


# St. Mary's General Hospital Priorities

(April 1, 2019 – March 31, 2020)

	True North Goals	True North Priorities	True North Targets April 1, 2019 – March 31, 2020
<p><b>MISSION</b></p> <p><i>To continue the healing ministry of Christ consistent with our Catholic traditions and values</i></p> <p><b>VISION</b></p> <p><i>St. Mary's will be the safest and most effective hospital in Canada characterized by innovation, compassion and respect</i></p> <p><b>VALUES</b></p> <p><i>We believe in the sacredness of life and the dignity of all people</i></p>	<p><b>QUALITY &amp; SAFETY</b></p> <p><i>Zero Harm</i></p>	<ul style="list-style-type: none"> <li>• Reduce incidents that reach the patient</li> <li>• Increase reporting near misses</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain the number of incidents that reach patients (equal to or less than 1420)</li> </ul>
	<p><b>PATIENT AND FAMILY-CENTRED CARE</b></p> <p><i>Zero Wait</i></p>	<ul style="list-style-type: none"> <li>• Improve patient flow</li> <li>• Improve access to care</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain the current performance for: ED length of stay for admitted patients (equal to or less than 32 hours, 90<sup>th</sup> percentile)</li> </ul>
	<p><b>OUR PEOPLE</b></p> <p><i>100% Engagement</i></p>	<ul style="list-style-type: none"> <li>• Ensure a safe, healthy and respectful workplace</li> <li>• Improve engagement</li> <li>• Increased Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain the number of incidents that reach staff (equal to or less than 230 based on 4 identified operational measures)</li> </ul>
	<p><b>FINANCIAL STEWARDSHIP</b></p> <p><i>Zero Waste</i></p>	<ul style="list-style-type: none"> <li>• Reduce variation</li> <li>• Increase efficiency and effectiveness</li> <li>• Innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve a balanced (HSAA) budget, by March 31, 2020</li> </ul>
<p><b>ENABLERS:</b>                      <b>Lean</b></p>		<p><b>Prism</b></p>	<p><b>Integrated Care</b></p>