

Vision

To provide each patient with the world-class care, exceptional service, and compassion we would want for our loved ones.

Mission

The Ottawa Hospital plays an active role in promoting and improving health within our community. Focused on tertiary care, education and research, The Ottawa Hospital collaborates with a wide range of partners to address the needs of the community and to build a strong, integrated system for regional health care delivery.

Values

- Compassion
- A Commitment to Quality
- Working Together
- Respect for the Individual

Strategic directions and priorities

Strategic direction 1

Enrich the quality of care for patients: We will help grow a healthy system based on integrated care for patients across our network of health and social partners.

1. **Strategic priority – Enhance our culture of patient partnered-care and meaningful engagement** – Empower patients and their care partners as active participants in the care that we provide and entrust everyone working at TOH with providing the best possible patient experience.
2. **Strategic priority – Improve access to care for all patients** – Spearhead the development of new and innovative approaches to the delivery of care and leverage local partnerships to ensure our patients have access to the care they need when they need it.
3. **Strategic priority - Expand partnerships across the care continuum** – Build a strong integrated system for regional health care delivery in collaboration with a wide range of partners to address the needs of the communities we serve.

4. *Strategic priority* – **Drive the digital evolution in healthcare**– Enhance health outcomes for the populations we serve through safe automation of care and business processes.
5. *Strategic priority* – **Expand infrastructure development and modernization** – Develop and maintain world class infrastructure to support the needs of our community and advance health care delivery.

Strategic direction 2

Ignite the power of people: Foster an environment that inspires people, so they are filled with pride, affinity, and accomplishment at work.

6. *Strategic priority* – **Create leaders of tomorrow** – Develop human-centered leaders that live TOH values and vision by actively engaging staff, physicians and volunteers in development and supporting them through continuing education, learning and mentorship.
7. *Strategic priority* – **Advance workforce planning and sustainability** – Drive the future of healthcare delivery through innovative models that support high functioning team members to work to their full potential.
8. *Strategic priority* – **Support engagement and well-being to maintain a healthy workforce**– Build an inspiring, engaging, and safe environment where all team members can connect to the purpose and meaning of their work aligned to TOH vision of caring for people like you would for a loved one.

Strategic direction 3

Nurture our social responsibility: Everything we do in healthcare is engrained in a profound social responsibility to our community. We will provide leadership in navigating a complex health system to improve the health of our diverse population and contribute to a healthier planet for all.

9. *Strategic priority – Advance Indigenous engagement* – Continue on our journey to reconciliation to address the systemic racism, discrimination, and inequities pervasive in the healthcare system and advance a culture of belonging so everyone has equitable access, without discrimination, to safe healthcare that respects Indigenous People's traditional and living knowledge in all aspects of their health.
10. *Strategic priority – Advance Equity, Diversity, Inclusion and Accessibility* – Address the systemic racism, discrimination, and inequities pervasive in the health care system and advance a culture of belonging for everyone where we foster accessibility, equity, diversity and inclusion that reflects the people we serve.
11. *Strategic priority – Lead environmental stewardship in healthcare*– Become a leader in sustainable healthcare, applying principles of planetary health to improve the well-being of our patients, our community and contribute positively to a healthier planet.
12. *Strategic priority – Ensure financially responsible stewardship and sustainability* – Preserve financial strength and flexibility to enable world class care through strategic financial planning and partnerships that support economic opportunities.
13. *Strategic priority – Harness community support* – Acknowledge the trust and endorsement of a generous community and together with TOHF, build on this spirit of philanthropy and voluntarism to ensure that our community continues to have access to world-class care.

Strategic direction 4

Accelerate discovery: Pursue impactful, cutting-edge research to pioneer new treatments and tools that benefit patients and elevate further our leadership role in research and education globally.

14. *Strategic priority* – **Create hope for patients through a commitment to leading edge research** – Give our patients and their loved ones new hope through research that is making tomorrow's health care possible today by focusing on breakthroughs by design and practice-changing research.
15. *Strategic priority*- **Advance multidisciplinary education** – Train the next generation of health professionals through excellence in multidisciplinary team-based learning, learner experience and knowledge dissemination in collaboration with our educational partners.
16. *Strategic priority* – **Lead the innovation platform** – Lead innovation in health care while advancing Ottawa as a thriving innovation ecosystem.