

Because of our  
commitment  
to care, teaching  
and research...  
**St. Joseph's is  
earning complete  
confidence.**



CARING FOR THE BODY, MIND & SPIRIT SINCE 1869



*With 17 years of health care restructuring and hospital renewal recently completed, St. Joseph's is at an important and exciting juncture.*

*This is St. Joseph's time to pause, to celebrate the accomplishments and to look forward. The timing for us to re-set our goals and priorities for 2015-2018 in this new strategic plan is ideal.*

This plan builds on our strengths in culture, service, leadership and partnership. It gives us focus and yet recognizes the scope and complexities of our mission within the health care system. It calls us to listen, to reach across and beyond our teams, programs and organizational boundaries, to continuously improve, to build strong relationships - to be our best.

Building on our last strategic plan, we have once again identified three areas for clinical, teaching and research excellence. Each of these areas is where we will provide strong corporate focus in order to break new ground and seize opportunities for leadership in care, teaching and research. Having this focus is important in our continued alignment of vision and purpose with Lawson Health Research Institute (Lawson) and St. Joseph's Health Care Foundation.

# Realizing our Vision

At St. Joseph's, we aspire to achieve a vision of earning the complete confidence of all who look to us for care, education and research, and to fulfill the breadth and scope of our mission of health and healing. Earning complete confidence stretches us to listen harder, to learn more, to be better. It is about the quality of our presence as we touch the lives of others; body, mind and spirit.

This strategic plan reflects and embraces the passionate and innovative input received from across our community and we thank all who shared their wisdom with us. Through this plan, we establish our strategic goals and priorities, building on our successes and recognizing our unique contributions to the health care system while being responsive to the changing needs of our community and region.

After 150 years we are blessed to experience the knowledge and skills of each new generation as they take up service here. We remain committed to being responsible stewards of the talents, resources and legacy we hold.

We look forward to fostering new innovative approaches to care guided by the voices of our founders, the Sisters of St. Joseph, our patients, residents and their families. As a powerful, dedicated and gifted team, we will bring life to this strategic plan in our daily work at the service of others.

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***We look forward to the journey.***

# Strategic Plan

# 2015 - 2018

## Our Vision

From the shortest visit to the longest stay, we earn complete confidence in the care we provide, and make a lasting difference in the quest to live fully.

## Our Mission

We help all who come to us for care to maintain and improve their health. We work with people to minimize the effects of injury, disease and disability. We do this by pursuing excellence in care, research and education in a wide range of hospital, clinic, long term and community-based settings.

In the spirit of our founders, we care in the example of Jesus Christ and in keeping with our values. We attend to the wholeness of each person – body, mind and spirit. We are a life-affirming community, nurturing a living spirituality through all stages of life, health, suffering and death. We ensure ongoing ethical reflection.

We advocate for those who are vulnerable and without a voice. We actively pursue and build partnerships to create a better health care system.

## Our Values

Respect • Excellence • Compassion



## Our Patients

**GUIDED BY THEIR VOICES; EXCELLENCE ALWAYS**

Strategic Priorities

1. Ensure patients and families are full partners in their care, and in the design, measurement and improvement of care.
2. Embrace the relentless pursuit of safety – everywhere.
3. Optimize transitions through the care system with and for patients, residents and families.

## Our People

**WE ARE PASSIONATE AND FULFILLED IN OUR SERVICE**

Strategic Priorities

1. Achieve leadership excellence.
2. Enhance staff well-being and safety.
3. Lead in staff and physician engagement.
4. Develop high performing teams.

## Clinical, Education and Research Excellence

**DRIVE THE BEST PRACTICES OF TOMORROW**

Strategic Priorities

1. Recovery and rehabilitation - body, mind and spirit.
2. Integrated complex chronic disease management.
3. Innovation in ambulatory surgery.



# Our Services

*Across five major sites and through some 50 distinct programs and services, many of which extend into our community and region, St. Joseph's has emerged as a specialty hospital organization in key areas of our health system.*

## **CARE OF THE ELDERLY**

St. Joseph's is devoted to the special care needs of aging populations. This focus transcends our sites and includes long term and residential care settings, specialized geriatric programs and teams, and a host of outpatient and research initiatives focusing on mobility and activity, cognition, mental health, restoration and all activities that enable independence and quality of life.

## **CARE, RECOVERY AND REHABILITATION**

Programs and teams focused on return to maximum function – body, mind and spirit – cut across the sites of St. Joseph's. Our central hub for community and regional recovery and rehabilitation programs is at Parkwood Institute. Here, the clinical and research synergies in mobility and activity, cognition, brain and mental health, have converged.

## **COMPLEX CHRONIC DISEASE MANAGEMENT**

While the label of chronic disease is not well understood by the public, this area of care is the largest and fastest growing health care need of our time. People dealing with long term health issues related to inherited, psychosocial, lifestyle and/or aging come to St. Joseph's for a range of comprehensive diagnostic, treatment and, when needed, inpatient care.

## **SPECIALIZED MENTAL HEALTH CARE**

St. Joseph's now leads regional specialty mental health services, including adolescents and adults of all ages. We receive patients requiring specialized care from acute care hospitals and provide assessment and treatment services for people whose mental illness has brought them in contact with the legal system.

## **DIAGNOSTIC AND SURGERY SERVICES**

St. Joseph's diagnostic and surgery programs are at the forefront of technology, education and research with recognition nationally and internationally. In keeping with health care advancements, these services are primarily delivered on an outpatient basis from a broad regional referral base.

A Proud Member of the Catholic Health Association of Ontario.



St. Joseph's Health Care London is affiliated with Western University Canada.

CARING FOR THE BODY, MIND & SPIRIT SINCE 1869

Renowned for compassionate care, St. Joseph's is one of the best academic health care organizations in Canada dedicated to helping people live to their fullest by minimizing the effects of injury, disease and disability through excellence in care, teaching and research.



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