

Strategic PLAN

2020-2024

OUR VALUES:

- I**ntegrity
- C**ompassion
- A**ccountability
- R**espect
- E**xcellence

OUR STRATEGIC DIRECTIONS:

<h1>1</h1> <p>Expansion & Integration</p>	<p>GROW FOOTPRINT & SERVICES</p> <p>Improve health outcomes for our diverse community through new development and responsive programs and services.</p>	<p>CONNECTED HEALTHCARE</p> <p>Enhance access, coordination and support for patients as they move through their healthcare journey.</p>	<p>STRATEGIC PARTNERSHIPS</p> <p>Expand partnerships to streamline care delivery and enhance organizational effectiveness.</p>
<h1>2</h1> <p>Centre of Excellence</p>	<p>KNOWLEDGE EXCHANGE</p> <p>Create opportunities to advance care through information exchange and partnerships.</p>	<p>RESEARCH & INNOVATION</p> <p>Enable continuous improvement through vision and thought leadership.</p>	<p>EDUCATION</p> <p>Establish and promote a holistic model of care for aging and wellness.</p>
<h1>3</h1> <p>Quality, Safety, & Accountability</p>	<p>CULTURE OF QUALITY</p> <p>Foster an organization-wide commitment to excellence.</p>	<p>SUSTAINABILITY</p> <p>Reinforce culture of environmental and financial responsibility.</p>	<p>TECHNOLOGY AND INFRASTRUCTURE</p> <p>Invest in technology to improve safety, services, and access to information.</p>
<h1>4</h1> <p>Exceptional Experience</p>	<p>PEOPLE PLAN</p> <p>Recruit and cultivate top talent to elevate our brand and support organizational excellence.</p>	<p>CUSTOMER SERVICE MINDSET</p> <p>Adopt a service-driven approach to enhance patient experience.</p>	<p>COMMUNITY CARE</p> <p>Design care responsive to community, patient and caregiver needs.</p>

