

STRATEGIC PLAN

2019 - 2024

Our Mission

Working together to provide outstanding integrated health care to our communities, delivering best patient outcomes with exemplary standards and compassion.

Our Vision

As a trusted partner, we strive to improve the delivery of health care to our communities and to be known as an outstanding place to work, learn, live and be cared for.

Our Values and Behaviours

Accountability

- Taking personal responsibility
- Being honest and transparent in actions and communication
- Doing the right thing the right way with integrity

Respect

- Showing compassion for patients, families, and our colleagues
- Treating others as they want to be treated
- Thoughtfully making difficult choices
- Expressing kindness and empathy

Optimism

- Understanding that together, almost anything is possible
- Seeking to achieve outcomes that will be positive and desirable
- Seeking opportunities and a better path forward

Leadership

- Acting with integrity and building trust
- Communicating effectively while guiding and providing support
- Being a role model and motivating colleagues to be their best
- Encouraging diversity, inclusion, innovation and championing change

Engagement

- Collaborating with our colleagues and partners
- Use systems approaches that incorporate MAHC's health system partners
- Including stakeholders representative of diverse perspectives in planning and decision making

Our Strategic Themes

Quality Care
and Safety

Partnerships and
Collaboration

Sustainable
Future

People

Innovation and
Technology