1	Focus staff functions and needs around Domains of Care Philosophy and Teams approach.	Leadership	November 2024	
		R2.2	Evaluate and Implement IDEA needs of residents and families	Leadership	December 2024	

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		R2.3	Comprehensive review of the Spiritual Care program from the lense of accreditation standard	ED with Clinical	January 2025	
		R2.4	Develop a list of available new Complementary Therapy programs with volunteers	Clinical	February 2025	
<b>R3</b>	<b>Support families and caregivers through comprehensive Grief and Bereavement programs, tailored to meet diverse needs and promote resilience in the face of loss.</b>					
		R3.1	Comprehensive review of the Grief and Bereavement program (including legacy projects) under the new MSW from the lense of accreditation standard.	MSW with Clinical & ED	November 2024	
<b>R4</b>	<b>Explore and collaborate with community partners to identify opportunities for innovation and expansion of palliative care services.</b>					
		R4.1	Participate in Stratim's development in Equity, Diversity & Inclusion (EDI) survey metrics for InfoAnywhere users	ED	September 2024	
		R4.2	Be a key member in the establishment of a GB-OHT Palliative Care Team Circle in order to look at system level changes across Grey Bruce	ED with Medical Director and Clinical	March 2025	
		R4.3	Advocate with HPCO to develop an accreditable Complementary Therapy program for residential care	ED	February 2025	