

**To Deliver
on Our Vision**

Working together to shape the future of health

**And Guided by
Our Primary Value**

Patients are at the centre of everything we do

**Committed to
Optimally Deliver
Care & Services**



Deliver Exceptional
Quality & Safety



Ensure Organizational
& Resource Alignment



Forge & Nurture Key
Strategic Partnerships

**Focused on
Our People**



Support & Empower Our People

**Driven by Our
Academic Mandate**



Drive an Integrated Clinical, Teaching & Research Culture

**Sustained by
our Approach**

Continuous Improvement of Care

Improving patient care by developing our people to solve problems and improve performance

**Aligned with
our Mission**

LHSC is a leading academic health organization committed to collaborating with patients, families and system partners to:

- Deliver excellent care experiences and outcomes
- Educate the health care providers of tomorrow
- Advance new discoveries and innovations that optimize the health and well-being of those we serve

**Enabled by
Our Values**

Compassion • Teamwork • Curiosity • Accountability

STRATEGY MAP 2018 (Revised 2019):

This Map has been provided to ensure effective communication of the 2018 – 2020 Strategy Plan.

Description of the Strategy Map

How to read the Strategy Map: Start in the bottom left corner, and then work your way up each row.

To ensure success, LHSC recognizes that the 2018-2020 Strategic Plan must be:

- Enabled by its values of **Compassion, Teamwork, Curiosity and Accountability**.
A detailed listing of behaviours for each value has been developed to help providers live these values.
- Aligned with its mission to be a **leading academic health organization committed to collaborating with patients, families and system partners to:**
 - Deliver excellent care experiences and outcomes;
 - Educate the health-care providers of tomorrow; and
 - Advance new discoveries and innovations that optimize the health and wellbeing of those we serve.
- Sustained by our approach of **Continuous Improvement of Care:** improving patient care by developing our people to solve problems and improve performance
- Driven by our academic mandate of creating an **Integrated Clinical, Teaching and Research Culture** to create an integrated academic health sciences community that not only delivers the best care today, but drives innovations in research and advances training of our future care providers to ensure we create the future of care delivery.
- Focused on **Supporting and Empowering our People** by growing and enabling them to excel in their work; and living our values across the organization to transform how we work with patients, families and others at LHSC.
- Committed to optimally deliver care and services through our focus on exceptional quality and safety, ensuring organizational and resource alignment, and forging and nurturing key strategic partnerships.
 - Within **Delivering Exceptional Quality and Safety**, we will focus on being Accreditation ready everyday to ensure a culture focused on quality; advance our clinical documentation to ensure providers have the right information to improve quality of care; and ensure patient and family engagement is embedded in all we do.
 - Within **Ensuring Organizational & Resource Alignment**, we will build a standardized approach to access and flow to help get our patients to the care they need at the right time; and ensure a focus on strengthening value by leveraging our resources effectively to support the growing needs of the population we serve.
 - Within **Forge and Nurture Key Strategic Partnerships**, we will build strong regional partnerships to collectively define how we will work with others to meet the needs of the population we serve; and ultimately be ready to tackle health equity as a broader system of care and services.
- We will always be guided by **our patients who remain at the centre of everything we do**.
- Ultimately, our strategic plan will allow us to deliver on our vision of **working together to shape the future of health**. LHSC will pursue this vision over the coming two years through a focus on these five strategic directions and strategic initiatives to support the directions.