



# Trillium Health Partners

**A new kind of health care for a healthier community**



# Better Together

**Our Strategic Plan (2013-2018)**

## Better Together

We all want to be well and as healthy as we can be - at every stage of our lives.

We envision a new approach to health – an inter-connected system of care that is organized around the patient, both inside the hospital and beyond its walls. An approach that provides excellent care today and continued leadership for improving care tomorrow.

Working together to realize this vision, we will continuously ask ourselves what it will take to make a healthier community and dare to imagine innovative ways to achieve it. Our focus will be both on keeping people healthy, and on treating and caring for them when they need it most.

Building on the best of what we do, we will think and act differently in order to further improve our services. We will continuously demonstrate compassion, excellence and courage in the pursuit of our mission.

That means we will be with our patients and their families at every step of their journey, caring for them and helping them to access health support, while creating a learning environment in which we can deliver the highest quality of care possible. We will invest the precious resources of this community in the most effective ways possible.

We are all in this together. And as partners in creating a new kind of health care, we are **Better Together**.

## Creating a New Kind of Health Care

Your voice has helped us define our strategic priorities - and position us to provide a complete approach to health care that centres around you, the patient.

We're grateful to our community for taking the time to share their thoughts on how we can accomplish this new vision together.

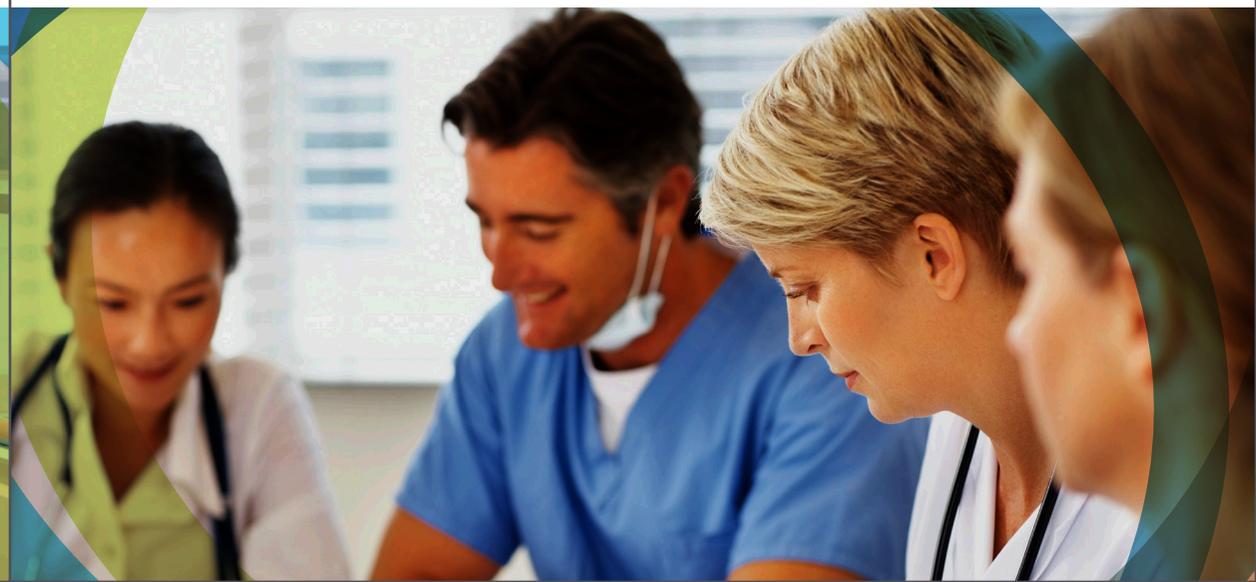
We communicated with over 300,000 people in our community and received input from more than 23,000. We connected through:

- ❖ Telephone town hall meetings
- ❖ Focus groups
- ❖ Email
- ❖ Print, broadcast and online media
- ❖ Street team interviews
- ❖ Patient experience surveys
- ❖ Face-to-face meetings

We listened - and took your lead to head in an exciting new direction.

