

Our Amphia



Preface

In 2022, we reflected on the years ahead. What is going to happen and how can we prepare for it? Everyone who works at Amphia was allowed to contribute ideas. We also talked to organizations we cooperate with. We asked them for their opinions. How should Amphia develop, according to them? All these ideas were collected. This is how we defined our strategy. You can read more about this in this document.



We think it is important that everyone in the Netherlands who needs care can get that care. That's a big challenge. The cost of care continues to rise and it is difficult to find sufficient doctors and nurses. At Amphia, we do everything we can to make work a pleasure. We are proud of what we do and like to show it. We think every professional voice matters. We develop ourselves, try new things and share our knowledge in the fields of care and health. This is how we keep improving our care and making it smarter. Together with our partners, we make sure you get the best care in the right place. What care that is, we decide together. That makes us a competent and attractive hospital for patients and their loved ones, healthcare professionals and collaborative partners.

Our hospital, our care, our people, our pride. That's our Amphia.

At Amphia, people receive excellent care that fits their needs. This means: the right medical specialty care, in the right place, at the right time for the right patient. We are an attractive hospital for professionals who enjoy their work. Amphia is part of Cooperating Top Clinical Hospitals (STZ). Researching, innovating and training people is part of our work. Together we are always looking at how we can work even smarter. In doing so, we do our best to protect the environment.



Table of contents

Preface		2
Introduction		4
Key values		6
Topic 1	The professionals	8
	Enough professionals	
	Doing work that suits you	
	Training and development	
	Safe atmosphere	
Topic 2	Patient Care	9
	Longer healthier	
	Adjusting the care we provide (correct patient)	
	Meaningful care (correct care)	
	Faster safe return home (correct place)	
Topic 3	Collaboration	10
	Collaboration within Amphia	
	Collaboration with others	
	Open atmosphere	
Topic 4	Science and technology	11
	Doing research	
	Innovation	
	Technology	
Topic 5	Sustainable operations	12
	Environment and climate	
	Agile organization	
	Working with data	

Introduction

In recent years, we have worked together on our strategy called Healthier Together. In that time, much has changed in the world. That's why we started thinking about a new strategy in 2022. What should we do in the coming years to prepare ourselves for the future? As a starting point, we looked at our mission and vision.

Our mission statement states what Amphia does:

Amphia provides the most appropriate medical and nursing care for the population around us.

Our vision states what we want to achieve in the future:

We lead the way in excellent, future-proof care. We do this together and with our partners in the region. We keep focus on

each other. Scientific research, training and innovation ensure that we are and remain a top clinical hospital. All this makes us an attractive hospital for driven professionals.

We have described in a few words how we like to do our work. Those words are our core values: together, attentive, knowledgeable and driven. On the next page, we explain what we mean by that.

We describe our new strategy in five chapters. Everything we do every day within one or more of these chapters:

- **The professionals;**
- **Patient care;**
- **Collaboration;**
- **Science and Technology;**
- **Sustainable operations.**



Core values



Together Attentive Knowledgeable Driven

Together

Together we are stronger for the future. We work well together, within Amphia and beyond. We decide together with the patient what care they need. That way everyone gets the right care in the right place.

Attentive

We pay attention to each other and to others. We value each other and work with pleasure. Everyone is welcome in our hospital.

Knowledgeable

We are proud of our profession and love doing our work. Especially if we can work independently. We provide good, safe and appropriate care.

Driven

We like to develop ourselves, try new things and share our knowledge. We conduct research and learn about new technologies. This is how we keep improving our care and making it smarter. We are curious about each other, other organizations and the world around us.



Strategic themes

The professionals

It is important to us that our professionals are well-trained, vital and happy. In Amphia, therefore, they are given the space to make their own decisions, both in their work and about their careers. We make sure that our professionals can work in a pleasant and safe atmosphere. They are given opportunities for self-development.



Enough professionals

We can provide excellent care if we have enough professionals. Therefore, we consult with all of our departments in a timely manner. We hire new colleagues in time. Or we train them ourselves. That way we always have enough healthcare providers as well as enough people who understand training, development and research. We make sure people want to work with us.

Doing work that suits you

We want our professionals to be vital and happy. This allows them to do their job well and to handle challenges as best as they can. Therefore, we regularly discuss whether the work people are doing still suits what they want and are able to do. If necessary, we will look together for work that is a better fit.

We support our employees as best we can in the work they do, and we ensure that

working at Amphia is attractive and challenging.

Training and development

Those who work in healthcare are never done learning. That's why we continually invest in training and personal development. We devise clever ways to train colleagues faster and better. Thus, there are always enough skilled caregivers and other professionals. Because of our way of training and attention to personal development, even more people want to work in Amphia and develop themselves further with us.

