

# 2018-2021 STRATEGIC PLAN

## REACHING OUT

### REACHING OUT TO THE PEOPLE WHO NEED US MOST

We will be active partners in building regional coalitions for health equity, in a compassionate, collaborative and kind way, to reach out and close gaps in care. Collaboratively, we will work to ensure that excellent care, as affirmed by our community, is accessible to everyone.

## INNOVATING TOGETHER

### INNOVATING AND BUILDING NEW KNOWLEDGE TOGETHER

We will mobilize everyone at St. Joseph's as part of a collaborative force for continual innovation, research and learning, driven by patient-centred needs. There will be an embedded expectation that improving what we know about our work and its effectiveness is part of everyone's job in a thriving environment for innovation.

## EMPOWERING PEOPLE

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We will enhance our thriving, inclusive environment where wellness is fostered and the potential of everyone is fully mobilized. We will build a shared understanding that everyone's voice matters and that staff, physicians, volunteers and learners have a significant role in improving the experience and care outcomes of those we serve.

## CONNECTING CARE

### CONNECTING CARE TO SUPPORT BODY, MIND AND SPIRIT

We will welcome every patient, resident and family caregiver as a person with a unique set of strengths, support networks, spirituality, physical and psychological conditions, and personal goals. We will create linkages across our programs and partner across the region to connect care and services to meet whole person needs.

## LEVERAGING TECHNOLOGY

### LEVERAGING TECHNOLOGY TO TRANSFORM CARE AND KNOWLEDGE

Fully utilize the digital health technologies of clinical documentation and the patient portal to support better care and services for patients, residents and family caregivers and strengthen the pathways for adoption of innovative and integrated technologies to support caring for the whole person.

QUALITY & SAFETY  
CARE PARTNERSHIPS  
ADVOCACY & COLLABORATIONS  
EARNING COMPLETE CONFIDENCE

