



STRATEGIC PLAN 2020-2025

Waypoint 

CENTRE for MENTAL HEALTH CARE
CENTRE de SOINS de SANTÉ MENTALE

*Advancing Understanding.
Improving Lives.
Avancer la compréhension.
Améliorer la vie.*

2020-2025

STRATEGIC DIRECTIONS

WAYPOINT

Centre for Mental Health Care

We are more than mental health care, redefining traditional health care through partnerships, innovation and research. Our hospital and research institute are committed to working together with our partners for the best health outcomes of our patients, families, partners and our communities.

Waypoint Centre for Mental Health Care, a Catholic hospital, is Simcoe Muskoka's specialty mental health provider and is also home to the province's only high secure forensic mental health programs. We provide an extensive range of both acute and longer-term psychiatric inpatient and outpatient services.

We work with our patients, families and partners within and beyond our walls to achieve the best possible outcomes and experience by meeting their emotional, social and spiritual needs, promoting independence and enhancing quality of life.

Mission

We are a Catholic hospital committed to providing excellence in specialized mental health and addiction services grounded in research and education and guided by faith-based values.

Vision

As an inspired organization, we will change lives by leading the advancement and delivery of compassionate care.

Values

Caring, Respect, Accountability, Innovation



Serve

We will include patients and families as partners in all we do, fostering a healing culture where staff, physicians and volunteers are inspired to provide exceptional service and care.

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This means: Collaborating with our patients, families, stakeholders and staff so that everyone's experience is the best that it can be.

- We will:**
- Provide **exceptional person-centred care** experiences by having patients and families involved at all levels of their care.
 - Champion **high quality care** through evidence based therapies, and an unwavering focus on safety.
 - Strengthen our **healthy workplace** with the tools, training and processes for staff to better support our patients and each other, and receive satisfaction from their challenging work.

How we will measure our success:

- Patient perceptions of cultural sensitivity and quality of services provided will be the best they can be.
- Patient outcome measures will demonstrate we are providing high quality care.
- Staff survey results will prove we are fostering a healthy workplace.



Discover

We will embrace education, advance research and seek, generate and apply best practice and new knowledge to create the best possible outcomes for patients.

This means:

Engaging partners in research to offer better services and care accelerating a culture of continuous learning.

We will:

- Strengthen our leadership and collaboration in **patient oriented research**.
- Seek, generate and apply **new knowledge** to ensure it is put into action.
- Establish an international **centre of excellence** in forensic mental health research.

How we will measure our success:

- The number of research projects with patients as partners will grow.
- We will increase the implementation and spread of new knowledge into our practices and patients will experience higher quality care.
- We will increase peer reviewed forensic mental health publications and presentations.



Lead

We will be a leader and trusted partner who embraces technology to support better overall health, collaborating with our partners to make it happen.

This means:

- Working together to shape and provide health care that meets unique individual and community needs, sharing knowledge and analyzing data to advance and enhance care.

We will:

- **Be a trusted partner** in our quest for system excellence.
- Drive change in how we work with our partners to support **better overall health** beyond hospital walls and services.
- Harness and adopt new **digital/data driven and physical technologies** to improve access and care.

How we will measure our success:

- Our partners will consistently measure the hospital as a leader and trusted partner.
- Integration efforts with our partners will support the challenges emergency departments face, helping to reduce visits for patients experiencing mental health challenges.
- By embracing technology, we will reach HIMMS Level 7 and use data to markedly change patient outcomes.

Inspiring Progress

Our new strategic plan continues our relentless journey to a future that will go beyond mental health to support body, mind and spirit. Together we envision the next five years as transformational for Waypoint with our team of staff, volunteers, patients and families, our partners and community creating exceptional experiences.

This plan reflects the voices of almost 400 people sharing their stories, ideas and inspirations. With that strength, we are committed to improving quality and safety, access to care and sustaining what we have already accomplished in helping our patients achieve their goals. With our partners we will drive improved care for those who need it most and make the system better for patients, families and the community.

Moving us to Action

Waypoint's 2020-2025 Strategic Plan is focused on patients and families as partners in all that we do. It formulates the next five years of growing together with our partners to ensure high quality care and treatment to meet the expectations of today and for future generations.

This is our plan to continue fighting stigma and discrimination, with an unwavering approach to building a culture where our values of Caring, Respect, Innovation and Accountability can be felt as you walk through the doors and in every interaction you encounter. We will build trust in all levels – with patients and families, leaders and staff, partners and our community.

Understanding where we have been and where we are going

There is no question that health care is changing with an increased focus on collaboration. What is constant is the need to deliver exceptional patient care in spite of challenging circumstances. Since 1904 our hospital has evolved based on research and evidence which has required continuous improvement. Today with other health care partners there is no limit to what we can achieve together. We are on a course of action to improve the overall experience and outcomes for patients.

In 2019 as we finalized this plan for the next five years we underwent Accreditation that recognized and celebrated everything we have achieved together so far, yet still reminded us there is more to do – with our patients, our staff, our community. We are in pursuit of excellence, with courage and compassion together we will make it happen.

**“We are in pursuit of excellence,
with courage and compassion
together we will make it happen.”**

Accomplishments

We are proud of what has been accomplished since 2014

- Furthering the Clinical Services Plan by:
 - Launching a new Declaration of Recovery Values
 - Leading regional specialized geriatric services
 - Attending to the individual cultural safety needs and respecting the human rights of our patients
 - Minimizing the use of restraints and seclusion
 - Implementing an electronic health record (EHR)
- Creating a physically and psychologically safe workplace by:
 - Continuing the focus on employee engagement, safety and security
 - Launching the Safe&Well campaign
 - Implementing the recommendations of various third-party reviews
 - Launching a new Code of Conduct
 - Equipping our leaders with the tools they need to inspire and lead
 - Adopting psychological healthy workplace standards
- Fostering a culture of sustainability by:
 - Making progress on the new Community Health Hub in partnership with CHIGAMIK and the North Simcoe Youth Wellness Hub
 - Meeting the majority of Annual Quality Improvement Plan targets
 - Conducting an ethics needs assessment
 - Maintaining a surplus budget and meeting our fundraising goals
 - Achieving exemplary status from Accreditation Canada
- Being an effective partner by:
 - Formalizing our partnership with peer mental health hospitals as Mental Health Partners
 - Leading regional planning for mental health and addictions
 - Partnering with Ontario Shores and The Royal in the EHR
 - Seeking knowledge from the Indigenous community to support cultural competence
- Advancing a research strategy by:
 - Growing partnerships between the Waypoint Research Institute and the University of Toronto and other academic partners
 - Developing and using clinical outcome indicators to improve care
 - Hosting an annual conference focused on sharing knowledge and putting it into practice
 - Launching the evidence-based practice advisory council



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