



Leading Beyond Care



Strategic Plan 2025-2030
Brant Community Healthcare System

Land Acknowledgement

We acknowledge that the Brant Community Healthcare System is located on lands that have been the traditional territories of Indigenous peoples for at least 10,000 years. Today, their descendants – the Haudenosaunee and Mississauga nations – continue to reside in the Grand River region. Several centuries ago, these two groups entered into a social and political agreement known as the Dish with One Spoon wampum, which called upon people to help one another and commit to ensuring that the natural environment would be cared for so that future generations would benefit from what the land provided. This ancient philosophy, based upon mutual respect and a shared responsibility to put aside differences to ensure human and social wellness, are values that the Brant Community Healthcare System will continue to uphold and to strive for when working with Indigenous patients, families, and staff.

Image of the Grand River provided by the City of Brantford.

A Message from the CEO and Chair

As we launch our 2025-2030 Strategic Plan, we are filled with immense pride and optimism for the future of Brant Community Healthcare System (BCHS). Our mission is clear: to serve as an anchor for community well-being through continued healthcare excellence.

As an anchor institution, we are deepening our commitment to this community—leveraging our resources, partnerships, and expertise to improve health outcomes. By leading this work in the province, we are setting a new standard for how hospitals strengthen the communities they serve.

Our vision is bold. Leading Beyond Care is more than a statement—it's our commitment to breaking down barriers, ensuring equitable access, and creating a seamless, patient-focused network of care. By collaborating with healthcare providers, community partners, and local organizations, we go beyond treating illness to build lifelong health and well-being.

Equity, inclusion, and belonging are at the heart of our plan. At BCHS, we foster an environment where patients, staff, and community members feel valued and supported. We are here to serve everyone, especially those who need us most, ensuring no one is left behind.

Together, we will build a future where everyone in our community can thrive. Thank you for your continued support and partnership as we Lead Beyond Care.



Bonnie Camm
President & CEO



Dave Diegel
Chair, Board of Directors



Shaping the Plan

The Brant Community Healthcare System's 2025-2030 Strategic Plan is a testament to the dedication of the many individuals and organizations that contribute to our purpose.



We extend our deepest gratitude to the patients and families we are privileged to serve. Your needs and aspirations guide our every action at BCHS, and we are committed to your health and well-being.



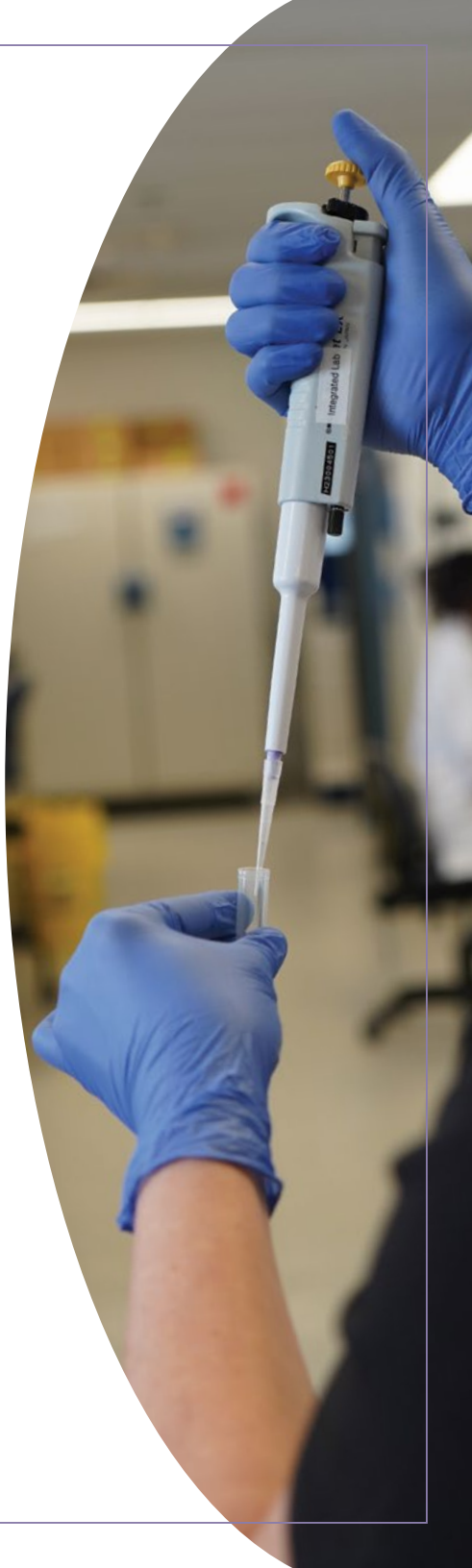
We deeply appreciate our exceptional people—our employees, professional staff, patient and family advisors, learners, and volunteers—whose hard work, dedication, and invaluable insights are the foundation of our success. Your unwavering commitment across the organization is essential as we work together towards our shared vision.



