

2005

Strategic Plan 2010

Transforming to a Regional Health Centre of Excellence



SOUTHLAKE
REGIONAL HEALTH CENTRE

Vision

Shockingly excellent service.





A Message from our President & CEO

I am often asked what it means to be a Centre of Excellence. I have often asked it myself. Although I am certain it may mean something a little different to every organization, we have worked hard to define what it means for Southlake.

For us, being a Centre of Excellence is to put our patients first, always and without exception. It's caring passionately about each other, our organization and our community. It's about being brave enough to lead and bold enough to follow through. But most importantly, it's about finding the opportunity to be shockingly excellent every day, in everything we do.

So when we speak of transforming as an organization, we speak not only of raising the bar in terms of our programs and services but also on how we deliver those services. That is our goal. But it has been said that a goal without a plan is just a wish. It is therefore my pleasure to present the plan that will guide our actions as an organization over the next five years and help us reach our goal.

Sincerely,

Daniel P. Carriere

Mission

We are in the business of caring for people and making their lives better. As a leader in the provision of specialized health care services, we are relentless in our efforts to deliver quality services closer to home, and to seek out new and innovative ways to meet the health care needs of the people we serve.





Introduction

In 2003 we revitalized our vision and created a series of values that put on paper what we strive for as an organization and its people. Put Patients First, Give a Damn, Push the Envelope and Honour Your Commitments. These are the principles that guide the actions and behaviours of our people. It's what we believe in.

In 2005 we formalized the strategic plan that will lead us to 2010. Guiding the actions and decisions of our organization, it too is based on four themes: Our Patients and Community, Our People, Our Performance and Accountability and Our Program and Service Opportunities. This is how we plan to deliver on our promise.

Put Patients First

Care with compassion.

Care with a commitment to safety and quality.

Care with flexibility.





Our Patients and Community

Our focus on Our Patients and Community goes right to the very heart of what we do and for whom we do it. It demonstrates our drive to provide the very best health care experience for the people we serve.

Goals Satisfied Customers

From our programs and processes to our attitudes and behaviours, we will work tirelessly to satisfy our customers.

Safe Care Environment

Our commitment to patient safety and the highest quality care is steadfast. We will accept nothing less.

Access to Service

Our community is vast and its health care needs varied. We will continually strive to ensure timely access to our facility, our programs and our services.

Excellent Patient Outcomes

Our patients deserve the best possible outcomes at every stage of their care. We will deliver.

Give A Damn!

Care passionately about the safety and well being of our people.

Care passionately about Southlake.

Care passionately about our community.





Our People

Some of the world's greatest people work at Southlake. Our focus on Our People addresses how we plan to keep them and find more like them.

Goals **High Performance Workforce**

A team that is happy, engaged and challenged can do great things. We will seek to recruit the best and brightest and find new ways to inspire our people, foster their passion and evolve to better meet their professional needs.

Healthy Work Environment

Part of walking our talk is promoting and maintaining a healthy and safe work environment – physically and emotionally.

Strong Sense of Community

To care passionately about our people and our organization, one must feel a part of the Southlake community. We will nurture the development of positive working relationships and friendships.

Honour Your Commitments

Walk our talk.

Follow through on your commitments.

Be accountable for your attitudes and actions.





Our Performance and Accountability

Our focus on Our Performance and Accountability addresses how we intend to enhance our efficiency and effectiveness in the business of caring for people and making their lives better.

Goals **Accountability to the Ministry of Health and Long-Term Care/LHIN**

We will work hard to continue meeting and exceeding the highest standards and expectations of those who provide us with funding.

Enhance Non Ministry Revenue

We will push the envelope and find new and innovative ways to secure our financial stability so we can re-invest in needed programs and services.

Push The Envelope

Embrace new opportunities.

Be fearless and courageous.

Make things happen.





Our Program and Service Opportunities

Always seeking to be and do more for our patients and community, our fourth focus represents our look to the horizon in Our Program and Service Opportunities.

Goals Regional Leadership and Regional Partnerships

We will seek out opportunities to lead and collaborate on initiatives that will improve the delivery of care throughout our Local Health Integration Network (LHIN) and beyond.

Regional Tertiary Services Closer to Home

We will continue to be relentless in our mission to develop tertiary programs and services so the people we serve have timely access to advanced, life-saving care.

Enhanced Ambulatory Services

We will find new and creative ways to deliver alternate patient- and community-friendly care environments and timely access to ambulatory services.



Values

Put Patients First

All of Southlake's people – staff, physicians and volunteers – are here to make our patients' health care experience the best it can be. Care with compassion – no one's a number at Southlake. Care with a commitment to safety and quality – nothing else will do. Care with flexibility – each person's needs are different and should be respected.

