

Exceptional Care by Exceptional People

Middlesex Hospital Alliance
Strategic Plan 2015-2019

MIDDLESEX
HOSPITAL
ALLIANCE



Our Bold New Vision is Born



Welcome to the Middlesex Hospital Alliance (MHA) - Four Counties Health Services and Strathroy Middlesex General Hospital - 2015-2019 Strategic Plan. While the strategic plan points us toward the future, it is shaped by a vision that has driven us for more than a century (100 years) - a community of people collectively committed to transforming the patient experience with a relentless focus on quality.

When embarking on the development of a new MHA Strategic Plan 2015-2019, the Board of Directors agreed that the community also had a vested interest in the plan and therefore it should reflect not only the vision of MHA but also include the vision of our internal and external care partners, community partners, staff, volunteers and physicians. Following these consultations, a new MHA Vision was born - **Exceptional Care by Exceptional People.**

Our culture is one that puts patients first and which has an unwavering commitment to exceeding expectations.

The Board is extremely proud of the MHA Family and the exceptional care provided to our patients each and every day as we live our Mission - **To provide the healthcare we would expect for our own families.** We are committed to providing quality patient care that is second to none.

In the following pages you will see MHA's five new Strategic Pillars. We look forward to embracing the challenges to achieve and exceed our goals and objectives. Virtually any future suggests that the pace of change and the challenges ahead will outstrip the available solutions. Innovation will be critical as we forge ahead.



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In closing we would like to sincerely thank the MHA Family, our internal and external partners and the community for their valuable contributions to the MHA Strategic Plan 2015-2019. Each and every member of the MHA family has a vital role to play in MHA's success.

