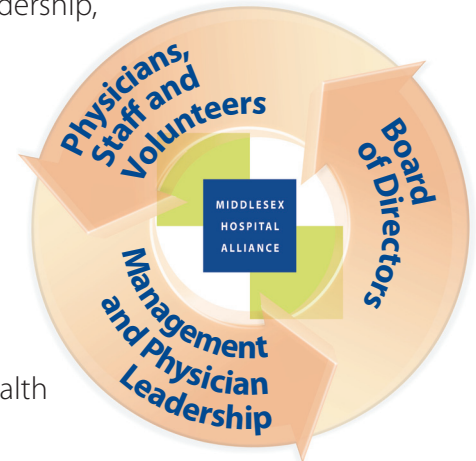


Strategic Plan 2010-12 Achieving our mission, vision and principles

Goals

To be the best place for patient-centred care we will:

- Work as a team with: community, volunteers, staff, physicians, physician leadership, senior management and board of directors.
- Perform always in accordance with our principles.
- Focus on patient, visitor and staff safety delivered in a healthy workplace.
- Deliver quality care.
- Develop and execute plans to maintain and strengthen our Core Services, maintain and enhance our existing Centres of Achievement and develop new Centres of Achievement in conjunction with London Health Sciences Centre and/or St. Joseph's Health Care.
- Plan and deliver our services within the context of the South West Local Health Integration Network's (SW-LHIN) Integrated Health Services Plan (IHSP) and the Health System Design Blueprint (HSDB).
- Deliver our services within the fiscal resources available to us.



Core Services and Centres of Achievement

Core Services will be delivered primarily at SMGH where patients from FCHS will be given equal access. The MHA will continue to develop and improve delivery and capacity of Core Services.

Core Services

24/7/365 Emergency Departments (ED), one at SMGH and the smaller rural ED at FCHS. Each ED is stand alone and FCHS ED is linked to SMGH to access support for:

- 24-hour anaesthesia coverage
- General surgery services, including urgent/emergent surgery
- Community-level obstetrical services
- General medical services including a Level 2 ICU
- Rehabilitation and mental health services including non-Schedule 1 inpatient mental health services
- Centres for diagnostics, treatment and ambulatory care

Centres of Achievement

The MHA has two established Centres of Achievement that generate local and regional referrals within the SW LHIN integrated network of care. These are Orthopaedics and Diabetes Education Centre (DEC).

- We will continue to manage these Centres and develop them based on the identified role and needs within the SW LHIN.
- In addition to our established Centres of Achievement, the MHA has potential Centres of Achievement that it may choose to develop. Development of new Centres of Achievement will not adversely impact the delivery and strengthening of our Core Services.
- Potential (evolving) Centres of Achievement include Diagnostic Imaging and Obstetrics.

Objectives

- We will limit the number of Centres of Achievement based on leadership's view of how much we can successfully achieve.
- New Centres of Achievement will be developed, evaluated and selected based on a collaborative process with all stakeholders.
- After Core Services, established Centres of Achievement will receive priority in the allocation of corporate resources.
- New Centres of Achievement will receive investment to the extent that funds are available and the investment is clearly supported by a comprehensive business plan that demonstrates community focus, linkage to the SW LHIN strategy and its HSDB and fiscal sustainability.
- Centres of Achievement will be organized to maximize the efficacy, quality and affordability of service delivery within the context of the SW LHIN plans.
- Centres of Achievement may be located at only one of our two sites to ensure that clinical efficiency and efficacy is maximized.



Our Mission

To provide the healthcare we would expect for our own families.

Our Vision

The Middlesex Hospital Alliance will be the best place for patient-centred care; providing excellence in quality, people, service and financial performance.

Our Principles

The Middlesex Hospital Alliance is guided by our principles:

- S**afety for our patients, staff and visitors
- E**xcellence in our performance
- R**espect for everyone all the time
- V**alue in all that we do
- E**nthusiasm as our way of life