



Middlesex Hospital Alliance

Strathroy Middlesex General Hospital site
Four Counties Health Services site



Strategic Plan Refresh



2019-2022



Mission, Vision and Principles

Our Renewed Mission

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

Our Vision

Exceptional Care by Exceptional People

Our Principles

We are committed to providing the highest standards of quality care to all of our patients and families. In our commitment to champion excellent health services for our community, our actions are guided by five core principles:

S

Safety for our patients, staff and visitors

E

Excellence in our performance

R

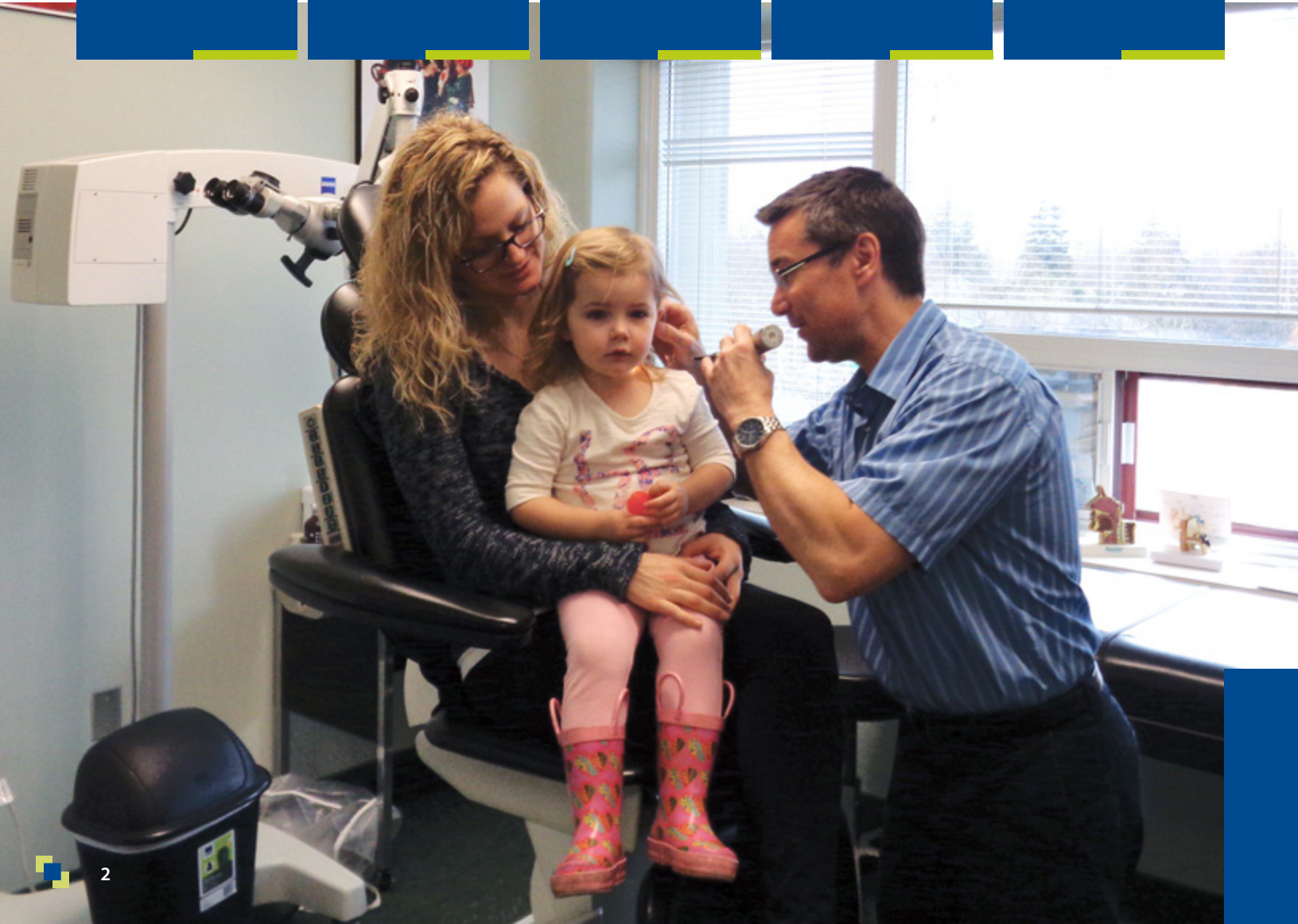
Respect for everyone all the time

V

Value in all that we do

E

Enthusiasm as our way of life



MHA Strategic Objectives 2019 to 2022

This document outlines the proposed objectives and associated targets across of each of the pillars within the refreshed strategic plan for Middlesex Hospital Alliance.

People

Be an Employer of Choice

Improve staff (employees, physicians, volunteer) engagement

Develop a strategy and roadmap to provide Leadership Development Opportunities

Quality Care

Create Exceptional Patient Experiences

Improve patient flow, communication and service quality in the Emergency Departments

Create a streamlined admission process between the MHA sites

Implement Choosing Wisely

Create an MHA Patient and Family Advisory Committee

Continue to implement Senior Friendly Hospital Initiatives

Bring Care Closer to Home

Continue implementation of the Clinical Services Plan

Resources

Establish a Modern and Efficient Infrastructure

Develop long-range redevelopment strategies for both sites

Optimize available HIRF, HIRF-ECP or other capital funding to improve building infrastructure and building systems, and reduce MHA's environmental footprint

Secure a Firm Financial Footing

Develop working capital reserve fund equal to two months of total spend over a 10-year horizon

Adopt a comprehensive enterprise risk assessment framework

Innovation

Foster a Culture of Innovation

Identify innovative partnerships that directly align with our strategic directions and clinical services plan

Utilize evidence-based best practices to improve care and measure the outcomes

Relationships

Collaborate with Key Partners to Enhance Services in the MHA Community

Participate in an Ontario Health Team for the MHA population catchment area

Continue to work closely with the SMGH and FCHS Foundations



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STRATHROY MIDDLESEX GENERAL HOSPITAL

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Images throughout this brochure are of patients, staff and physicians from the MHA.