Pathology and Laboratory Medicine is an integrated and collaborative team of faculty, staff and learners achieving excellence in knowledge sharing, knowledge creation and patient care; meeting the diverse needs of the patients, students and communities we serve and partner with; and pushing the boundaries of quality improvement and innovation in diagnostics to advance health outcomes.

**KNOWLEDGE SHARING**
- Our learning culture attracts talented and passionate learners, staff and faculty
- Learners experience the intersection of impactful research, innovative teaching and experiential learning
- Faculty, staff and learners master the skills and competencies needed to thrive in the 21st century
- Graduates are prepared to be the next generation of clinical, research and educational leaders
- Communities benefit from our leadership role in spearheading healthcare innovation that improves patient lives

**TRANSFORMATIONAL IMPACT**
- Faculty, staff and learners are empowered to address fundamental and applied questions of real significance to our communities
- Our research improves peoples’ lives
- We are innovative leaders in quality improvement and best practice development
- We lead teams in search of knowledge and answers
- We actively disseminate the high-quality knowledge PaLM creates across Canada and the world
- Our knowledge creation projects are internationally renowned and translated into practice

**KNOWLEDGE CREATION**
- We excel at:
  - Broadly supporting knowledge creation, with a focus on themes where PaLM can excel
  - Leveraging the diverse skills and interests of our faculty and staff and harnessing the power of collaborative teamwork
  - Optimizing efficient access, retrieval, sharing and utilization of PaLM data to inform and advance patient care
  - Enabling the conditions which support knowledge creation breakthroughs
  - Facilitating the translation of knowledge and technology advances into tangible health policy and diagnostic practice
  - Championing and celebrating knowledge creation at all levels

**VALUE-ADDED KNOWLEDGE SHARING**
- We excel at:
  - Continuously developing our advanced molecular diagnostics capabilities
  - Optimizing use of automation to improve our service while enabling us to work to our fullest potential
  - Utilizing agile information systems with advanced analytics capabilities to capture, share, analyze and learn from data
  - Stay at the forefront of proven advances in educational and laboratory digital solutions, technology and equipment
  - Optimize use of automation to improve our service while enabling us to work to our fullest potential
  - Continuously develop our advanced molecular diagnostics capabilities

**VALUE-ADDED KNOWLEDGE CREATION**
- We:
  - Actively contribute to the sustainability of a robust healthcare system
  - Aligning resource allocation processes with our strategy map
  - Advocate for a stable and sustainable PaLM financial structure
  - Utilize informatics to provide visibility, control and accountability over lab processes
  - Education, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests
  - Educating, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests
  - Refining and expanding testing methods and test menu to include state-of-the-art diagnostics

**CULTURE OF EXCELLENCE**
- We:
  - See ourselves at the centre of the patient journey
  - Are leaders in healthcare, delivering diagnostic excellence to advance patient outcomes
  - Are passionate about quality and improving the safety, accuracy, efficiency and impact of the work we do
  - Continuously learn and meet emerging challenges
  - Lead meaningful change and innovation
  - Engage with and lead our communities to achieve system transformation
  - Value and celebrate individual and team accomplishments

**PATIENT CARE**
- PaLM embraces patient-centred, state-of-the-art diagnostics that advance healthcare delivery
- Patients and clinical teams experience seamless, evidence-informed and timely access to excellent diagnostic care
- Clinical teams are fully supported and prepared to accurately, safely and efficiently order, collect and interpret diagnostic tests
- Optimum utilization of diagnostic / laboratory tests transforms patient and community health outcomes

**ENGAGED, ENERGIZED, AND ENABLED TEAM**
- We:
  - Value and celebrate individual and team accomplishments
  - Are leaders in healthcare, delivering diagnostic excellence to advance patient outcomes
  - Are passionate about quality and improving the safety, accuracy, efficiency and impact of the work we do
  - Continuously learn and meet emerging challenges
  - Lead meaningful change and innovation
  - Engage with and lead our communities to achieve system transformation
  - Value and celebrate individual and team accomplishments

**EXCELLENT PEOPLE**
- We:
  - Ensure the right people are in the right roles working on the right activities
  - Facilitate integrative communication, collaboration and engagement between faculty, staff and learners
  - Development of succession planning programs that preserve and maintain knowledge, while attracting, identifying and fostering the next generation of PaLM leaders, faculty and staff
  - Motivate faculty and staff to cultivate meaningful and supportive mentoring relationships
  - Engage faculty and staff in lifelong impactful training and development
  - Nurture a balanced work-life continuum within PaLM

**EXCELLENT INFRASTRUCTURE**
- We:
  - Stay at the forefront of proven advances in educational and laboratory digital solutions, technology and equipment
  - Utilize agile information systems with advanced analytics capabilities to capture, share, analyze and learn from data
  - Provide work spaces that foster satisfaction, collaboration and productivity
  - Optimize use of automation to improve our service while enabling us to work to our fullest potential
  - Continuously develop our advanced molecular diagnostics capabilities

**MANAGING OUR RESOURCES**
- We:
  - Continuously develop our advanced molecular diagnostics capabilities
  - Continuously develop our advanced molecular diagnostics capabilities
  - Actively contribute to the sustainability of a robust healthcare system
  - Aligning resource allocation processes with our strategy map
  - Advocate for a stable and sustainable PaLM financial structure
  - Utilizing agile information systems with advanced analytics capabilities to capture, share, analyze and learn from data
  - Education, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests
  - Refining and expanding testing methods and test menu to include state-of-the-art diagnostics

**SUSTAINING THE PATH TO IMPACT**
- We:
  - Ensure everyone knows how we are doing through visual monitoring and analysis of PaLM performance and impact
  - Share PaLM informatics to influence the efficiency and effectiveness of system-wide operations
  - Utilize informatics to provide visibility, control and accountability over lab processes
  - Education, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests
  - Refining and expanding testing methods and test menu to include state-of-the-art diagnostics
  - Optimize use of automation to improve our service while enabling us to work to our fullest potential

**MANAGING OUR PERFORMANCE**
- We:
  - Identify, foster and lead partnerships that advance our mission
  - Champion and promote the PaLM mandate and vision and share our contributions with the community we serve
  - Engage faculty and staff in lifelong impactful training and development
  - Nurture a balanced work-life continuum within PaLM

**ADVANCING OUR MISSION**
- We:
  - Continuously develop our advanced molecular diagnostics capabilities
  - Continuously develop our advanced molecular diagnostics capabilities
  - Continuously develop our advanced molecular diagnostics capabilities
  - Actively contribute to the sustainability of a robust healthcare system
  - Aligning resource allocation processes with our strategy map
  - Advocate for a stable and sustainable PaLM financial structure
  - Utilizing agile information systems with advanced analytics capabilities to capture, share, analyze and learn from data
  - Education, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests
  - Refining and expanding testing methods and test menu to include state-of-the-art diagnostics

**VALUES**
- Continuous Quality Improvement
- Leading Change & Innovation
- Accountability
- Respect for People
- Teamwork & Collaboration
- Diversity