



**VISION** We envision a sustainable healthcare system that empowers individuals to live their best lives. **MISSION** Caring the way we care for our loved ones, we provide

information, support, and intervention of exceptional quality to enrich lives and improve well-being. We are change leaders; we constantly innovate to make healthcare services even better – more efficient, sustainable, and available to as many people as possible.



**Excel in the delivery of safe, quality healthcare.**

1. Advance client safety in all care settings.
2. Exemplify a culture of client and family centred care.
3. Deliver exceptional client experience through responsiveness and healthcare navigation.

**BELIEFS**

**VALUES**

**INTEGRITY** We are honest, professional, and have strong moral principles; we respect the trust placed in us. **INNOVATION** We introduce new methods, products or ideas. We look at things differently and strive to find a better way. **QUALITY** We adhere to the principles of our Quality Charter in providing healthcare services of an exceptionally high quality. **TEAMWORK** We cooperate and coordinate our efforts in the interests of fulfilling our Mission and Vision.

**OUR PLAN FOR 2015-17**

**STRATEGIC DIRECTIONS**

**Lead health system transformation.**

1. Partner with staff and industry leaders to generate business development opportunities
2. Launch innovative services that characterize our brand of excellence.
3. Advance our organizational scale within targeted markets.

**Deliver intelligent healthcare.**

1. Integrate innovative technology to optimize care delivery.
2. Leverage data to inform proactive decision making and accountability.
3. Enable real time access to information.

**Inspire excellence in our workforce.**

1. Invest in our staff to promote competency and wellness.
2. Be the employer of choice by attracting and retaining exceptional staff.
3. Foster corporate pride among our staff.