Safe atmosphere

Professionals must be able to work safely and decide for themselves how to do their jobs. We want everyone in Amphia to feel valued and have confidence in the organization. This is why we continuously work to ensure a safe atmosphere in the workplace.

Patient Care



Amphia is committed to providing appropriate care. By this we mean: the right medical specialty care, in the right place, at the right time for the right patient. Patients and healthcare providers decide this together. Appropriate care also means organizing care as close to the patient as possible. This is not only about illness, but also about health, prevention and self-reliance. Amphia always takes a critical look at whether the care we provide matters and is meaningful.



Healthier for longer

Amphia helps patients take good care of themselves. We pay attention to a healthy lifestyle. People who live healthy lives can continue to live at home for as long as possible. What if someone has to go to the hospital anyway? Then we will make sure they are well prepared. This allows patients to recover quickly and return home.

Adjusting the care we provide (correct patient)

Amphia always takes a critical look at all the care we offer. That care must be meaningful and our patients must benefit from it. We work with our partners to see where we can best help people. Amphia wants to focus primarily on patients from the surrounding region who need specialty care. They can contact us day and night for that.

Meaningful care (correct care)

Amphia only wants to provide care that is meaningful and of real benefit to patients.

Therefore, we always decide together with patients and their loved ones. We also discuss what care patients may need or want in the future. We ensure that all patients are assessed in the same way. That way, the correct patients always end up with the correct healthcare provider.

Faster safe return home (correct place)

We always deliver our care in the safest place possible: in people's homes if possible, in the hospital if necessary. We want patients to receive the care that best suits their situation. If someone needs specialist medical care, they can come to the hospital. If care can take place outside the hospital, then we will arrange that, in consultation with the GP or another healthcare provider. When we can, we use digital care (such as an app). This allows us to can remotely check if a patient is doing well.

Collaboration

We would like to organize the care of our patients as smartly as possible. To do so, we must work well together. Within Amphia and beyond. If we know each other well and trust each other, we can provide the very best care. That's why we'll be checking in with each other more often in the coming years.



Collaboration within Amphia

Within Amphia, we are going to work together even more. We get to know each other better and observe other departments. We also work toward common goals. When everyone does what they do best, together we provide the best possible care.

Collaboration with others

Amphia is working with more and more partners and we will continue to do so. For example, we will also conduct research together and recruit and train colleagues together. That way we can distribute the work as smartly as possible.

Open atmosphere

We want Amphia to have an open atmosphere where we trust and respect each other. Only then can each professional work best. Everyone in Amphia participates in this open atmosphere. We enjoy working together to achieve our goals.

Science and technology



We want to provide excellent care and use our people and resources as smartly as possible. To do so, we invest in science and innovation, and use proven technology. We also learn from the research conducted by Amphia and other hospitals. The work of our professionals becomes more interesting because they can conduct research. That makes Amphia an attractive place to work.



Doing research

The research we do provides important knowledge. This will allow us to further improve our care. It contributes to accessible and affordable care. All professionals who want to can perform research with us. We support them in this as best we can. Therefore, we are increasingly investing in our own research. Amphia is known for good quality research.

Innovation

We must continue to innovate to keep care accessible, affordable and improved for all. That is why we are investing more time and money in innovation. We hire people who are innovative. We are also testing new technology and new ways to collaborate with each other. Innovations that work well are used throughout the hospital as soon

as possible. As a result, Amphia is always ahead of the curve.

Technology

Amphia wants to be able to provide excellent care anytime, anywhere. For that, it is important that all our professionals can quickly and simply look up the right data. We are working with new digital and medical technology to make that possible. As a hospital, we will be working more and more digitally in the coming years.

Sustainable operations

A large hospital consumes a lot of energy and generates a lot of waste. In recent years, we have already started working to become more sustainable. We will continue this drive. We want everyone in Amphia to think about and pay attention to sustainability every day. Together, we do our best to minimize our impact on the environment.



Environment and climate

In the coming years, we will work even more sustainably. We will reduce our carbon emissions, work with reusable resources as much as possible and ensure a healthy living environment. We want to achieve results quickly. That's why we make sure everyone at Amphia is working on sustainability every day. We work together with each other and with companies that set a good example.

Agile organization

The world and healthcare are changing rapidly. Amphia always wants to be able to deploy its people and resources in the best possible way. Therefore, we want our organization to be able to adapt more quickly. We will take care of that before 2027. We make sure we always have the right information so we can make the right

decisions in time. To continue to develop ourselves, we must remain financially sound. And to remain financially sound, we must continue to develop ourselves.

Working with data

We use our data (data) securely and to make better decisions. Data becomes information, which we use to work smarter, more sustainably and enjoyably. Amphia is investing in this. We are improving the quality of our data. We also learn to work with the insights from our digital data.