

# STRATEGIC PLAN 2024–2027



## MISSION

FOR OUR UNIFIED  
ORGANIZATION:

We provide healthcare that is:

- Welcoming to all
- Patient-focused
- High-quality, collaborative & timely

## VISION

FOR OUR UNIFIED  
ORGANIZATION:

We aim to be Canada's best healthcare team by providing:

- Seamless patient and client experiences
- Superior work environments for our care providers
- Successful patient outcomes
- Outstanding collaborative partnerships to support our community
- Visionary leadership & innovative care



### 1 ENHANCED PATIENT EXPERIENCE

We are committed to providing patients with equitable, timely and high-quality care.



### 2 COLLABORATIVE CULTURE

We will promote patient-centered collaboration across our team, within our community, and in the education of the next generation of healthcare professionals.



### 3 ENHANCED TEAM & PROVIDER EXPERIENCE

We will invest in the quality improvement of our services, and the wellness and professional development of our team.



### 4 SAFE SPACES

We will ensure that through the principles of Equity, Diversity, and Inclusion, our organization and practice is a space where all people are welcome and can strive towards reaching their fullest health potential.



### 5 INFORMATION & TECHNOLOGY

We will leverage effective communication and technology to optimize patient access to services and to create more efficient workflows.

PREPARED BY:



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