### This is what you told us.

- We need to continue to provide you with outstanding, high-quality patient-centred care you can depend on, in the hospital and at home.
- We need to always involve and empower you with information and support, so you can take an active role in your health care now and in the future.
- We need to simplify the system for you - from admitting to discharge - through interprofessional teams and partnerships with other health care providers.
- We need to ensure health care extends beyond our hospital walls by coordinating and connecting with other health care providers, to help you transition from patient to healthy member of our community.



## Heading In a New Direction

As our diverse community continues to grow and age, and more people are living with chronic diseases, we're taking into account the inevitable changes on the horizon. We must think and act differently, because:

- 38%** of people in our community don't have a family physician
- 77** different health care providers and organizations in our region are separately accountable to the provincial government and regional bodies
- 50+** languages are spoken in the region
- 70%** of our patients are children, seniors and people with chronic diseases

### Our community is growing:



- 63%** overall growth in the community by 2035
- 50%** growth in the number of children by 2035
- 175%** growth in the number of seniors by 2035

Our focus will be on providing **the highest quality care and an exceptional experience every time; the right care in the right place at the right time; and research, innovation and education** to help bridge the gaps to improve the journey and deliver better patient outcomes.

## Patient Declaration of Values

We worked with you to develop our patient declaration of values. These values are important because they tell us what matters most to you in your care experience.

We promise to:

- Provide you with timely access to high quality care in a safe and comfortable environment
- Share meaningful information about your plan of care so you can make informed decisions
- Involve you and those most important to you in your care
- Listen and respond to your needs in order to build a trusting relationship
- Care for you with respect, compassion and dignity



Quality • Access • Sustainability



Quality • Access • Sustainability

# Our Strategic Plan

## OUR MISSION

**A new kind of health care for a healthier community**

## OUR BELIEFS



We believe in health care that works for you



We believe in active participation of patients and families



We believe in quality and innovation



We believe in the power of teamwork

## OUR GOALS

**Quality • Access • Sustainability**

## OUR PRIORITIES

**Highest Quality Care, Exceptional Experience • Right Care, Right Place, Right Time • Research, Innovation & Education**

## OUR VALUES

**Compassion • Excellence • Courage**



### Lauren Donnelly - Patient

My team was really invested in my care, and I always knew I was in good hands. Being in my own community made it less stressful for me and my family to get the care I needed to recover. I had a fantastic experience during my cancer treatment - all because of the people caring for me. I built relationships with my team and volunteers that will last a lifetime.



### Vernice Thomas and Uriah Thomas Patient and Daughter

One of the things that stood out for us is how seamless it was to receive care from all the different providers. They actually communicate with each other like a team. When we came in to see the doctor, she already had updates from the nurse, pharmacist and physiotherapist. We didn't have to update them on my father's care or progress. It was very impressive.

## Highest Quality Care, Exceptional Experience

You expect and deserve to receive the highest quality of care - whether in an emergency, during treatment or surgery. We are proud of our history of delivering an exceptional level of quality care. Our priority is for our highly qualified interprofessional teams to deliver quality care while providing a seamless, exceptional experience for everyone who walks through our doors.

We also recognize that to meet the needs of tomorrow we must continually find new and innovative ways to create a system of quality health care that centres around you, the patient. This means creating or adopting leading best-practices in all of the services we provide and connecting and coordinating all of your caregivers for a better experience.

#### We'll do this through:

- **High quality care for all patients:**  
We will set targets for quality improvement based on best practices and achieve results for better patient outcomes.
- **Open communication:**  
Keeping you, and those most important to you, fully informed and involved in decisions about your care, with clear and meaningful information in your language of choice, when possible.
- **Seniors and child-friendly services:**  
Creating an environment that directly addresses unique needs, such as a play area for children or minimal walking distances for seniors.
- **Easy navigation:**  
Making it easier for you to find your way around each hospital, from one site to another, and when you travel beyond our walls to other providers.

## Right Care, Right Place, Right Time

We will take a leadership role and work more closely with our partners to provide better care coordination and delivery to the community. Our partnerships with primary and community care providers, and other hospitals and agencies, allow us to create change together and improve the way we collectively serve our diverse community.

