DEAR FRIENDS,


As a symbol of excellence in the health care system and a beacon of hope, we are proud of our 140-year history of improving the lives of the children and families we have the privilege of serving.

This abbreviated version of our plan provides you with an overview of our six strategic directions for the next five years. These directions are a roadmap for our future, as we strive to build connections which accelerate our impact in patient care, research and education. Full details of our Strategic Plan can be found on our website at www.sickkids.ca.

We have developed this plan with a high level of thoughtful engagement from our staff, our partners across the healthcare system, government, the philanthropic community and, most importantly, our patients and their families. Our future success will depend on the ongoing engagement and commitment of this broad community of people and organizations.

We look forward to the road ahead.

With your support, we will advance our world-class reputation, deliver on our mission, and achieve our vision of Healthier Children. A Better World.

Best Wishes,

Dr. Michael Apkon

VISION

MISSION
As leaders in child health, we partner locally and globally to improve the health of children through the integration of care, research and education.

VALUES
• Excellence
• Compassion
• Integrity
• Collaboration
• Innovation

STRATEGIC DIRECTIONS
• Improving Quality and Safety
• Enhancing our Infrastructure
• Championing the Evolution of Health Systems
• Innovating to Drive Impact
• Empowering People
• Stewarding our Finances
As a publicly-funded organization, we are committed to ensuring that we provide a high level of value to all stakeholders.

We will achieve this by:

- Enabling the best possible care
- Developing and translating research into practice
- Providing high quality education and training
IMPROVING QUALITY AND SAFETY

We will pursue excellence in the delivery of safe, effective, and efficient, as well as child and family-centred care.

This will be achieved by:

- Eliminating preventable harm
- Championing continuous improvement
- Advancing a culture of service excellence
- Improving equitable and timely access
- Fostering clinical research excellence
ENHANCING OUR INFRASTRUCTURE

We will optimize facilities, systems and technology to advance discovery and evidence-informed approaches to patient care and business processes.

This will be achieved by:

- Building an integrated technology environment
- Optimizing current and developing new physical infrastructure
- Promoting a socially responsible work environment
CHAMPIONING THE EVOLUTION OF HEALTH SYSTEMS

We will champion the development of integrated approaches to outstanding care, along a broad continuum of services.

This will be achieved by:

- Partnering with other organizations to build capacity and value
- Creating engagement/alignment mechanisms for care providers in the community
- Pursuing integration along a service continuum
- Developing a complimentary service portfolio off-site
INNOVATING TO DRIVE IMPACT

We will transform care and service through discovery, creative thinking and effective implementation of evolutionary and revolutionary concepts to enhance our impact.

This will be achieved by:

• Advancing a culture of innovation
• Facilitating and promoting the generation of new ideas
• Ensuring innovations and new ideas are shared
• Accelerating commercialization
EMPOWERING PEOPLE

We will develop and support our people in a fair, accountable and learning-based environment.

This will be achieved by:

• Developing skills and cultivating growth
• Advancing a healthy and safe organization
• Recruiting and retaining a highly-skilled, engaged and diverse workforce
• Recognizing and rewarding our staff
• Improving teamwork and communication
STEWARDING OUR FINANCES

We will steward public resources and cultivate new sources of funding to ensure long-term sustainability.

This will be achieved by:

• Achieving operational efficiencies
• Generating new sources of revenue
• Strategically investing our funding
• Collaborating with our Foundation to align fundraising strategies with strategic priorities
EXCELLENCE
COMPASSION
INTEGRITY
COLLABORATION
INNOVATION
INFRASTRUCTURE
QUALITY
HEALTH SYSTEM
PEOPLE
FINANCE