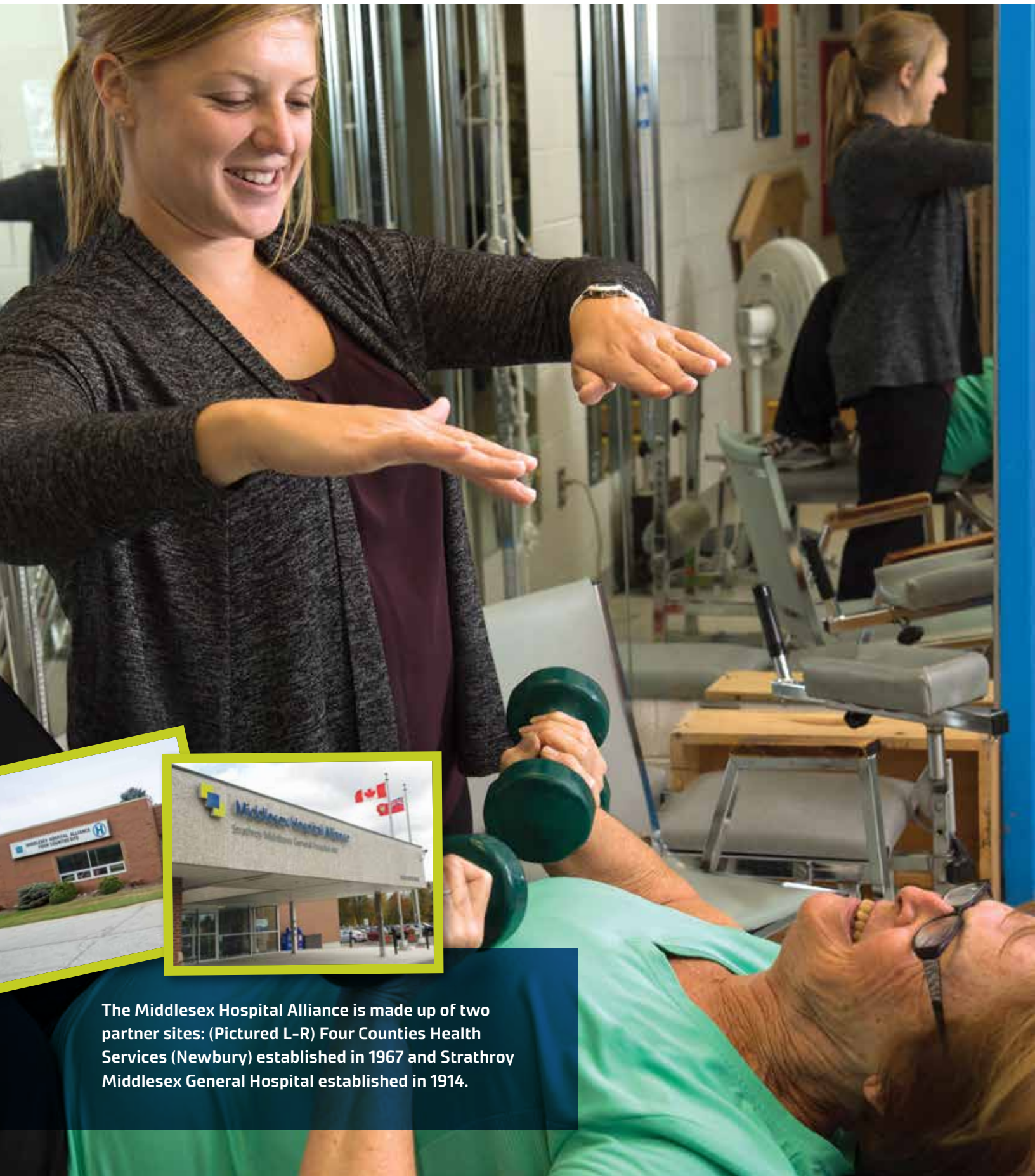
Sincerely,

DAWN BUTLER
MHA Board Chair
on behalf of the
Board of Directors

TODD STEPANUK
MHA President & CEO

DR. GARY PERKIN
MHA Chief of Staff





The Middlesex Hospital Alliance is made up of two partner sites: (Pictured L-R) Four Counties Health Services (Newbury) established in 1967 and Strathroy Middlesex General Hospital established in 1914.

Telling Our Story Together

Within our Middlesex Hospital Alliance family, over 500 physicians, employees and volunteers care for patients in our communities. Together, we're creating a more integrated and seamless approach to patient care and transitions by embracing collaborative partnerships and investing in our people. We work hard to do this as efficiently as possible within a framework of fiscal accountability.

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Our Alliance is governed by a dedicated Board of Directors. One of the key governance responsibilities of the Board is to proactively plan for the future through the development of a strategic plan. Our new strategic plan for 2015-2019 is our 'road map' for the next few years and positions us for the future to meet the challenges and pursue the opportunities that lie ahead. Through this new plan, we are committed to providing high quality services to meet the evolving needs of our catchment area.

OUR PLEDGE TO SERVE

VALUES

The Middlesex Hospital Alliance is guided by our principles.

Safety for Our Patients, Staff and Visitors

Excellence in Our Performance

Respect for Everyone All the Time

Value in All that We Do

Enthusiasm as Our Way of Life

OUR NEW VISION

Exceptional Care by Exceptional People

OUR RENEWED MISSION

To Provide the Healthcare We Would Expect for our Own Families





Our Strategic Planning Process

Consultations with both internal and external stakeholders were a key part of the strategic planning process. We wanted the voices of the community, of our staff and physicians and volunteers to be heard.

We were very pleased with the feedback and look forward to continued consultations as we implement our new plan.

↳ Environmental Scan

↳ Internal & External Stakeholder Engagement

↳ Board Engagement - Draft Strategic Directions

↳ Stakeholder Consultations - Strategic Direction



Our Strategic Pillars

We will continue to provide exceptional care to our patients through our ongoing commitment and dedication to our five Strategic Pillars:

- 1 QUALITY CARE**
Unparalleled Focus on Quality
- 2 PEOPLE**
Attract, Retain and Support the Best
- 3 RELATIONSHIPS**
Optimize and Leverage Partnership Opportunities
- 4 RESOURCES**
Utilize our Resources in an Effective and Efficient Manner
- 5 INNOVATION**
Challenging the Status Quo



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FOUR COUNTIES
HEALTH SERVICES

RR3
1824 Concession Drive
Newbury, ON N0L 1Z0
519-693-4441

STRATHROY MIDDLESEX
GENERAL HOSPITAL

395 Carrie Street
Strathroy, ON N7G 3J4
519-245-5295

mhalliance.on.ca

MIDDLESEX
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Images throughout this brochure are of patients, staff and physicians from the MHA.