



St. Michael's
HEALTH GROUP

Strategic Plan 2018 - 2021

**Innovative Quality
Resident Centred Care**

Communications Excellence

**Meaningful, Effective
Stakeholder Relations**

**Enhance Community
Services**

**Financial Sustainability
with Growth**

A Not-For-Profit
Voluntary Organization

Mission

Care with Love and Dignity

Vision

Innovative leaders with an entrepreneurial spirit who enhance the quality of life for communities

Culture

Services provided by St. Michael's Health Group are interconnected and collaborative



We believe in...

Excellence

Set high goals for programs and services that can be measured. Express pride in St. Michael's accomplishments and contributions to care. Challenge one another to move beyond the status quo.

Integrity

Ensure open and honest communication. Consider diverse views while firmly supporting Board of Directors' decisions. Take personal responsibility for full participation in work activities and preparation for same. Ensure transparency in our decision making process.

Community

We are inclusive of all and consider the community impact of our decisions. Collaborate with others and foster partnerships with business, government and community groups. Be respectful of others. Volunteerism is an integral element of St. Michael's culture and vision.

Accountability

Regularly evaluate our goals and progress, and report these results honestly. Ensure systems and procedures are in place for financial accountability. Treat all equipment and property with care and respect.

Engagement

Provide stakeholders with a forum and a voice. Ensure regular communication occurs.

Signals of Success

Innovative Quality Resident Centred Care

- Residents and families have a forum to offer input and collaborate with staff to ensure we are meeting the needs of those we serve.
- Ensure our staff are well-educated and adaptable to provide best practice care.
- Develop monitoring and reporting mechanisms to measure our delivery of care. Be adaptable to improve our overall quality of care.
- Review and update Resident Safety and Quality Plans.

Communications Excellence

- Our board, staff and volunteers embrace and understand our overall mission and core values.
- Communicate effectively with both internal and external stakeholders.
- Be responsive and respectful to the needs of all.

Meaningful, Effective Stakeholder Relations

- Collaborate with stakeholders to create relationships that add value to our organization.
- Develop partnerships that are mutually beneficial.
- Encourage board, staff and volunteers to be ambassadors of our organization to expand overall community networks.

Enhance Community Services

- Ensure our services meet or exceed the needs of those we serve.
- Identify new opportunities that will improve quality of life.
- Be open to new and innovative ideas that will strengthen our organization.

Financial Sustainability with Growth

- Be fiscally responsible and work within our means.
- Proactively plan, forecast and strategically invest in our organization.