

Reminder: Our refreshed SJHH Strategy Placemat



LEADING

Leaders in Partnership and Innovation

Together with the people we serve and our community of partners we will lead a movement to transform and improve the experience for all patients.

2025 Vision

“In support of our mission and values, with our patients and partners, including the St. Joseph’s Health System, we will distinguish ourselves by being leaders in the wide implementation of integrated care.”

Areas of Focus

1. Continue the implementation of integrated comprehensive care across the entire patient journey with the three St. Joseph’s organizations and our partners
2. Fully engage as partners in the Greater Hamilton Health Network implementation
3. Help our St. Joseph’s Health System and community partners deliver integrated health services, including digital tools to ensure real-time access to relevant health information
4. Empower patients and families to improve self-management and self-care using digital tools
5. Continue to build a culture of Disruptive Innovation: create, test and spread innovations that radically improve patient/caregiver/provider experiences and outcomes.

Measurement

- Wide recognition as key partners in innovation.
- Patient access and use of digital services (health information, self-care and self-management tools, and virtual care) through MyDovetale, a St. Joe’s patient portal.



LEARNING

An Academic Health Sciences Centre within an Integrated Health System

Through multiple affiliations with research and educational institutions, including the world renowned McMaster University and Mohawk College, we integrate life-changing research and deliver world-class education to benefit our patients and create a healthier community.

2025 Vision

“With principles of mission-centered care, we will:

- Advance research and teaching excellence in our regional programs, areas of specialty and across the St. Joseph’s Health System
- Grow and promote internationally recognized research that is impactful to our communities
- Provide an outstanding educational experience for all of our learners and educators
- Strengthen our partnerships with McMaster University & Mohawk College and our academic affiliates.”

Areas of Focus

1. Recruit, develop, recognize and retain within areas of research excellence.
2. Equip our researchers, learners and educators with advanced technologies, tools and specialized supports.
3. Recruit, develop, recognize and retain health care professionals who are outstanding educators.
4. Support our learners, researchers and staff in their preparation to work in an integrated system.

Measurement

- Number of published articles and research grants
- Learner satisfaction scores



BUILDING

An inspiring and inclusive place to work, learn and thrive

Our people are the heart of our organization and their safety and wellness is paramount. Together we learn, grow, and support each other, to make a positive difference in the lives of those we serve.

2025 Vision

“We will attract, develop and retain individuals who are engaged in highly successful, inclusive and diverse teams.”

Areas of Focus

1. Foster a workplace that ensures equity, diversity and inclusion for our healthcare workers, patients and families.
2. Strengthen our culture of feeling valued, respected, recognized and connected.
3. With our St. Joseph’s Health System partners, develop an organizational framework for professional and personal growth for healthcare workers.
4. Implement a leadership development program, supported across the St. Joseph’s Health System, that advances skills in flexibility, agility, influence, inclusivity and partnership in new models of care.
5. Strengthen our focus on ensuring a safe and well workplace and being a family-friendly employer.
6. Make work easier by improving processes, embracing technological innovation and adopting user-centered design.

Measurement

- Increase and maintain health care worker engagement scores



CARING

Excellent Care, Every Time

We will provide high quality care that is delivered with compassion, dignity and respect, to all in need.

2025 Vision

“To provide outstanding care and patient experience.”

Areas of Focus

1. Partner with patients and families to improve experience and quality of care.
2. Adopt a standardized approach to quality improvement practices across the organization.
3. Be true to our mission, by providing equitable access to care, that is inclusive and non-discriminatory, and results in better health outcomes for the communities we serve.
4. Foster a just patient safety culture that is built on trust, transparency and continuous learning to improve safety and reliability.
5. Continue to collaborate with our partners to ensure that the individual care and social needs of our patients, across the entire care pathway, are met.

Measurement

- Patient satisfaction scores increase
- Number of Quality Improvement Plan metrics that meet or exceed target