Waterloo Wellington **LHIN**

2017-18 STRATEGIC DIRECTIONS

STARTING WITH THE PATIENT EXPERIENCE

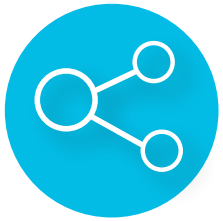
Be relentless on making specific improvements to the patient experience, particularly those who experience inequitable health outcomes.

Design and launch a Patient Experience Program

DRIVING THROUGH COMMUNITY LEADERSHIP

Actively engaging in and facilitating whole-of-community solutions to address priority issues.

Being relentless on decisions that are in the best interests of the health and wellbeing of our local residents.



IGNITING INNOVATION AND CREATIVITY

Creating an organization of problem-solvers, building on and expanding the Waterloo Wellington LHIN's corporate innovation culture.

Supporting and encouraging staff, clinicians and health service providers to be opportunistic and create opportunities to drive advancement of the strategic priorities in the Annual Business Plan.

Implementing specific digital health and process innovations in primary care, home and community care, mental health and addictions, and palliative care that make things easier for patients and improve health incomes.

Continuing to develop a health and social innovation ecosystem in Waterloo Wellington.

EMPOWERING CLINICAL LEADERSHIP

Leveraging the wisdom of clinical leadership to influence improvements to the patient experience and drive better outcomes in home and community care, primary care, and wait times.

Intentionally engaging clinicians in decision-making by providing forums for them to influence health service provider and LHIN decisions.

CREATING A GREAT PLACE TO WORK

Continuing to be known as a provincial leader and employer of choice.

Continuing to create a LHIN organization where all employees are passionate about acting in the best interests of residents' health and wellbeing.

Continuing to support a culture where the values of the organization are lived every day.