

STRATEGIC PLAN



Exceptional care for
every patient, every time.



Thunder Bay Regional
Health Sciences
Centre

Thunder Bay Regional
Health Research
Institute

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MISSION:

We provide quality Care to Patients and Families, supported and advanced by research, innovation and education that is responsive to the needs of the population of Northwestern Ontario.

VISION:

Exceptional care for every patient, every time.

VALUES:

**Diversity
Compassion
Excellence
Innovation
Accountability**

PHILOSOPHY: **Patients at the centre of everything we do.**

OUR STRATEGIC DIRECTIONS



Thunder Bay Regional
Health Sciences
Centre

Thunder Bay Regional
Health Research
Institute



Equity, Diversity, & Inclusion

We all belong



Patient Experience

Empathy,
compassion, and
respect in every
encounter



Staff Experience

This is where we
want to work,
grow and thrive



Research, Innovation & Learning

Driven by the needs
of our patients,
our staff and our
communities



Sustainable Future

Ensuring our
Healthy Future

OUR STRATEGIC DIRECTIONS



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Equity, Diversity, & Inclusion

We all belong



1. Embed
Equity,
Diversity and
Inclusion in
everything
we do.

2. Provide a
culturally safe
experience
for all
patients and
staff.

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Patient Experience

Empathy, compassion, and respect in every encounter



1. Lead the evolution of patient and family centred care embedding the principles of co-design, where each person is treated with compassion, respect and empathy.

2. Focus relentlessly on quality to deliver services that are free from preventable harm, accessible, appropriate and integrated.

3. Become experts in caring for and supporting patients with complex care needs due to multiple acute and chronic conditions, mental health and addiction issues, and social vulnerabilities.

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Staff Experience

This is where we want to work, grow and thrive



1. Retain, recruit and support the people needed to shape our future.

2. Support the ongoing development of our current and future leaders.

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Research, Innovation & Learning

Driven by the needs of our patients, our staff and our communities



1. Assess and prioritize our research efforts.

2. Build and enhance our staff capacity and the capabilities needed for research success.

3. Create an environment inclusive and supportive of research, innovation, teaching, and learning.

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Sustainable Future

Ensuring our Healthy Future



1. Advance digital health to improve patient and staff experiences and to enhance ongoing operations.

2. Develop a Hospital Clinical Services Plan to clarify our acute care mandate, and to inform and guide planning for short to medium term services and related resource requirements.

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Sustainable Future

Ensuring our Healthy Future



3. Advance Partnerships and System Integration for Better Health Outcomes.

4. Achieve Operational Sustainability and Accountability.