

Integrity  
Compassion  
Excellence  
Respect  
Accountability

# TSH Corporate and MNCC Strategic Direction

Motion 1B Collaborative



# Background

- This presentation conveys The Scarborough Hospital's previous and ongoing commitment to the Maternal Newborn and Child Care (MNCC) Program as a strategic priority through:
  - TSH's 2011-14 Plan on a Page
  - List of investments into MNCC program



# 2011 – 2014

## TSH “Strategic Plan on a Page”

“Demonstrate commitment to Strategic Directions and Clinical Priorities by targeting infrastructure investments”

**MISSION, VISION & VALUES**

### Mission

To provide an outstanding care experience that meets the unique needs of each and every patient.

### Vision

To be recognized as Canada's leader in providing the best healthcare for a global community.

### Values

I CARE:  
Integrity • Compassion • Accountability • Respect • Excellence

**Defining our Success**

Upon completion of our Mission, Vision and Values, we embarked on the last phase of strategic planning: defining Strategic Objectives. Strategic Objectives are the outcomes The Scarborough Hospital wants to achieve; they are the measures of our hospital's success. For each Strategic Direction, a number of Supporting Objectives were confirmed. These objectives formed the basis for the over-arching strategy map—the path to be taken by the hospital to realize our intended goals.

**The Scarborough Hospital**

**STRATEGIC DIRECTIONS**

- OUR PATIENTS**  
Create an environment of patient care that exceeds our patients' expectations and delivers patient- and family-centered care.
- OUR PEOPLE**  
Be the first choice for motivated, talented people who are inspired to deliver and support excellent care in a diverse environment.
- OUR PROGRAMS, PLANS & PARTNERS**  
As a unified organization, lead the development of a coordinated plan for the provision of care for all of Scarborough.
- OUR PERFORMANCE**  
Create an accountable, high-performing organization that delivers measurable results.

**STRATEGIC OBJECTIVES**

- Be recognized as a leader in the delivery of care to a diverse community
- Deliver care consistent with the patient and family-driven care model by staff, physicians and volunteers.
- Demonstrate a culture of patient safety
- Improve patient outcomes
- Recruit and retain the best staff and physician talent
- Position TSH as a top employer
- Highly competitive in achieving best practices areas
- Provide training and educational opportunities for physicians to improve leadership skills
- Become a unified, integrated healthcare provider across multiple sites
- Identify and support programs, services and partnerships that position TSH for leadership in the region and meet the needs of the community
- Demonstrate commitment to strategic directions and clinical priorities by targeting infrastructure investments
- Improve the timeliness, efficiency and accuracy of information available for decision-making
- Improve accountability and transparency for program and service performance
- Enhance the utilization of evidence-based best practices and improvement methodologies
- Operate in compliance with our accountability agreements

# MNCC as a TSH Strategic Priority

There have been a number of program investments that illustrate the strategic priority of the program.

- Pediatric Redesign, 2014
- Neonatal Intensive Care- Level 2C , 2014
- Community Outreach Project, 2013-2014
- Expansion of Midwifery Program, 2012
- Primary Shared Care Model, 2013
- Model of Care Enhancements 2011
- Enhanced Paediatric Emergency Care, Paed Link 2011
- Redevelopment of Birchmount Campus, 2014

