



# MICs 2009/2011 Strategic Goals

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- 1. To provide a safe environment for our patients, residents, clients, and other stakeholders, while providing the highest quality of care.**
  - Foster and ensure a culture of safety by making it a priority.
  - Implement and evaluate our quality plan and quality framework.
  - Demonstrate our quality and effectiveness through performance monitoring and reporting.
  - Utilize the Accreditation Canada Framework to maintain full compliance with Required Organizational Practices (ROPs) related to patient/resident quality and safety.
  - Establish effective programs to continue the focus on patient/resident safety issues.
  - Foster a learning environment for Team Members, Board Members, patients, residents, and visitors.
  - Continue working on the recommendations contained in the MICs Structure Report.
  
- 2. To ensure availability of human resources to meet the health care and service needs of the population served.**
  - Recruitment and retention of health professionals aimed at ensuring a skilled workforce to meet service needs.
  - Complete and begin implementation of a strategic plan for human resources that includes a succession plan for emerging leaders.
  - Foster a continuous learning environment for Board Members, Team Members, patients, residents and visitors.
  - Promote a safe and healthy work environment through the promotion of occupational health and safety initiatives.
  
- 3. To foster partnerships to ensure equity and access to Primary Care, Mental Health and Seniors Services**
  - Encourage new partnerships, while augmenting existing partnerships.
  - Enhance French and/or bilingual services and Aboriginal/First Nation/Métis health services for patients and the communities of the MICs Group of Health Services.
  - Investigate and support opportunities to enhance Primary Health Care accessibility in other MICs communities.
  - Obtain funding and approval to enhance local psychiatric services and access to crisis services.
  - Ensure complete and ongoing services for seniors within the MICs communities.
  - Establish a plan for the continuation of long-term care services within the MICs catchment area.
  
- 4. To promote sound and responsible financial management practices**
  - Participate in proactive financial planning for ongoing operation and future capital needs.
  - Advocate for equity of funding.
  
- 5. To expand our information management strategies with other stakeholders**
  - Complete information technology implementation as required to meet established deadlines.
  
- 6. To partner and foster good working relationships within and with the NE LHIN**
  - Proactively participate with the NE LHIN to define health service models and MICs' future role in it.
  
- 7. To advocate for patient centered care for our communities and enhance health promotion and management of chronic diseases**
  - Address the leading causes of death through establishment of health promotion and prevention strategies in partnership with community agencies, stakeholders and the NE LHIN.
  
- 8. To ensure sound governance practices**
  - Assess the current governance model in relation to new governance practices currently existing in the Province of Ontario.