

MEDICAL LABORATORIES - STRATEGY MAP

NOV 2021

thus achieving our mission and vision	<p align="center">OUR MISSION</p> <p align="center">Working in the spirit of partnership and respect, the Faculty of Medicine's Medical Laboratory Units provide education, research and development, and equipment services that advance and support laboratory-based teaching and research activities across clinical and non-clinical programs.</p>			
	<p align="center">OUR VISION</p> <p align="center">Become one of the best support service providers on campus by delivering effective, consistent service and support to our faculty, staff, and learners by providing solutions to meet laboratory and curriculum-related education, research, and technical needs.</p>			
to meet the needs of the people we serve,	<p align="center">IMPROVING LIVES</p>			
	<p align="center">Thriving learners and graduates</p>	<p align="center">Impactful research and scholarship</p>		<p align="center">Healthier communities</p>
	<ul style="list-style-type: none"> Learners feel connected and supported throughout their educational journey Learners gain the skills they need to succeed Graduate students are trained and supported on relevant equipment Staff and faculty feel supported and enabled to perform their roles Faculty, staff, and learners have the information they need and are empowered to facilitate solutions to their education and research questions Clients report high levels of satisfaction with the service from the Medical Laboratories unit 	<ul style="list-style-type: none"> Researchers and graduate students have the core equipment (hardware, software), training and support they need to carry out their experiments Clinical faculty are supported and informed regarding areas where they may view barriers to laboratory-based research in their clinical roles Medical Laboratories staff are acknowledged in publications and presentations for their contributions to theses and published works 		<ul style="list-style-type: none"> Medical Laboratories contribute to data acquisition, analysis and training, leading to scientific discoveries that may result in new treatments and improved procedures. Medical Laboratories staff embrace our responsibility to positively impact the health status of our communities. Learners and researchers are better prepared to address the needs of their communities and are supported to undertake and advance innovative laboratory-based research and medical education
so we can operate with effectiveness and excellence,	<p align="center">EXCELLENCE IN ALL WE DO</p>			
	<p align="center">Service Excellence</p>	<p align="center">Educational Excellence</p>	<p align="center">Research Excellence</p>	<p align="center">Social Accountability</p>
	<p>Medical Laboratories staff encourage training, compliance and research and development needs of learners and faculty as their needs dictate.</p> <p>WE:</p> <ul style="list-style-type: none"> Provide services to clients in a professional, courteous manner Actively communicate and collaborate with our clients to ensure they achieve optimum results Provide the highest level of skill and knowledge training to ensure safety and optimal performance of equipment Collaborate with clients to solve problems and develop beneficial solutions Operate efficiently and effectively, adhering to clearly defined processes and policies across all of our units 			<ul style="list-style-type: none"> Comply with all government, regulatory bodies, and university requirements Participate in public engagement / outreach opportunities to stimulate interest in medicine and life sciences research and help explain related research translation in lay terms Engage in mutually beneficial relationships with external entities Encourage cost savings and environmental stewardship through chemical clean sweeps and repurposing unused items

	OUR EMPOWERED PEOPLE			
	Culture of Excellence	Inspiring Leadership	Exceptional People	Robust Infrastructure
to build a strong and prepared team,	<ul style="list-style-type: none"> Unify our Medical Laboratory unit around a focus on achieving our mission and vision Create a productive, engaging, enjoyable, and supportive work environment for our staff Commit to providing exemplary client service Cultivate an environment of respectful collaboration with all our clients 	<ul style="list-style-type: none"> Nurture and support formal and informal leaders within the Medical Laboratories unit Facilitate effective collaborations with clients through clear communication regarding shared responsibilities and processes to ensure optimal equipment use and safety for users Ensure staff effectively and efficiently communicate requirements to all clients Create and support opportunities for staff to achieve their potential and expand their knowledge 	<ul style="list-style-type: none"> Facilitate mentorship opportunities for our staff Foster an environment that encourages / promotes wellness Recognize and celebrate our collective and individual successes Ensure staff are trained in all areas of safety and policies in relation to their responsibilities Ensure staff have the necessary training to maintain compliance with all permit agencies 	<ul style="list-style-type: none"> Ensure staff have access to the necessary equipment to provide exemplary, timely service to clients Ensure staff engage users for novel equipment needs Foster and participate in collaborative initiatives with other units/researchers to obtain funding to improve infrastructure purchase new equipment to benefit researchers and research teams Continue to stay at the forefront of developments in scientific and laboratory safety protocols and plan for potential new technical needs of our clients
	OUR ENDURING LEGACY - SUSTAINABILITY			
	Efficient, Effective Resourcing	Continuous Performance Management and Improvement	Dynamic Advocacy	
we use our resources wisely,	<ul style="list-style-type: none"> Thoughtfully allocate resources to our highest priorities to achieve our mission and vision Utilize our resources efficiently and effectively Reduce, reuse, recycle all chemicals and disposables, where appropriate 	<ul style="list-style-type: none"> Track, measure, and analyze our contributions and performance against our stated goals and timelines for service delivery non-compliances Use data and evidence to continuously improve our performance results and set improvement goals to address any variations in service delivery Maintain collaborations with the RHAs and clinics to obtain unusable items to be used for training purposes Identify opportunities for improvements, especially related to efficiency and client service 	<ul style="list-style-type: none"> Promote our mission and vision Promote the mission and vision of the Faculty of Medicine Demonstrate our contributions as a service provider to the FoM and beyond 	
Guided by our values,	OUR VALUES			
	Put the needs of our learners and communities at the forefront of everything we do			
	Support learners, faculty and staff to succeed			
	Act and lead with integrity and professionalism			
	Embrace learning, creativity and innovative thinking			
	Foster inter-dependent teamwork and collaboration			