Give A Damn!

Care passionately about the safety and well being of our people. Without them we would not be whole. Value each other's contributions and expertise because on this team, each of us plays an important role. Give and take, and understand that the needs of the many far outweigh the needs of the few. Respect each other and, realizing the impact of your words and actions, accept the consequences. Stand by one another and pull together through good times and bad. In doing so, realize we can accomplish just about anything.

Care passionately about Southlake. Take great care to positively represent the organization and its people whenever given the chance. Treat the facility and everything in it as if it were your own. Take great pride in our programs and services and realize that one can only succeed with the support of the others.

Care passionately about our community. We proudly consider ourselves a part of each of the communities we serve and, therefore, have a vested interest in the events that affect them and the people in them.

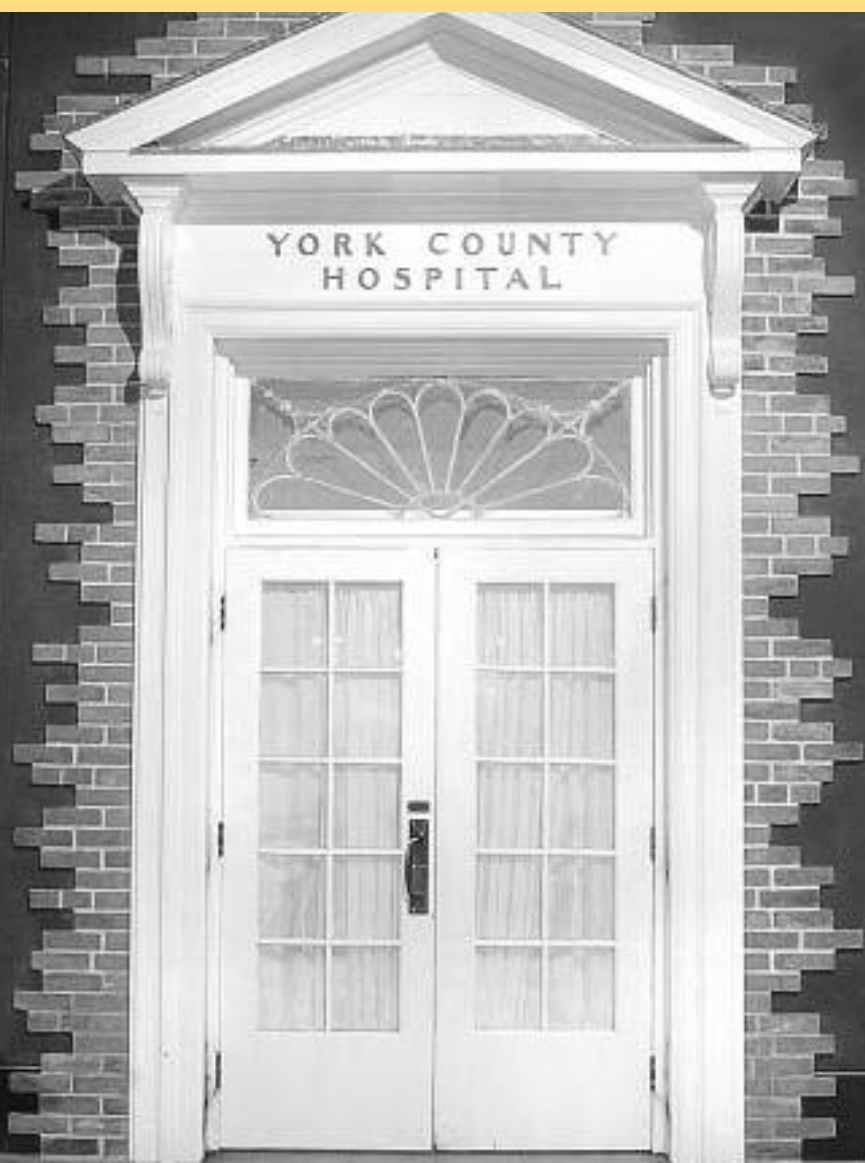
Honour Your Commitments

Walk our talk. If you say you'll do it, do it, and if you can't, explain why. Follow through on your commitments and remain accountable for your attitude and your actions.

Push The Envelope

Embrace new opportunities and don't be afraid to seek out new and rewarding challenges. Together, we must be fearless and courageous so we can make things happen. Take calculated risks, yet be the first to recognize when they are not right for Southlake and learn from the experience.

Tradition is Cherished,
Change is Welcomed.



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