

# 2024 Strategic Goals

# Strategic Plan

## 9 Strategic Components



## 2024 Strategic Goals



**Strategic Indicators and  
Targets 2022/23**



**Strategic Indicators and  
Targets 2021/22**



# How we draw on our Strategic Plan

	Integrated care	Care for those experiencing disadvantage	World-class specialty Care	Joy in work	Research and innovation	Teaching and learning	Quality	Digital	Investing in our future
By 2024, Unity Health will achieve top-tier care experience metrics for all of those we serve.	✓	✓	✓		✓	✓	✓	✓	
By 2024, Unity Health will achieve best care experiences for those who experience marginalization.	✓	✓	✓		✓	✓	✓	✓	
By 2024, Unity Health will be an inspiring and equitable workplace that will attract and sustain the best and the brightest health care providers, educators, learners and researchers.		✓	✓	✓	✓	✓			
By 2024, Unity Health will be a world class health care organization in research and innovation.		✓	✓	✓	✓		✓	✓	✓
By 2024, Unity Health will be a recognized world leader in advancing care in focused specialty areas including: multiple sclerosis, trauma, critical care, and innovations in brain & heart.	✓		✓	✓	✓	✓	✓		
By 2024, Unity Health will be a recognized world leader in creating applied health artificial intelligence (AI) solutions to advance the care experience.			✓		✓	✓	✓	✓	
By 2024, Unity Health will transform our digital and physical infrastructure to support the best care experiences.							✓	✓	✓

Strategic Goals	Indicator	Baseline	2024 Target
<b>By 2024, Unity Health will achieve top-tier care experience metrics for all of those we serve.</b>	Establish care experience measurement framework and implement so that composite care experience indicator can be used for 2022 onward	N/A	To be determined
<b>By 2024, Unity Health will achieve best care experiences for those who experience marginalization.</b>	Collect demographic data so that data can be analyzed to specifically assess care experience for Black and Indigenous patients		No significant difference compared with all patients
<b>By 2024, Unity Health will be an inspiring and equitable workplace that will attract and sustain the best and the brightest health care providers, educators, learners and researchers.</b>	Top 100 Employer Recognition application	N/A	Recognized as Top 100 Employer
	New leaders and physicians are reflective of the racial makeup of Greater Toronto Area population	N/A	No significant difference
	Learner Experience – “I would recommend this organization for a placement here”	62% Top Box	65%
<b>By 2024, Unity Health will be a world class health care organization in research and innovation.</b>	Top 5 in research intensity amongst Canadian hospitals	\$407,200	\$705,474

Strategic Goals	Indicator		Baseline	2024 Target
<p><b>By 2024, Unity Health will be a recognized world leader in advancing care in focused specialty areas including: multiple sclerosis, trauma, critical care, and innovations in brain &amp; heart.</b></p>	<p>Progression towards defined key performance indicators (KPIs)<sup>1</sup></p>		<p>N/A</p>	<p>Meet defined KPIs</p>
<p><b>By 2024, Unity Health will be a recognized world leader in creating applied health artificial intelligence (AI) solutions to advance the care experience.</b></p>	<p># of active international collaborations on AI initiatives<sup>2</sup></p>		<p>0</p>	<p>≥ 5 active collaborations</p>
	<p>Demonstrating improvement in meaningful outcomes related to AI initiatives<sup>3</sup></p>		<p>N/A</p>	<p>≥ 5 new AI solutions</p>
<p><b>By 2024, Unity Health will transform our digital and physical infrastructure to support the best care experiences.</b></p>	<p>Electronic Patient Record (EPR) project milestones achieved</p>		<p>N/A</p>	<p>Prepare sites for go-live</p>
	<p>Master Program redevelopment milestones achieved to guide future project priorities</p>	<p>SMH 3.0 Redevelopment Phases 3 &amp; 4</p>	<p>N/A</p>	<p>100% completed</p>
	<p>Master Program redevelopment milestones achieved to guide future project priorities</p>	<p>Providence Campus of Care</p>	<p>N/A</p>	<p>Implementation milestones completed</p>
<p>Master Program redevelopment milestones achieved to guide future project priorities</p>	<p>SJHC Sunnyside Wing</p>	<p>N/A</p>	<p>To be determined</p>	

<sup>1</sup> Key Performance Indicators (under development in 2021/22): Academic output; Attracting the best clinicians, researchers and trainees; Access to advanced clinical innovation (first, best, only); and Establishment of the Highly Functional Critical Teams (HFCT) Academy.

<sup>2</sup> Active collaboration is defined as active engagement on specific initiative(s) related to model development, validation, and/or deployment or trainee exchange program at time of reporting (i.e. fiscal Q4 of reporting year).

<sup>3</sup> Meaningful outcomes defined as any of the following (subject to revision): Mortality, Readmission, Length of stay, Human effort, Cost, and Care experience