



HSSOntario Strategic Plan 2018-2021

HEALTH SHARED SERVICES ONTARIO



Ontario
Health Shared Services
Ontario

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Introduction

HEALTH SHARED SERVICES ONTARIO (HSSOntario) is an agency of the Government of Ontario that supports Ontario's 14 LHINs in meeting the health care needs of their local communities.

Through the continuous development and delivery of province-wide digital health platforms, quality improvement initiatives, and other business and IT supports, HSSOntario uses leading-edge technology and best practices to enable health system integration and better patient care.

Our core strengths include:

- ▶ **Delivering innovative and pragmatic digital health solutions to meet real front line business needs.**
- ▶ **Connecting and integrating the health system through processes and technology.**
- ▶ **Leveraging provincial data to inform quality improvement programs.**
- ▶ **Generating economies of scale for the LHIN sector through the delivery of centralized business support services.**
- ▶ **Supporting the LHINs to create consistency in the implementation of pan-LHIN programs and services.**

This inaugural Strategic Plan outlines HSSOntario's commitment to provide and deliver services to support the advancement of healthcare in Ontario.



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Our commitment to stakeholders

HSSOntario is focused on supporting health system improvement and delivering solutions and services that are developed through strong partnerships with the LHINs, coordination with the MOHLTC and collaboration with our stakeholders, including patients, caregivers and front-line health care professionals.

HSSOntario commits to work in partnership with the LHINs to ensure the needs of our stakeholders are met. We will maintain an open and ongoing dialogue in which we:

- ▶ identify and consider the perspectives of all stakeholders and strive to understand your priorities;
- ▶ ensure the delivery of the highest-value services;
- ▶ are transparent, approachable and adaptable to an ever-changing environment;
- ▶ recognize diverse thoughts, opinions and experiences contribute to the best possible decisions and outcomes;
- ▶ are committed to working in partnership with you to enable positive patient experiences in a strong, stable and sustainable health system;
- ▶ take ownership and accountability for our decisions and actions; and
- ▶ track, measure and report on our performance to learn and improve.



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Vision, mission and values



VISION

An accessible, equitable, and integrated health system for all Ontarians.



MISSION

In partnership with LHINs, we will enable integration, improvement and sustainability of health care in Ontario.



VALUES

**Innovation:**

We will foster a culture that embraces change, creativity, new ideas and is solution focused.

**Collaboration:**

We will work together with colleagues, clients and external partners to achieve common goals.

**Integrity:**

We will operate in a manner that instills confidence and is both fair and respectful.

**Service Excellence:**

We will work to exceed customer expectations by delivering the highest quality products and services.

**Impact:**

We will ensure the work we do is underpinned by the value it will have on the health system.

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Our Strategic Plan 2018 to 2021

THE HSSONTARIO STRATEGIC PLAN is intended to guide the organization for the next three years. The following are the key strategic priorities that will help to deliver against the organization's vision and mission. The strategic priorities for HSSOntario are as follows:

- A. Maximize the Value of Provincial Digital Health Assets**
- B. Optimize Health System Performance**
- C. Deliver Outstanding Corporate and Business Services**

Each strategic priority is detailed on subsequent pages.





PRIORITY A

MAXIMIZE THE VALUE OF PROVINCIAL DIGITAL HEALTH ASSETS

HSSONTARIO MANAGES THE OPERATIONS of a number of technology assets that enable the delivery of home and community care services and connect patients to care throughout the province of Ontario. HSSOntario, in partnership with the LHINs, developed this foundational suite of technology applications and is ideally positioned to enable greater integration of the health system, effectively leading to improved patient transitions between health care partners.

In addition to health system integration, a key focus for the organization going forward is to support the LHINs to provide patients and their caregivers with better access to information related to their care. Achieving goals in this area will support the MOHLTC in realizing priorities set out in both the *Patients First: A Roadmap to Strengthen Home and Community Care* and the provincial *Digital Health Strategy*.

In order to achieve this strategic priority, the following three objectives have been established:

1. Enable health system integration through the expanded use of technology assets and innovations.
2. Develop tools and processes to support more effective and efficient delivery of frontline patient care.
3. Embed digital patient access channels into the client and caregiver home care experience.



PRIORITY B

OPTIMIZE HEALTH SYSTEM PERFORMANCE

OVER THE NEXT THREE YEARS, HSSOntario will focus on supporting the broader mandate of the LHINs. Although there will continue to be a focus on leveraging existing expertise related to home and community care, the organization will evolve its service offering to ensure LHIN mandates related to health system performance and integration are similarly supported. This offering will be developed in partnership with the LHINs as the sector continues to progress its LHIN renewal and transformation agenda. Services will evolve as opportunities for centralized support are identified.

In order to achieve this strategic priority, the following three objectives have been established:

1. Support development and implementation of pan-LHIN and government initiatives.
2. Support consistency and quality standards in home care.
3. Expand provincial business intelligence capability to enhance evidence based decision making.





PRIORITY C

DELIVER OUTSTANDING BUSINESS AND CORPORATE SERVICES

FURTHER OPPORTUNITIES FOR IMPROVED EFFECTIVENESS and efficiency within the newly expanded LHINs and HSSOntario will be explored. As the new organizations evolve, HSSOntario will play an important role in harmonizing IT infrastructure and business support services and determining where there are opportunities to streamline. Efficiencies achieved will enable LHINs to re-invest savings into patient care.

In order to achieve this strategic priority, the following three objectives have been established:

1. Lead provincial pan-LHIN initiatives that will result in more efficient and effective corporate and business support services for the sector.
2. Define and execute strategies that improve and scale HSSOntario IT infrastructure service.
3. Support sector with labour relations and provincial human resource initiatives.



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HSSOntario's Strategic Plan at a glance

VISION

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MISSION

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VALUES



Innovation



Collaboration



Integrity



Service Excellence



Impact

PRIORITIES



A. Maximize the Value of Provincial Digital Health Assets



B. Optimize Health System Performance



C. Deliver Outstanding Business and Corporate Services



Health Shared Services Ontario

130 Bloor Street West, Suite 200

Toronto, ON M5S 1N5

Tel: 1-416-750-1720

Web: www.hssontario.ca



Ontario

Health Shared Services
Ontario