Our sincere appreciation goes out to our community partners, whose collaboration helps us fulfill our commitments to healthcare, research, and education. We are grateful for the BCHS Foundation's leadership in driving philanthropic efforts to raise much needed funds to support patient care.



We express our heartfelt thanks to the Strategic Planning Steering Committee and the 1,600 individuals who took the time to engage with us throughout the planning process. Your feedback, commitment, and involvement have been instrumental in shaping the future progress and direction of BCHS.



Strategy at a Glance

BCHS' Strategic Plan 2025-2030

Vision Leading Beyond Care

Mission

Serving as an anchor for community well-being through healthcare excellence.







Values

- Be Bold and Courageous
- Commit to Excellence
- Champion Equity
- Be Trustworthy

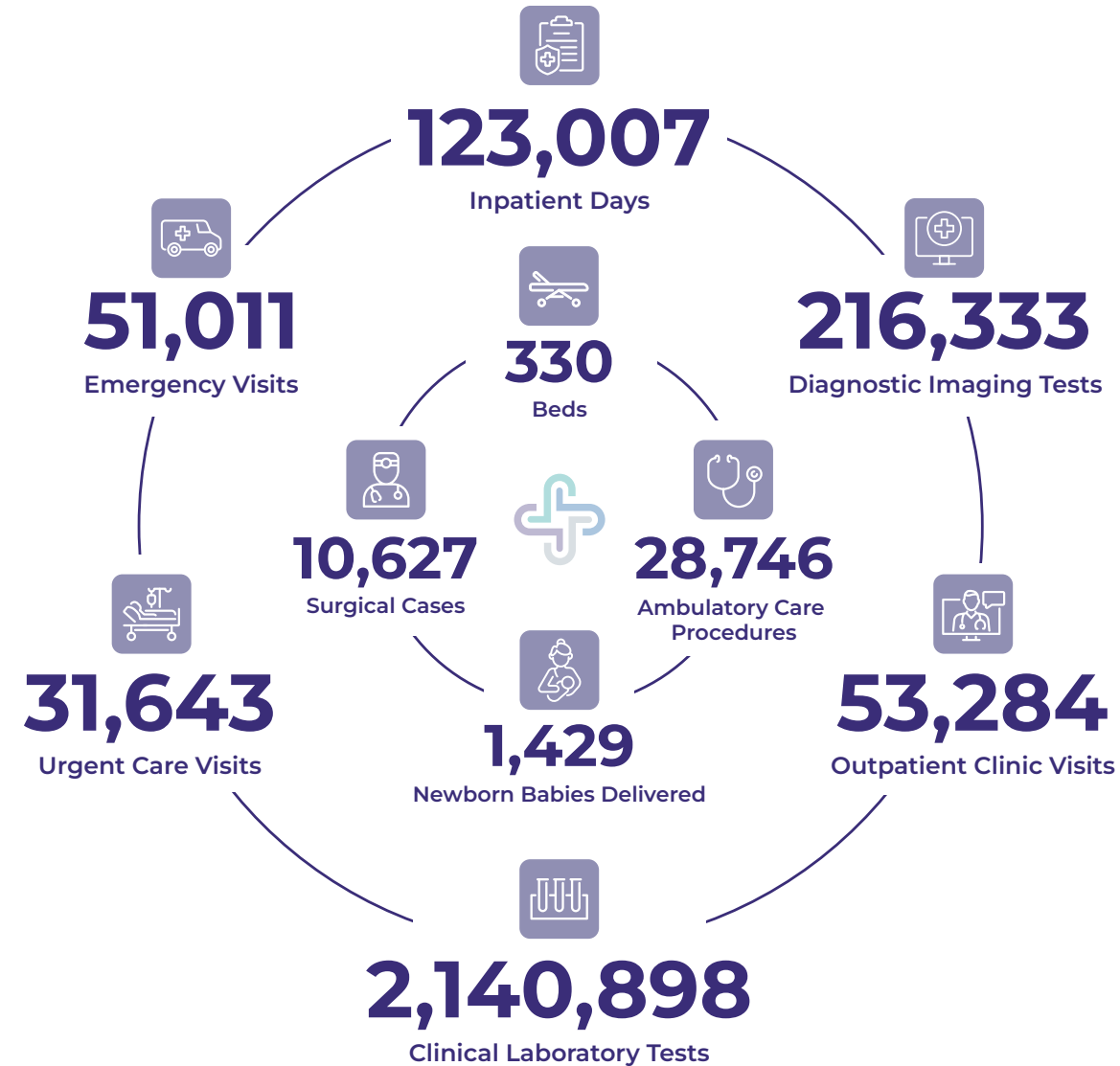
Strategic Pillars

The 4 Ps

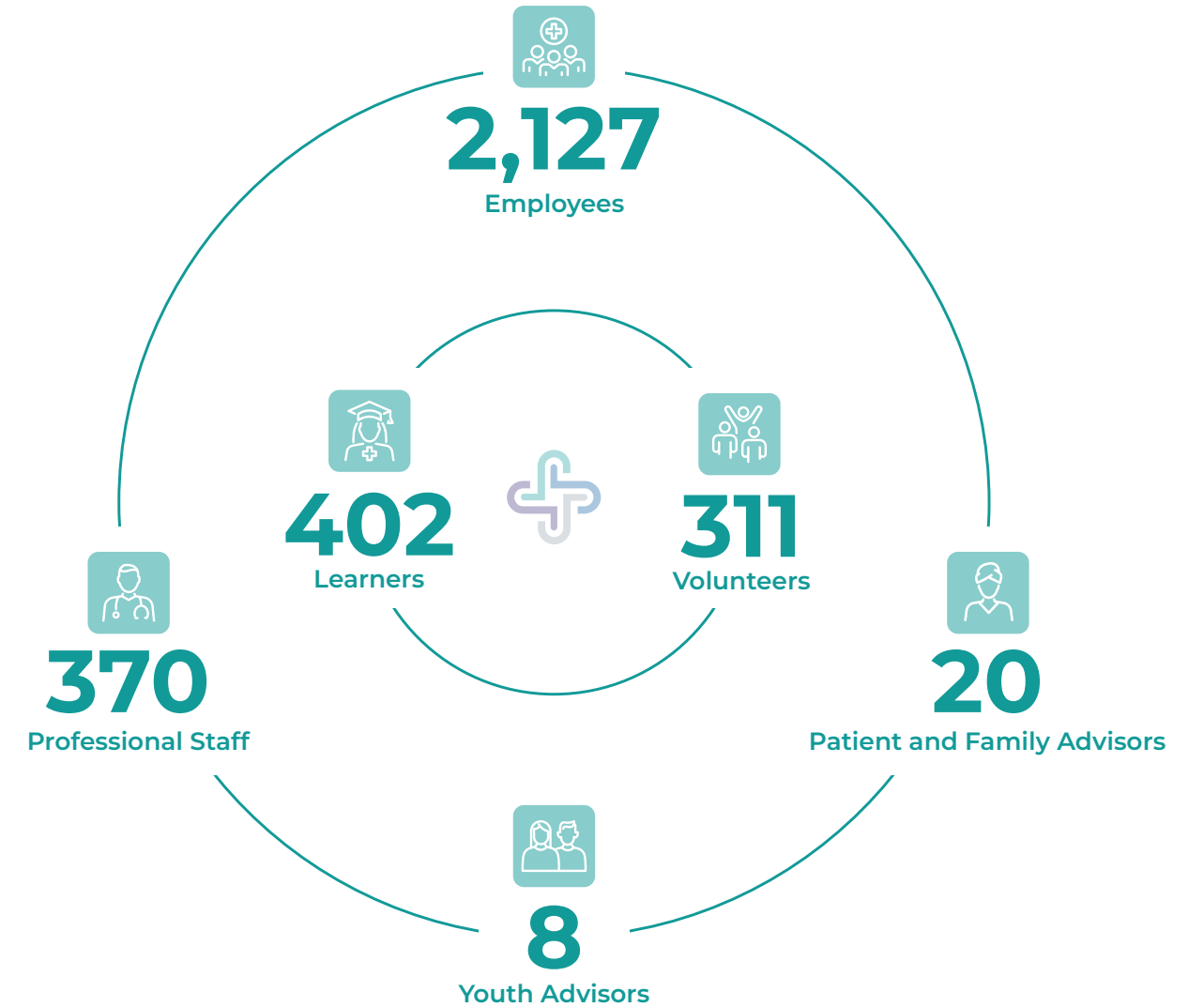
 Patients	 People	 Partners	 Progress
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Our Patients by the Numbers



Our People by the Numbers



Vision

Leading Beyond Care

Mission

Serving as an anchor for community well-being through healthcare excellence.



