The Strategic Plan begins the process for realizing the Ends. It sets out what the Hospital intends to do in order to achieve the Ends.

To promote greater alignment:
- The Ends are confirmed as the Hospital’s Strategic Directions.
- As the CEO Interpretations of the Ends describe the results to be achieved, CEO Interpretations and Strategic Goals are considered one and the same.
- Performance metrics and targets are selected/established for each CEO Interpretation / Strategic Goal and monitored on a quarterly or yearly basis.

The Annual Action Plan reflects the strategic investments beyond “normal” operations as well as where and how the organization intends to focus its time, energy and resources to successfully make the Strategic Plan come to life.

The Annual Action Plan belongs at the operational level (but with strategic focus). It includes all Tactical Objectives associated with each Major Project or initiative. It is structured in the following manner:
- Strategically focused LEM Goals;
- Anticipated Results;
- Key Activities;
- Responsibility (MRP).

Governance Ends Policy
- States the Ends (Critical Outcomes) that should be achieved by the HGH.
- Describes the HGH’s greatest aspirations.
- Sets Strategic Directions and causes action at the Leadership and Management levels.

Our communities rely on a wide range of bilingual and highly accessible healthcare services.

Patient recovery, state of health and wellness are optimized through high quality, person-centred and effective care and services.

Compassionate care and exemplary service in a modern, safe and healing environment contribute to a positive experience for patients and their loved ones.

Patients experience seamless transitions of care through effective practices and partnerships.

Strategic Directions

VISION
Dedicated people pursuing healthcare excellence through teamwork, innovation and leadership.

MISSION
To promote health and to provide compassionate care for our communities through the cycle of life.

VALUES
Respect Quality Collaboration Integrity Compassion

ENDS

Strategic Plan

TACTICAL OBJECTIVES

Critical Success Factors

Better Access

Better Health

Positive Experience

Seamless Transitions

Mission

Strategic Directions

Lem

Strategic Framework

Annual Action Plan (LEM 2020-21)

LEADERSHIP AND MANAGEMENT