THIS IS THE FUTURE OF HEALTHCARE
Dear staff, physicians, volunteers,

Women’s College Hospital has earned its distinguished reputation through hard work, commitment and a pioneering spirit of innovation. And today, our ongoing achievements and our dedication to improving healthcare for all, is building on that admirable legacy of leading-edge care and unparalleled caring.

The direction we have embarked on with our Strategic Plan is enabling us to, literally, revolutionize healthcare – to deliver unique programs for patients with chronic conditions, to improve the health of women from all backgrounds and to develop much needed health system solutions.

We are building partnerships, improving care transitions and creating new models of care that keep people out of hospital. We are training the next generation of healthcare professionals to work in integrated, ambulatory settings. And we are providing treatment strategies for the most complex patients and our patients are, in turn, inspiring real innovations in how we provide care.

And now, the move to our exceptional new building will help strengthen our mission and enable us to strive, with even greater resolve, to pursue our goals.

This is a very exciting time to be part of Women’s College Hospital. This is the future of healthcare and YOU are the ones making it happen.

Marilyn Emery, President and CEO, Women’s College Hospital
**Our Strategy**
Our strategic plan has been developed to bring renewed clarity to the work we do and to highlight why this work is so important. It is guided by our vision, mission and values and the fact that the highest quality patient care is central to all that we do. This brochure highlights the directives and initiatives we have all been working on for the last 18 months and reinforces the primary directions of our strategic plan.

**Who we are** – Our vision & mission
Canada’s leading academic, ambulatory hospital and a world leader in women’s health. We advance and advocate for the health of women and improve healthcare options for all by developing, researching, teaching and delivering new treatments and models of integrated care.

**What we do** – Our 3 areas of focus:
- Health system solutions
- Complex chronic conditions
- Health of women

**How we do it** – Our 6 Innovations Streams which guide us in delivering much needed health system solutions
- By driving systemic solutions in healthcare for women
- By preventing acute care admission and readmission
- By enabling superior coordinated care
- By transforming inpatient care models to outpatient care
- By enabling system integration and care transitions
- By building the virtual hospital

**Why we do it** – Our impact on the health system
To deliver superior, cost-effective healthcare solutions that are adopted by other organizations.
To improve care transitions so we can reduce avoidable hospital readmissions and emergency room visits.
To offer equitable, personalized and accessible care for patients from all backgrounds and cultures.
To prepare healthcare professionals to work in integrated, ambulatory settings that reflect the future of the health system.
Our Corporate Directives

The three corporate directives in our Strategic Plan guide our decision-making and action planning. These directives also form the foundation of our various program and departmental objectives. The detailed goals under each of these directives are:

**Drive the Innovation Agenda**

Lead innovative, transferable health system solutions and new models of care that improve patient experience and outcomes by integrating clinical practice, education and research.

Build on quality and safety best practice systems that strengthen our innovations and improve patient experience and outcomes.

Leverage partnerships to generate tangible and sustainable health system solutions.

**Strengthen our Capacity to Lead from our Mandate**

Attract and develop engaged, innovative leaders who will advance our mandate.

Continue to strengthen our position as a critical system partner in integrated ambulatory care and health for women in Ontario.

Advance application of leading healthcare governance practices.

**Grow our Academic Impact**

Conduct and disseminate high-impact research in our focus areas, that advances practice, policy, and health outcomes in local, national and international contexts.

Lead sustainable capacity for knowledge creation and the translation and application of research in clinical practice.

Optimize the academic experience to attract and educate high-calibre health professionals and scientists.
WCH Strategic Mosaic
A synopsis of the key elements of our strategy.

OUR 3 CORPORATE DIRECTIVES
Drive the Innovation Agenda | Strengthen Capacity to Lead from our Mandate
Grow our Academic Impact

WHO WE ARE
Our Vision & Mission
Canada’s leading academic, ambulatory hospital and a world leader in women’s health. We advance and advocate for the health of women and improve healthcare options for all by developing, researching, teaching and delivering new treatments and models of integrated care.

WHAT WE DO
Our 3 Areas of Focus

- Health for Women
- Health System Solutions
- Complex Chronic Conditions

HOW WE DO IT
Our 6 Innovation Streams
- Driving systemic solutions in healthcare for women
- Preventing acute care admission and readmission
- Enabling superior coordinated care
- Transforming inpatient care models to outpatient care
- Enabling system integration and care transitions
- Building the virtual hospital

WHY WE DO IT
Our Impact on the Health System
- To deliver cost-effective healthcare solutions
- To improve the quality of care transitions
- To offer equitable and accessible care
- To train the healthcare professionals of the future

OUR VALUES
Equity ■ Safety ■ Innovation ■ Relationships ■ Leadership ■ Collaboration
Putting our Strategy into Action

Our programs and clinics that exemplify our innovative models of care and demonstrate our commitment to improving access and equity.