Values

Who We Are:

At Brant Community Healthcare System, we believe everyone deserves high-quality, compassionate, and inclusive care. We are committed to creating a welcoming environment where every person—patient, team member, or community partner—feels respected and valued. By embracing innovation and working together, we aim to build a healthier, stronger community for all.

Our Values Are:

Be Bold and Courageous: We embrace innovation and change to improve patient outcomes and services.

Commit to Excellence: We continuously strive for the highest standards in quality and safety and patient experience, always aiming to exceed expectations.

Champion Equity: We advocate for fair access to healthcare, work to eliminate disparities, and create an inclusive environment where every patient, team member, and community member feels valued, respected, and supported.

Be Trustworthy: We act with integrity and transparency, holding ourselves accountable, and maintaining the trust of our community.







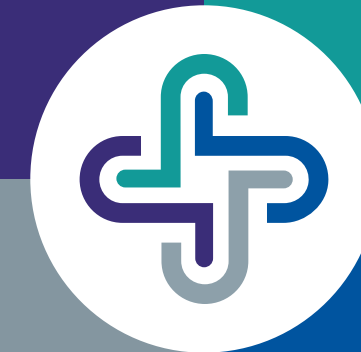
TeamBCHS is our united collective, where every employee, professional staff member, learner, volunteer, and patient and family advisor contributes to our shared purpose.



Patients



People



Progress



Partners

BCHS' Strategic Pillars



Delivering High-Quality Care



Patients


We will **prioritize** high-quality, person-centered care and improving patient outcomes.

Our Commitments

Adopting leading evidence-based standards and practices for patient safety and quality while continuously maintaining the highest level of accreditation.

Engaging patients and families to co-design the best possible care experience through the growth and empowerment of our Patient and Family Advisory Program.

Providing a culturally safe healthcare experience for First Nations, Inuit and Métis people through the advancement of the Indigenous Health Service and the development of an Indigenous Health Strategy.

Understanding our community's health and equity data to  respond to diverse needs and ensure culturally safe care for all.





Building a Culture of Excellence



People


We will focus on the recruitment, retention, well-being, development, and engagement of TeamBCHS.

Our Commitments

Leveraging the talents of our diverse workforce to foster a culture of excellence, while creating opportunities for both career growth and recruitment.

Supporting the psychological safety, well-being, and resilience of our people to promote a thriving work environment across TeamBCHS.

Fostering a culture of recognition and joy that inspires employees by connecting them to the purpose of their work, while upholding the highest standards of professionalism, respect, and accountability.

Inspiring a culture of inclusion and belonging by advancing our Diversity,  Equity, Inclusion, and Belonging (DEI-B) roadmap, aligned with our Indigenous Health Strategy and the Ontario Health Equity, Inclusion, Diversity, and Anti-Racism framework.





Leading Innovative Collaborations



Partners

We will lead collaborations within our hospital and with community partners to drive innovation, elevate healthcare quality, and improve health outcomes.


Our Commitments

Strengthening and formalizing partnerships with other healthcare organizations, particularly primary care providers, to improve access to and continuity of care.

Leading collaborations with community organizations to implement innovative solutions to provide the right care at the right place.

Growing our partnerships with academic institutions to enhance our academic mission, providing students with opportunities to learn and develop their careers.

Participating in research opportunities to improve patient care.

Strengthening outreach and partnerships with diverse community  groups to enhance patient and TeamBCHS experiences to reflect the communities we serve.





Shaping the Future of Care



Progress

We will advance the redevelopment of our facilities, services, and systems to meet the evolving needs of our communities, ensuring sustainable, environmentally responsible, high-quality, and accessible care for years to come.

Our Commitments

Reimagining our care facilities by advancing the redevelopment of the Brant Community Healthcare System.

Ensuring effective care delivery within our current facilities while also completing infrastructure renewal projects.

Implementing a Digital Health Strategy that integrates innovative technologies—including the implementation of a new Health Information System—to enhance patient and provider experiences while streamlining operations.

Creating a multi-year financial plan that focuses on financial sustainability and exploring non-ministry and new revenue streams to enhance our fiscal health.

Advancing environmental sustainability by reducing waste, optimizing energy use, and incorporating green practices into hospital operations.

Implementing a Clinical Services Plan that addresses the evolving needs of the diverse communities we serve, incorporating new programs and services to enhance access to high-quality and equitable care.



