

STRATEGIC PRIORITIES



**PARTNER IN INTEGRATED
HEALTHCARE**



**EMPOWERED
PEOPLE & TEAMS**



**HIGH QUALITY
SENIOR CARE**



**OPERATIONAL
EXCELLENCE &
SUSTAINABILITY**



**DATA & QUALITY
IMPROVEMENT**



**TECHNOLOGY &
INNOVATION**



**FINANCIAL
HEALTH**

VISION
We will be an innovative leader and collaborator in senior-centred care.

MISSION
We are committed to providing exceptional care and quality services that enable seniors to live at home and thrive in their communities.

STRATEGIC ENABLERS

STRATEGIC PRIORITIES



HIGH QUALITY SENIOR CARE

Build on our strong foundation of safe, accessible, coordinated, and compassionate care to further enrich the experience of our clients and caregivers.



PARTNER IN INTEGRATED HEALTHCARE

Strengthen and expand strategic partnerships and collaborations to improve access, quality, and continuity of care for our clients and caregivers.



EMPOWERED PEOPLE & TEAMS

Continue to nurture a safe, inclusive, and supportive workplace that recognizes and engages team members, and where collaboration drives continuous quality improvement across all care and service areas.



OPERATIONAL EXCELLENCE & SUSTAINABILITY

Maintain and advance high-quality care by maximizing efficient, reliable, and sustainable systems and processes.

STRATEGIC ENABLERS



DATA & QUALITY IMPROVEMENT

Leverage our established quality improvement culture and data-driven insights to measure impact, guide decision-making, and advance continuous quality improvement.



FINANCIAL HEALTH

Ensure sustainable financial stewardship that advances the organization's mission, supports effective day-to-day operations, and enables long-term growth and strategic priorities.



TECHNOLOGY & INNOVATION

Expand the use of technology and emerging tools including artificial intelligence, to enhance care delivery, operational efficiency, and innovation.