Through this innovative approach to service, we'll improve the way transitions are made into and out of the hospital and create a system that provides the best care where and when it's needed.

#### We'll do this through:

- **Care that's designed around your needs:**  
Designing care delivery, particularly for the treatment of mental health and chronic diseases, that's coordinated between health care providers and simplifies the process for you.
- **Improved transitions out of hospital:**  
Effectively transitioning you out of the hospital, and connecting you to the necessary supports.
- **Partnerships with primary care and community care:**  
Fostering a network of providers who collaborate to care for you in and out of the hospital, for a more comprehensive response to your needs.
- **Technologies to support information sharing:**  
Leveraging technologies to ensure both you and your care providers can access information more easily and consistently.



### Jonathan Cava – Nursing Student

Teamwork is important in providing holistic and quality care for our patients. As nurses, we can't provide all the care that patients need and working with physicians and other clinicians collaboratively is very important. We share our respective knowledge and work together to help our patients get better.



### Nadia Salvo – Medical Student

Being one of the first students at the Mississauga Academy of Medicine is an exciting opportunity. Learning in a smaller community, alongside other health care professionals, allows me to get practical experience in a more intimate setting with exceptional teachers. I am exposed to a wide array of cases that will help build my foundations in medicine.

## Research, Innovation & Education

Our priority in research and innovation is to build on our history of delivering front-line innovation and focus on changes to the system that will bridge gaps and result in better patient outcomes. This mandate will help drive the transition to a new kind of health care for a healthier community.

We believe in the power of teamwork and creating an environment of interprofessional teaching and continuous learning throughout the health care system. We're committed to bringing professionals from different areas of expertise together to collaborate on best practices, so we can more effectively care for our diverse population of patients.

#### We'll do this through:

- **Practical and applied research and innovation:**

Establishing a research and innovation agenda that enables us to improve the health and well-being of our community through testing and practice.

- **Testing of solutions and innovations:**

Focusing on rolling out health system planning, integration, organization and evaluation, once tested and validated, to maximize the impact on outcomes.

- **Interprofessional education:**

Leveraging our affiliations to cultivate professionals who can learn and work together, and establishing a comprehensive education agenda that fosters interprofessional learning and teaching.

- **Professional development:**

Investing in the continuous education and development of our staff and volunteers and cultivating their expertise to create an environment where we can learn from each other and collaborate effectively to provide the best quality care for patients.

## We're Better Together

Better Today	Better Tomorrow	Better in the Future
<i>Keeping things simple for you</i>	<i>An inter-connected system of care supporting you</i>	<i>You're at the centre of a complete system of care</i>
Providing quality care that's among the best in the province, and continuing to improve every day.	You'll be partnered with a team of health care professionals for the best possible care.	You're in control and have the support you need in your health care journey.
Making it easier to book appointments, find your way, and move between locations.	It'll be easier to navigate between the hospital and your care providers.	You have the tools you need to feel confident managing your own health.
Giving you straightforward information in your language, if possible, so you can fully participate in your health care.	Transitions to and from hospital care will be made easier, with more services provided in the community or at home.	No matter where you are in the health care system, your history and test results follow you.
Making the best use of our resources to meet the needs of our community.	Our facilities will be more child and senior-friendly.	You experience a system that supports you in being healthy - mentally and physically - at every stage of life.

# Trillium Health Partners



Credit Valley Hospital



Mississauga Hospital



Queensway Health Centre

## Reaching Our Goals

With our Strategic Plan in place, we'll focus on meeting three important outcomes:

1. Delivering the highest quality of care and an exceptional experience to give you what you need to stay healthy
2. Ensuring you receive care from the most appropriate provider in the most appropriate setting faster
3. Keeping you as healthy as you can be, both inside the hospital and beyond its walls

This is a new kind of health care and a vision for a healthier community based on a complete system of care. We'll be with you and your family every step of the way.



To read our full Strategic Plan, visit  
[www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca)

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