

Joanne and Mike,  
Volunteers

MIDDLESEX  
HOSPITAL  
ALLIANCE

Caring for our Communities:

# *Building our Future Together*

2024 — FORWARD



**VISION:**

*Exceptional*  
People providing  
Exceptional Care.

**MISSION:**

To provide the  
health care we  
would expect for  
*our own families.*

**VALUES:**

- Compassion
- Accountability
- Respect
- Excellence

**VALUES:**

To support a shared understanding of our values and set expectations, we have enhanced our values by incorporating a definition/description for each of them. They are:

**Compassion:**

We will listen, seek to understand and through our words and actions, show our genuine concern for others. We will foster an environment that is patient-centered, caring, and helping to others.

**Accountability:**

We will embrace responsibility in all that we do, each of us owning our actions and behaviors. We are committed to acting with honesty and integrity.

**Respect:**

We will support an inclusive space in which we seek to understand and honour each other's diversity and individuality. We will foster an environment that is fair, and supports a sense of belonging and engagement.

**Excellence:**

We will continually strive for exceptional patient, family, caregiver and provider experiences. If we do not meet expectations, we will learn and take action to improve.

L-R Dr. Chernick, Julie McBrien,  
Melanie Stanley

## Message from Leadership:

*Dr. Elisheva Chernick, Vice President Medical Affairs, Chief of Staff  
Julie McBrien, President & CEO  
Melanie Stanley, Board Chair*

We are pleased to reveal our new Middlesex Hospital Alliance (MHA) Strategic Plan entitled, *Caring for our Communities: Building our Future Together*. This Strategic Plan is not just a document; it is our collective and genuine commitment to exceptional care and experiences for all those who walk through our doors and for all those who provide exceptional care inside the walls of our hospitals. Our new Strategic Plan will begin this year, 2024, and it will act as our “north star” to guide our efforts for the foreseeable future, allowing us the flexibility to refresh our priorities as we respond to the evolving healthcare landscape.

The plan reaffirms our commitment to our Vision and Mission, outlines our new Values and a clear set of priorities which define our accountability to those we serve and to our own “MHA family”. We are privileged to be working alongside a dedicated team of staff, physicians, healthcare providers, volunteers, Auxiliary, our Foundations and partners across our region, and building on a proud history of caring for our communities. Going forward we will harness renewed dedication to the well-being of our rural communities, a collaborative and inclusive culture and determination to achieve the ambitious goals we have set out in this plan.

## Our Commitment to Truth and Reconciliation

We acknowledge our role in history and the injustices faced by Indigenous Peoples in Canada. We are committed to building a renewed relationship with local Indigenous Peoples and communities, fostering an environment of healing, trust, partnership and respect. By listening and learning, we can take meaningful action to support the specific health care needs and experience of Indigenous Peoples.

## Patient and Family Advisory Council (PFAC)

We are sincerely grateful to the volunteer members of our Patient and Family Advisory Council for being invaluable partners and sharing their perspectives, insights and experiences with us. They allow us to foster a collaborative environment where trust and communication between patients, families, and our hospitals are strengthened, leading to improvements in the overall patient experience at MHA.

*We look forward to their continued support and guidance as we respond to the needs of our communities and achieve the patient-centered goals set out in our new Strategic Plan.*



L-R Mark Teeple, Laurie McGill, Jason Mitchell (co-chair), Heather Dobbin, Krista Shea (co-chair) Missing Members: Doug Reycraft, Eileen McCoy, Kathy Rowe, Linda Slade, Frank Emanuele and Julie McBrien.



## STRATEGIC PRIORITY

### *Collaborate for Exceptional Care and Experiences*

*We will:*

- Provide compassionate care and patient-centered experiences through communication and engagement with our patients, families and care providers with a specific focus on local Indigenous communities.
- Continue to enhance quality and safety in alignment with our quality priorities.
- Leverage technology to advance the next phase of digital care delivery.

Dr V. Rajgopal, Orthopedic Surgeon  
Susan, Registered Nurse



## STRATEGIC PRIORITY

### *Engage, Support and Inspire Our People*

#### *We will:*

- Acknowledge, respect and embrace diversity, equity, inclusion and antiracism in our environments.
- Build on a culture of empowering engagement, safety, trust, belonging and purpose.
- Enhance our focus on wellness and recognition, aiming to be an organization of choice for employees, physicians and volunteers.



## STRATEGIC PRIORITY

### *Advance How We Deliver Care*

*We will:*

- Harness innovative ways of expanding access to high quality care for our local and rural communities.
- Invest in relationships and collaborate with partners to achieve our vision and strategic priorities, making the healthcare system more integrated for our patients.
- Advance clinical, information technology, capital infrastructure and financial opportunities to respond to the evolving and future needs of our hospitals and communities.

Photo taken at Four  
Counties Health Services

MIDDLESEX  
HOSPITAL  
ALLIANCE

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## Four Counties Health Services

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