**Our Mission:** To our patients, we use our expertise to provide the best possible care. To our community, we are responsive to their needs including safe and timely treatment and prevention; and facilitating the development of a healthy community. To ourselves, we are a faculty that is never satisfied with the status quo; dedicated to continually improving patient care, creating innovative learning opportunities for all learners and advancing knowledge through research excellence.

**Our Vision:** We aspire to be a medical community that sets the standard of excellence for patient care, research and learning.

### Standard of Excellence!

The Department of Medicine will produce the following outcomes:

<table>
<thead>
<tr>
<th>Patients</th>
<th>Research</th>
<th>Learners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptional patient experience and outcomes</td>
<td>Patient-centred, clinically relevant research excellence</td>
<td>Future leaders in medicine</td>
</tr>
</tbody>
</table>

- **Patients**
  - Patients receive high quality, patient-centred health care
  - Patients are treated and cared for in a safe and responsive environment

- **Research**
  - Patient outcomes improve through the discovery, transfer and translation of research
  - Research outcomes contribute to better health and community benefits

- **Learners**
  - Learners are fully prepared to achieve excellence
  - Learners are inspired to contribute to society and make a difference
  - Faculty members are lifelong learners

### Process Excellence!

The Department of Medicine will EXCEL in:

- Providing evidence-informed, personalized care
- Ensuring patient safety
- Seamless patient navigation and service planning
- Multi-morbidity assessment, treatment and prevention
- Interdisciplinary research collaboration, knowledge exchange and deployment
- Maintaining efficient and effective research and knowledge management practices and processes
- Delivering a superior learning experience for all students
- Exceptional academic programming driven by relevance, innovation and application

### An Excellent Place to Make a Difference!

To ensure we have the necessary capacity to excel, the Department of Medicine will:

- Hire, develop, champion and mobilize competent and passionate talent
  - Nurture leaders at all levels
  - Cultivate and promote mentorship
  - Recognize and reward excellence in teaching, research and care

- Foster and recognize collaboration and teamwork
  - Create an inclusive, cohesive and engaging Department of Medicine culture
  - Expand interdisciplinary cooperation and synergies

- Enable faculty and staff to achieve success
  - Ensure access to essential infrastructure and resources to achieve success
  - Coordinate health human resource planning and recruitment
  - Foster constructive partnerships across the continuum

- Harness the power of value-added technologies and tools
  - Implement technology enabled delivery and data systems for learning, research and clinical care
  - Accelerate simulation and digital modalities

### Thriving!

To ensure we use resources wisely, the Department of Medicine will:

- Set high standards, measure performance relentlessly and continuously improve
- Advance the quality agenda focused on patient-centred care, efficacy, efficiency, equity, safety and access
- Align resources to our vision and strategic priorities
- Provide community-based healthcare leadership and advocacy
- Quantify and evaluate research output and success
- Be fiscally accountable and transparent

### Our Values

- Achieving excellence
- Innovation
- Compassionate, patient-centred care
- Trust-based relationships
- Teamwork and collaboration
- Respect for diversity
- Accountability to our communities