

STRATEGIC PLAN 2019 - 2022

Care beyond our walls

VISION: CARE BEYOND OUR WALLS:
Connecting with our community

MISSION: HONOURED TO CARE

Strategic pillars:



Delivering an extraordinary patient experience

- Create a comprehensive patient navigation model of care
- Develop a state-of-the-art clinical program focused on: childbirth and children's services, ambulatory care, orthopaedic services and care transitions, ensuring exceptional care close to home
- Become a patient led organization



Embracing our community

- Engage our community to better understand and meet their needs
- Strengthen our partnerships to ensure smooth patient transitions
- Enhance our relationship with community physicians
- Develop a brand strategy that unifies our sites and reflects our excellence in clinical care
- Re-envision and rebuild the Uxbridge site



Empowering our people

- Create an 'honoured to care' culture that distinguishes us
- Develop a recognition and reward system for our staff, physicians and volunteers
- Implement a comprehensive leadership development and training plan
- Strengthen interprofessional collaborative practice
- Enhance our academic role and educational experience for our learners

Strategic enablers:

Communication, Education, Finance, Infrastructure, Information Technology and Innovation

VALUES:

RESPECT, TRUST, COMMITMENT, COMPASSION, COURAGE