



# About Us

Founded in the healing mission of the Sisters of St. Joseph of Hamilton, St. Joseph's Health System (SJHS) was established in 1991 to meet the challenges of the changing environment for delivery of health and social services, and takes pride in a system-wide commitment to caring for the whole person: body, mind and spirit.

Today, we are one of the largest corporations in Canada devoted to health care. Our member organizations are known for genuine compassion and caring, both locally and around the world. Each of the organizations offer services according to their strengths, from acute care, long-term care, and community care, to rehabilitation, hospice, community outreach, and mental health. SJHS is also a well-recognized leader for innovation in models of patient centred integrated care at each stage of the patient experience.

Members benefit from System affiliation in many ways: strength in a shared mission and values, group buying power, research and information sharing through the St. Joseph's Health System Research Network, and improvements in quality of work life for staff.

## QUICK FACTS

- Established in 1991
- One of the largest corporations in Canada devoted to healthcare
- Founded in the healing mission of the Sisters of St. Joseph of Hamilton
- Genuine compassion and caring – it's what we're known for locally and around the world
- Six different member organizations and member foundations

## MISSION

Living the Legacy

- Compassionate Care
- Faith
- Discovery

## VISION

On behalf of the individuals and families we are privileged to serve, we will:

- Deliver an integrated high quality care experience;
- Respect our rich diversity;
- Always remain faithful to our Roman Catholic values and traditions;
- Pursue and share knowledge.

## VALUES

We commit ourselves to demonstrate in all that we undertake, the vision and values that inspired our Founders, the Sisters of St. Joseph. These are:

- Dignity
- Respect
- Service
- Justice
- Responsibility
- Enquiry

# Strategic Plan 2016-2019

Strategic Directions	Goals	Initiatives	Outcomes
<p><b>#1 Be a National Leader of Integrated Care</b></p> <p>We will establish SJHS as a leader in innovative approaches to integrated care within the province and beyond.</p>	<p>Become a national leader and champion of integrated care.</p>	<p>Develop and implement a Marketing and Communications Plan to champion Integrated Care that:</p> <ul style="list-style-type: none"> <li>■ describes why integrated care matters to patients, clients and residents</li> <li>■ differentiates and promotes our leadership role</li> <li>■ establishes SJHS as a hub for innovation with stakeholders and funders</li> </ul>	<p>Measureable achievements related to the marketing and communications plan.</p> <p>SJHS recognized by industry as a national leader in integrated care.</p>
<p><b>#2 Create Systems of Integrated Care to serve patients, clients and residents</b></p> <p>We will create systems of integrated care that are easy to navigate, highly effective, and responsive to the needs and concerns of patients, clients and residents.</p>	<p>Lead the creation and spread of systems of integrated care locally, regionally and provincially.</p>	<p>Develop priorities and a plan for the creation of integrated systems of care that focus on:</p> <ul style="list-style-type: none"> <li>■ Mission sensitive concerns for people in need</li> <li>■ Joint planning between SJHS and Member Organizations</li> <li>■ Local, regional and provincial partnerships</li> </ul>	<p>Plans for priority integrated systems implemented.</p> <p>Creation of integrated systems of care with measurable benefits to patients, clients and residents locally and regionally.</p>
<p><b>#3 Advance innovations, education and research that support the growth and spread of integrated care</b></p> <p>We will establish a Centre for Integrated Care Innovation to support the growth and spread of integrated care services.</p>	<p>Establish a Centre for Integrated Care Innovation.</p> <p>Collaborate with our national and international outreach communities to develop their capacity for health.</p>	<p>Establish a plan to launch a Centre for Integrated Care Innovation that focuses on:</p> <ul style="list-style-type: none"> <li>■ Innovation and evaluation</li> <li>■ Training and education</li> <li>■ Research and publication</li> <li>■ Academic partnerships</li> <li>■ Revenue generating consultancy</li> </ul> <p>Develop and implement annual priorities for building capacity through national/international outreach in Nunavut, Haiti, Uganda, and Guyana.</p>	<p>The SJHS Centre for Integrated Care Innovation is established.</p> <p>Measurable outcomes progressively achieved in innovation, evaluation, training, education, research, publication, revenue generating consultancy and academic partnerships.</p> <p>Improved local health care, education and evaluation capacity in Nunavut, Haiti, Uganda, and Guyana.</p>
<p><b>#4 Develop champions who will increase our capacity to design and deliver integrated care</b></p> <p>Working with our staff, physicians, and volunteers, we will build our capacity for integrated care by developing new skills required to lead and work in integrated teams.</p>	<p>Establish an Integrated Care Training and Development Program to promote:</p> <ul style="list-style-type: none"> <li>■ person-centered care</li> <li>■ patient, client, resident co-design</li> <li>■ teamwork across the continuum of care</li> <li>■ wellness, staff engagement and quality of work life</li> </ul>	<p>Develop and implement curricula for training, education and orientation that match frontline skills to new models of integrated service delivery, engagement and wellness.</p> <p>Create leadership career development opportunities across the continuum of care and across the SJHS, that ensures our leaders are equipped to design and lead integrated care into the future.</p> <p>Establish a standardized measurement process for staff engagement across SJHS so that we can evaluate employee satisfaction when working within integrated care initiatives.</p>	<p>SJHS Integrated Care Training and Development Program is established with curricula and measurable outcomes.</p> <p>New leadership and career development program is developed and implemented.</p> <p>Baseline and bi-annual measurement of staff engagement is used to measure progress.</p>