

MHA Strategic Plan Big Dot

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:

Safety for our patients, staff and visitors, Excellence in our performance, Respect for everyone all the time, Value in all that we do and Enthusiasm as our way of life

OUR GOALS






Access


Quality

People


Safety

Fiscally Responsible

MHA Strategic Plan Goal	Period	Weighted Performance Target Achievement	Indicator Distribution	Performance Highlights				
Deliver timely access to patient care services	Q2 2012/13		<table border="1"> <tr> <td>6</td> <td>6</td> </tr> <tr> <td>5</td> <td>5</td> </tr> </table>	6	6	5	5	Urgent Hip Fracture Repair procedures completed within 48 hrs 93% of the time
6	6							
5	5							
Meet or exceed established quality benchmarks	Q2 2012/13		<table border="1"> <tr> <td>4</td> <td>5</td> </tr> <tr> <td>3</td> <td>2</td> </tr> </table>	4	5	3	2	Quality Indicator improved 24% overall Critical Incidents remain at zero Patient complaints responded to within two business days >92% of the time
4	5							
3	2							
Invest in our people in accordance with our principles (SERVE) and purpose	Q2 2012/13		<table border="1"> <tr> <td>2</td> <td>1</td> </tr> <tr> <td>1</td> <td>2</td> </tr> </table>	2	1	1	2	New metrics for employee engagement and return on investment for education
2	1							
1	2							
Provide a safe environment for patients and people	Q2 2012/13		<table border="1"> <tr> <td>9</td> <td>10</td> </tr> <tr> <td>1</td> <td></td> </tr> </table>	9	10	1		Hand hygiene >98% <u>before</u> and <u>after</u> patient contact
9	10							
1								
Ensure Fiscal Responsibility	Q2 2012/13		<table border="1"> <tr> <td>2</td> <td>2</td> </tr> </table>	2	2	New metric completion of QBP at/or below funded dollars		
2	2							

 >= 85%

Status Indicators:

 >= 75%

 <= 74%