



STRATEGIC MAP 2015-16 to 2017-18

Approved by MMH Board on March 9, 2015

MISSION Maison McCulloch Hospice (MMH) is a centre of excellence dedicated to the collaborative delivery of quality hospice palliative care in both official languages in the Sudbury-Manitoulin Districts. The Hospice helps individuals and their families realize their full potential to live even when they are dying, by attending to their physical, psychosocial, spiritual, and practical needs, in the location of their choice.

VISION Everyone should be able to live and die in peace, with dignity, free of pain, surrounded by loved ones, in a setting of their choice.

VALUES Compassion, Dignity, Integrity, Respect

STRATEGIC AREAS OF FOCUS	1. HOSPICE PALLIATIVE CARE (HPC) COMMUNITY EDUCATION & AWARENESS	2. QUALITY OF CARE	3. ACCESS	4. PARTNERSHIPS	5. ORGANIZATIONAL CAPACITY & CAPABILITY
GOALS	1.1 To play a lead role in educating the community* and public-at-large about death & dying and HPC.	2.1 To embed the voice of the community served by MMH in efforts to improve HPC.	3.1 To improve access for, and meet the needs of, those in need of HPC services.	4.1 To act as a model of collaboration for HPC in Northeastern Ontario.	5.1 To efficiently and effectively resource the operation of the organization.
OBJECTIVES	<p>1.1.1 To develop, implement, and assess an Ambassadors Program for selected Hospice staff, volunteers, family members, and Board members to convey a standard message to the community regarding all MMH HPC programs & services.**</p> <p>1.1.2 To develop, implement, and assess a strategy to become an educational lead in the community for death & dying, HPC, and related health care navigation.</p>	2.1.1 To develop, implement, and assess a structured method for monitoring and continuously improving the experience of the community, and embedding their voices in all decision-making processes.	<p>3.1.1 Service Delivery To develop, implement, and assess a strategy to increase MMH's capacity & capability to deliver all its HPC programs & services.</p> <p>3.1.2 Pediatric HPC Program To conduct a Pediatric HPC Program pilot project and assess its viability as an ongoing permanent program.</p> <p>3.1.3 French Language Services (FLS) Designation To enhance and assess the quality of FLS offered to the community.</p>	<p>4.1.1 Collaborative Care Model 4.1.1.1 To develop, in partnership with key stakeholders, a mechanism for sharing clinical information efficiently and effectively. 4.1.1.2 To enhance strategic partnerships to implement an integrated HPC model within MMH's jurisdiction.</p> <p>4.1.2 Training & Mentoring To establish MMH as an interdisciplinary HPC training & mentoring hub to serve post-secondary institutions and health service providers.</p>	<p>5.1.1 Financial 5.1.1.1 To actively participate in opportunities to access and secure sustainable funding sources: <ul style="list-style-type: none"> through a Sudbury Hospice Foundation, and in collaboration with Hospice Palliative Care Ontario (HPCO) and its Residential Hospice Interest Group (RHIG). 5.1.1.2 To assess the infrastructural needs of the organization to meet increasing demand.</p> <p>5.1.2 Human Resources To enhance human resources capacity and capability in a sustainable manner.</p> <p>5.1.3 Accountability & Monitoring 5.1.3.1 To develop, implement, and assess ongoing monitoring and evaluation tools and approaches at every level of the organization. 5.1.3.2 To develop, implement, and assess documented norms, protocols, processes, and evaluation plans for all MMH HPC programs & services.</p>

*For Maison McCulloch Hospice (MMH), "Community" includes: residents, clients, families, and caregivers.

**Programs & services included under the umbrella of HPC provided by MMH include: Residential Care Program, Shared Care Team, Visiting Hospice Services, and Supportive Care Services.