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**Date:** December 2016

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### **“You cannot have a positive life and a negative mind” Joyce Meyer**

I am hopeful each and everyone of you can take some time this Holiday Season to spend with family and friends and to take a little time for yourself.

I personally find the days, weeks, months and years moving by us faster and faster. Hopefully we can all slow down this Holiday Season and appreciate and celebrate those who are still with us and those who we lost. I truly do not know where 2016 went.

One thing I would suggest you do this Holiday if you are active on social media is to look at your posts for this past year. If not active on social media flip through some of your text and email messages. Highlight them and place them into three columns. Positive, negative and neutral in tone or message.

I unfortunately notice more and more that some people continue to post nothing but, or at least the majority of negative comments to almost any issue, whether it be political, personal or work related. That is not to say you should go through life with “blinders on” and ignore negative issues or not express your frustrations. However, I cannot imagine how one can go through life always looking at an issue from a negative perspective and then wonder why their life, both personal and professional, is not trending positively.

Therefore, heading into next year, when you post something or send an email watch the tone. Is it negative? Does it have to be? How about I say nothing rather than something negative or nasty? These are just my thoughts to maybe seeing if being a little more positive results in different outcomes. Give it a try.

Happy Holidays and Happy 2017!



Now that we have completed our 2020 Strategic Plan with our Vision, Mission, Values, Strategic Directions and Strategic Initiatives, we now need to “operationalize” the 2020 Plan.

What this means is we have to turn this 2020 Plan into a “living and breathing” document. Everything we are working on, as an organization both individually and collectively needs to focus on achieving the Vision, Mission, Values, Strategic Directions and Strategic Initiatives.

How do we do this you might ask?

The following is a brief outline of how that is going to happen over the next two months.

**Introduction:**

Your program/portfolio is being asked to develop and submit your 2017/2018 strategic objectives. These strategic objectives will include the projects and improvement initiatives that your group will be working on during the 2017/2018 fiscal year (April 2017 – March 2018). Before submitting the completed document, as many employees, professional staff and volunteers will be asked to get their feedback.

There will be an Excel spreadsheet to complete your program’s operational plan. We only require one plan per program i.e. surgical program can include all units/departments.

Deadline: Forward completed excel document to Linda Morrow by **January 20, 2017**

## Selecting Program Objectives for the Operational Plan:

- a) You are encouraged to list work that you are currently doing. Review current work and see that it supports the new 2020 strategic directions and initiatives;
- b) **Note:** It is not necessary (or recommended) to have many objectives or an objective for every strategic direction or initiative. Choose your objectives carefully, based on your available resources to focus on these objectives. Consider what can realistically be done or well underway during the year, given all the demands and activities happening within your program. You will be asked to periodically report on your progress.
- c) If you want to add or change some objectives, please consider the following:



1. Program objectives must align with the new 2020 strategic directions and initiatives listed in the excel document.

2. Review the WRH Corporate Indicators – Are there any indicators where your program could develop objectives that would assist in reaching these targets (see attachment)?
3. Review the current Quality Improvement Plan (QIP) submitted to the LHIN and the Ministry. Are there any indicators listed in the QIP that could be supported by an objective for your program (see attachment)?
4. Review the current Accreditation Required Organizational Practices (ROPs). Are there any objectives that need to be developed that would help to meet the ROP requirements?
5. Quality Based Procedures – Are there any targets that need to be met for QBPs?
6. SOP – Are there any Standardization and Optimization Projects occurring in your area that need to be part of this year’s operational plan?
7. Required Reporting – Are there any objectives that need to be developed because they are required for public or ministry reporting?
8. Other – are there any program specific objectives that your program wants to develop to respond to an issue or opportunity specific to your program?

Please remember that the objectives selected must be measurable and have identified targets. You must be able to collect data to determine the success of your improvement initiative. You also need to be able to collect this data using current data collection methods or have the resources to collect this data.