**HEALTH SYSTEM SOLUTIONS**
- WIHV – WCH Institute for Health System Solutions and Virtual Care
- AACU – Acute Ambulatory Care Unit
- Medical Virtual Ward
- Mental Health Virtual Ward
- Shifting In-Patient to Ambulatory Surgery
- Redesigned breast reconstruction process
- SCOPE – Seamless Care Optimizing the Patient Experience
- Family Practice Health Centre
- CACE – Centre for Ambulatory Care Education
- Crossroads Refugee Health

**COMPLEX CHRONIC CONDITIONS**
- Integrated Diabetes Care Centre for Headache
- Brief Psychotherapy Centre
- Trauma Therapy Program
- Mental Health in Medicine
- Thyroid Program
- Respirology Program
- Integrated Cardiac Care
- CCC – Complex Care Clinic
- ACTT – After Cancer Treatment Transition Clinic
- WISE – Wellness for Independent Seniors

**HEALTH FOR WOMEN**
- HIV & Women
- Young Women’s Gynecology
- High-Risk Breast Cancer Program
- Reproductive Life Stages
- Bay Centre for Birth Control & Special Treatment Clinic
- SADVCC – Sexual Assault/Domestic Violence Care Centre
- CARES – Cancer Awareness: Ready for Education and Screening
- Midwifery Birthing Centre
- WRAP – Women Recovering from Abuse
- Advanced Gynecology Procedures

Indicates programs focused on marginalized and underserved populations
**Our heritage – A Spirit of Innovation**

Since its very beginning, our hospital has been a leader in groundbreaking innovations – and not only in healthcare – but also in social justice, equity policy, community engagement and the health of women. **Women’s College Hospital has always been the future of healthcare.**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>1883</td>
<td>Women’s Medical College is founded by Dr. Emily Stowe, the first woman licensed to practice medicine in Canada.</td>
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<td>1915</td>
<td>Dr. Minerva Reid, first female Chief of Surgery in North America.</td>
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<td>1947</td>
<td>Pap Test – collaborated in the development of a simplified Pap Test for detecting early signs of cervical cancer.</td>
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<td>1963</td>
<td>The first hospital in Ontario to use mammography as a diagnostic tool to detect breast cancer.</td>
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<td>1971</td>
<td>The first <strong>Perinatal Intensive Care Unit</strong> in Canada.</td>
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<td>1977</td>
<td><strong>Henrietta Banting Breast Centre</strong> opens – a treatment, education and research centre for breast disease.</td>
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<td>1987</td>
<td><strong>Brief Psychotherapy Centre for Women</strong> opens – the first hospital-based therapy program in Canada.</td>
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<td>1988</td>
<td>The first <strong>test-tube quintuplets</strong> delivered in Canada.</td>
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<td>1991</td>
<td><strong>Ricky Kanee Schachter Dermatology Centre</strong> opens. Now the largest and most diverse dermatology program in Toronto.</td>
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<td>1993</td>
<td>First Canadian hospital to hire a <strong>Chief of Nursing Practice</strong>.</td>
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<td>1995</td>
<td><strong>Centre for Research in Women’s Health</strong> (later renamed WCRI) opens in partnership with the University of Toronto – the largest Canadian research institute dedicated solely to women’s health.</td>
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<td>1996</td>
<td><strong>Women’s Cardiovascular Health Initiative</strong> established – the first and only cardiac assessment and rehabilitation program in Canada exclusively for women.</td>
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<td>1996</td>
<td>Dr. Steven Narod discovers BRCA-1 and BRCA-2 genetic mutations, one of the most important global breakthroughs in cancer research and detection.</td>
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<td>1998</td>
<td><strong>Women Recovering from Abuse Program (WRAP)</strong> opens, Canada’s first day-treatment centre for women with childhood trauma.</td>
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<td>2006</td>
<td>Women’s College Hospital becomes the <strong>first independent, academic, ambulatory care hospital</strong> in Ontario and the only hospital in Ontario with a primary focus on women’s health.</td>
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<td>2008</td>
<td>First hospital in Canada to perform <strong>breast implant reconstruction</strong> in a single stage using a regenerative tissue substitute.</td>
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<td>2009</td>
<td><strong>Centre for Ambulatory Care Education [CACE]</strong> and the <strong>Complex Care Clinic</strong> are launched.</td>
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<td>2010</td>
<td>The <strong>After Cancer Treatment Transitional Care Clinic [ACTT]</strong> opens.</td>
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<td>2010</td>
<td>The <strong>Virtual Ward</strong> program launches at Women’s College Hospital, in co-operation with St. Michael’s Hospital and the Toronto Central CCAC – the first of its kind in North America.</td>
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<tr>
<td>2011</td>
<td>Women’s College Hospital celebrates its <strong>100th anniversary</strong>.</td>
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<td>2013</td>
<td>Women’s College Hospital moves from its original building at 76 Grenville Street to phase 1 of its new state-of-the-art facility.</td>
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