



The BEST CARE

ADVANCING DISCOVERY

STRENGTHENING PARTNERSHIPS

An INNOVATIVE WORKPLACE

A SUSTAINABLE FUTURE



## A NEW DIRECTION

strategic plan 2009 - 2012

### VISION MISSION VALUES

#### OUR VISION...

Mental health and well being for all.

#### OUR MISSION...

Delivering excellence in specialized mental health Care, **A**dvocacy, **R**esearch and **E**ducation.

#### OUR VALUES...

We are guided by innovation and a passionate commitment to collaboration, honesty, integrity and respect.

To 'inspire' means to create a powerful force, stimulate a brilliant or timely idea or breathe new life into an existing situation. At the Royal Ottawa Health Care Group, it means all of these things and much more.

*Inspiring CARE: Together to 2012* is the name of our organization's new Strategic Plan. It is the first plan of this magnitude for Royal Ottawa Health Care Group (ROHCG) and over the next three years, its direction will guide us in everything we do.

## A COLLABORATIVE APPROACH

The Strategic Plan was developed with input from more than 100 patients/clients, families, employees, physicians, researchers, volunteers, board members and other partners who participated in focus groups, brainstorming sessions and review processes. In addition, environmental scans were completed and key planning and priority documents from peer hospitals and local, provincial, national and international levels of government were reviewed.

The ROHCG Strategic Plan aligns with the Ministry of Health and Long-Term Care's system integration and mental health care agendas of the Champlain and South East Local Health Integration Networks (LHINs).

Now the real work begins. We will take the five Strategic Directions and apply them to the **c**are, **a**dvocacy, **r**esearch and **e**ducation that takes place every day within our facilities and our communities. Fifteen goals have been identified to further focus our efforts. From there, we will work together to develop detailed action plans to achieve them and make the Strategic Plan meaningful for everyone at the ROHCG.

## The BEST CARE

We want to deliver the highest quality, patient-centered, specialized mental health care.

We will:

- Improve access to care.
- Improve patient and provider safety.
- Ensure our specialized services respond to our target population's needs.
- Improve clinical outcomes.

## ADVANCING DISCOVERY

We want to become a world-renowned academic health sciences centre.

We will:

- Increase integration of research, education and clinical activities.
- Increase recognition as a world leader in care, advocacy, research and education.
- Collaboratively lead innovative partnerships.

## STRENGTHENING PARTNERSHIPS

We want to optimize partnerships to strengthen an integrated mental health system.

We will:

- Improve alignment with Champlain and South East LHINs.
- Foster an integral role in a network of effective partners.
- Improve engagement and communication with partners.

## An INNOVATIVE WORKPLACE

We want to maximize organizational effectiveness and efficiency.

We will:

- Attract, develop and retain a highly skilled, engaged workforce.
- Create a culture of improvement.
- Ensure effective and efficient use of resources.

## A SUSTAINABLE FUTURE

We want to build financial strength.

We will:

- Achieve financial sustainability.
- Improve financial stability.

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## TRACKING OUR PROGRESS

The ROHCG Strategic Plan is an evolving, collaborative effort from 2009 to 2012. In the months ahead we will work together to reach our Goals and we welcome your feedback and invite you to be part of the process. Contact us at [strategic.plan@rohcg.on.ca](mailto:strategic.plan@rohcg.on.ca).

For more details on our Strategic Plan, please visit [www.rohcg.on.ca](http://www.rohcg.on.ca) and click on **Inspiring CARE: Together to 2012**.

For employees, a Strategic Plan section is available on OREO.



*The ROHCG provides specialized mental health services for residents of communities across Eastern Ontario with complex and serious mental illnesses. ROHCG clinicians work with community partners to ensure patients/clients have timely access to services including inpatient, outpatient, partial hospitalization, day hospital, assertive community treatment, outreach and consultation models of treatment.*

*ROHCG is comprised of the Royal Ottawa Mental Health Centre, the Brockville Mental Health Centre, the University of Ottawa Institute of Mental Health Research, Royal Ottawa Place and the Royal Ottawa Foundation for Mental Health. ROHCG is a teaching hospital of the University of Ottawa and has links to additional academic institutions.*

