

## REDEFINING OUR FUTURE PATHOLOGY AND LABORATORY MEDICINE STRATEGY MAP: 2018 - 2023

### OUR VISION

Pathology and Laboratory Medicine is the cornerstone of the patient journey, uniting our teams in the pursuit of transformational knowledge, quality improvement and healthcare excellence.

### OUR MISSION

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.

Thus achieving our VISION and MISSION.

To meet the needs of the PEOPLE we serve,

So we can operate with EFFECTIVENESS and EXCELLENCE,

To build a STRONG and PREPARED team,

We use our RESOURCES wisely,

Guided by our values,

### TRANSFORMATIONAL IMPACT

KNOWLEDGE SHARING	KNOWLEDGE CREATION	PATIENT CARE
<ul style="list-style-type: none"> <li>Our learning culture attracts talented and passionate learners, staff and faculty</li> <li>Learners experience the intersection of impactful research, innovative teaching and experiential learning</li> <li>Faculty, staff and learners master the skills and competencies needed to thrive in the 21st century</li> <li>Graduates are prepared to be the next generation of clinical, research and educational leaders</li> <li>Communities benefit from our leadership role in spearheading healthcare innovation that improves patient lives</li> </ul>	<ul style="list-style-type: none"> <li>Faculty, staff and learners are empowered to address fundamental and applied questions of real significance to our communities</li> <li>Our research improves peoples' lives</li> <li>We are innovative leaders in quality improvement and best practice development</li> <li>We lead collaborative teams in search of knowledge and answers</li> <li>We actively disseminate the high-quality knowledge PaLM creates across Canada and the world</li> <li>Our knowledge creation projects are internationally renowned and translated into practice</li> </ul>	<ul style="list-style-type: none"> <li>PaLM embraces patient-centred, state-of-the-art diagnostics that advance healthcare delivery</li> <li>Patients and clinical teams experience seamless, evidence-informed and timely access to excellent diagnostic care</li> <li>Clinical teams are fully supported and prepared to accurately, safely and efficiently order, collect and interpret diagnostic tests</li> <li>Optimum utilization of diagnostic / laboratory tests transforms patient and community health outcomes</li> </ul>

### CREATING VALUE IN ALL WE DO

VALUE-ADDED KNOWLEDGE SHARING	VALUE-ADDED KNOWLEDGE CREATION	VALUE-ADDED PATIENT CARE
<p><i>We excel at...</i></p> <ul style="list-style-type: none"> <li>Enabling the conditions for faculty, staff and students to be active learners, innovators and early adopters</li> <li>Delivering evidence-informed, innovative and experiential academic programming across the continuum</li> <li>Mentoring, coaching and supporting faculty, staff and learners to achieve their full potential</li> <li>Supporting faculty, staff and learners to be effective mentors and teachers</li> <li>Providing faculty, staff and learners with protected time and resources for knowledge sharing</li> <li>Incorporating competency-based learning and performance assessment across learner, faculty and staff roles</li> <li>Recognizing and celebrating innovation, quality improvement and knowledge sharing contributions</li> </ul>	<p><i>We excel at...</i></p> <ul style="list-style-type: none"> <li>Broadly supporting knowledge creation, with a focus on themes where PaLM can excel</li> <li>Leveraging the diverse skills and interests of our faculty and staff and harnessing the power of collaborative teamwork</li> <li>Optimizing efficient access, retrieval, sharing and utilization of PaLM data to inform and advance patient care</li> <li>Enabling the conditions which support knowledge creation breakthroughs</li> <li>Facilitating the translation of knowledge and technology advances into tangible health policy and diagnostic practice</li> <li>Championing and celebrating knowledge creation at all levels</li> </ul>	<p><i>We excel at...</i></p> <ul style="list-style-type: none"> <li>Providing exceptional patient-centred care for optimal patient outcomes and health technology and equipment</li> <li>Organizing our processes around the needs of the patient and clinical team</li> <li>Refining and expanding testing methods and the test menu to include state-of-the-art diagnostics</li> <li>Educating, supporting and communicating with physicians, residents and clinical staff to safely and efficiently order and interpret tests</li> <li>Strengthening laboratory utilization programs and outcomes</li> <li>Continually improving the efficiency and effectiveness of PaLM processes, practices and policies</li> <li>Pursuing early adoption of value-added practices, technologies and tools</li> </ul>

### ENGAGED, ENERGIZED, AND ENABLED TEAM

CULTURE OF EXCELLENCE	EXCELLENT PEOPLE	EXCELLENT INFRASTRUCTURE
<p><i>We:</i></p> <ul style="list-style-type: none"> <li>See ourselves at the centre of the patient journey</li> <li>Are leaders in healthcare, delivering diagnostic excellence to advance patient outcomes</li> <li>Are passionate about quality and improving the safety, accuracy, efficiency and impact of the work we do</li> <li>Continuously learn and meet emerging challenges</li> <li>Lead meaningful change and innovation</li> <li>Engage with and lead our communities to achieve system transformation</li> <li>Value and celebrate individual and team accomplishments</li> </ul>	<p><i>We:</i></p> <ul style="list-style-type: none"> <li>Ensure the right people are in the right roles working on the right activities</li> <li>Facilitate integrative communication, collaboration and engagement between faculty, staff and learners</li> <li>Develop succession planning programs that preserve retiree knowledge, while attracting, identifying and fostering the next generation of PaLM leaders, faculty and staff</li> <li>Motivate faculty and staff to cultivate meaningful and supportive mentoring relationships</li> <li>Engage faculty and staff in lifelong impactful training and development</li> <li>Nurture a balanced work/life continuum within PaLM</li> </ul>	<p><i>We:</i></p> <ul style="list-style-type: none"> <li>Stay at the forefront of proven advances in educational and laboratory digital solutions, technology and equipment</li> <li>Utilize agile information systems with advanced analytics capabilities to capture, share, analyze and act on our data</li> <li>Provide work spaces that foster satisfaction, collaboration and productivity</li> <li>Optimize use of automation to improve our service while enabling us to work to our fullest capabilities</li> <li>Continuously develop our advanced molecular diagnostics capabilities</li> </ul>

### SUSTAINING THE PATH TO IMPACT

MANAGING OUR RESOURCES	MANAGING OUR PERFORMANCE	ADVANCING OUR MISSION
<p><i>We:</i></p> <ul style="list-style-type: none"> <li>Actively contribute to the sustainability of a robust healthcare system</li> <li>Align ongoing resource allocation processes with our strategy map</li> <li>Advocate for a stable and sustainable PaLM financial structure</li> <li>Utilize informatics to provide visibility, control and accountability over lab processes.</li> <li>Ensure faculty, staff and learners have the time and resources needed to fulfil their accountabilities and respond to changing needs</li> <li>Expand and diversify knowledge creation funding</li> </ul>	<p><i>We:</i></p> <ul style="list-style-type: none"> <li>Ensure everyone knows how we are doing through visual monitoring and analysis of PaLM performance and impact</li> <li>Share PaLM informatics to influence the efficiency and effectiveness of system-wide operations</li> <li>Utilize data to influence PaLM improvement activities and to set improvement goals</li> <li>Continuously examine our environment to track and move ahead of emerging trends</li> <li>Practice shared-leadership through medical, scientific and administrative partnerships</li> </ul>	<p><i>We:</i></p> <ul style="list-style-type: none"> <li>Identify, foster and lead partnerships that advance our mission</li> <li>Champion and promote the PaLM mandate and vision and share our contributions with the communities we serve</li> <li>Drive excellence in diagnostics in Southwestern Ontario through regional models</li> </ul>

### VALUES

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