

Strategic Plan 2012-15 Achieving our mission, vision and principles

Goals

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

Commit to work innovatively as a team with: community, volunteers, staff, physicians, physician leadership, senior leadership and board of directors to:

- Deliver timely access to patient-care services,
- Meet or exceed established quality benchmarks,
- Invest in our people in accordance with our principles and purpose,
- Provide a safe environment for patients and people, and,
- Ensure fiscal responsibility.



Core Services and Centres of Achievement

Core Services will be delivered primarily at Strathroy Middlesex General Hospital (SMGH) where patients from Four Counties Health Services (FCHS) will be given equal access. The Middlesex Hospital Alliance (MHA) will continue to develop and improve delivery and capacity of Core Services.

Core Services

Two 24-hour stand alone Emergency Departments, one at SMGH, the other at FCHS. FCHS is linked to SMGH in order to support:

- 24-hour Anaesthesia coverage
- General Surgery with a focus on our Day Surgery Program
- Family Physician supported Obstetrical services
- General Internal Medicine including cardiac and critical care support
- An Ambulatory Care Program providing Diagnostic treatment and Rehabilitation services
- Partnering with community resources to access Mental Health Services

Centres of Achievement

The MHA has two established Centres of Achievement that generate local and regional referrals within the South West Local Health Integration Network (South West LHIN). 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 South West LHIN.
- We will consider developing additional centres of achievement without adversely affecting the delivery and strength of our Core Services.
- Potential (evolving) Centres of Achievement include Diagnostic Imaging, Obstetrics and General Surgery

Objectives

- After Core Services, established Centres of Achievement will receive priority in the allocation of corporate resources.
- Limit the number of Centres of Achievement based on leadership's view of how much can be achieved successfully.
- New Centres of Achievement will be developed, evaluated and selected based on a collaborative process with all stakeholders.
- New Centres of Achievement will need to have a comprehensive business plan that demonstrates community focus, linkage to the South West LHIN and fiscal sustainability.
- Centres of Achievement will be organized to maximize the efficacy, quality and affordability of service delivery within the context of the South West 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**safety 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