

A NEW KIND OF HEALTH CARE FOR A **HEALTHIER COMMUNITY**

PLAN TO 2030





Land Acknowledgement

Trillium Health Partners operates on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation, the Traditional Territory of the Huron-Wendat and Haudenosaunee Nations, and continues to be home to many First Nations, Inuit, and Métis communities from across Turtle Island.

Trillium Health Partners' commitment to the ongoing work of advancing Indigenous truth, reconciliation and health equity is anchored in the history, findings, and recommendations from the **Truth and Reconciliation Commission of Canada** and its **94 Calls to Action**, including those specific to health care institutions and providers.

To fulfill our vision of a new kind of health care for a healthier community, we will honour our commitments to Indigenous truth, reconciliation, and health in everything we do. Learn more about our commitments and this work **here**.

TRILLIUM HEALTH PARTNERS

Plan to 2030

Trillium Health Partners (THP) is creating a new kind of health care – defined not by illness, but by the health and well-being of people and communities.

Our plan reflects the voices of patients, caregivers, families, the community, partners, and Team THP. It sets the course to 2030: improving quality for better access and outcomes, preventing avoidable hospitalizations, and ensuring every person experiences care that reflects who they are, where they are, and what matters most. This plan is enabled by a generation-impacting health care expansion, with the construction of The Peter Gilgan Mississauga Hospital, the Shah Family Hospital for Women and Children, and The Gilgan Family Queensway Health Centre. In this plan, the hospital is a part of a seamless and connected system of care, enabled by stronger partnerships and connections.

As one of Canada's largest and most comprehensive health systems serving a diverse population, our Plan to 2030 is centred on people and grounded in health equity. The solutions that we develop, test, and scale here can fuel improvements locally, nationally, and globally. This plan is a living commitment to act with courage, ignite innovation, and deliver meaningful change.

Together, we are building a healthier community today and for generations to come.



Health in the Community

Our plan is rooted in a deep understanding of people and communities, guided by a population health approach. We know that supportive environments, housing, food, social connection, and education all shape health. By embracing this broader view, we partner to advance prevention, chronic disease management, and the determinants of health that strengthen community well-being. Our plan begins here – with the needs of people – because the future of health care must be built together, with and within the community.



A growing and changing community

No hospital in Ontario will face greater demand over the next

20 years

Peel Region is one of the fastest-growing communities in Ontario and by **2046** will see:

17% increase in children under 14

74% increase in older adults



An estimated **half a million** new residents.



One of Ontario's most diverse communities



Over **130** languages spoken



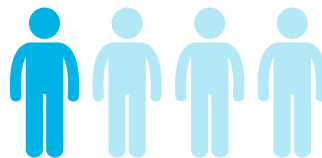
52% of residents born outside of Canada



Increasingly complex health needs

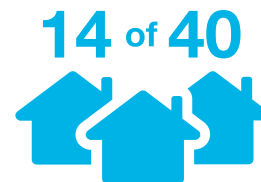
Ontarians are living longer with more serious illness

By 2040, **1 in 4 adults** over 30 will require significant hospital care for serious illness, up from 1 in 8 in 2002.



Growing inequities

The lowest socioeconomic status group, which represents 20% of the population, is **twice as likely to experience premature death**.



14 of 40

Peel Neighbourhoods are in the lowest socioeconomic status group. In these neighbourhoods, **1 in 2 residents** experience lower income, employment, and education levels – about 34% of Peel's population.



Who we serve

2% aged 0-17 (excludes newborns)

30% aged 18-64

68% aged 65+

Building on our Strengths

Over the next five years, we will build on our progress and unique strengths to lead change for a new kind of health care:



Comprehensive care for the whole community, enabled through clinical excellence and strong partnerships that embrace diversity and support health at every stage of life.



Compassionate and courageous team members and partners delivering excellence in quality while working collaboratively to discover and scale new ways to improve outcomes and experiences.



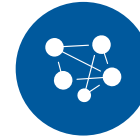
Research and teaching embedded into care in real time with research advanced at Trillium Health Partners' Institute for Better Health and across the organization, and teaching partnerships that enable a unique focus on the health of the community overall.



Generation-impacting investment in infrastructure through the largest health care expansion in Canadian history, Trillium HealthWorks, including the construction of The Peter Gilgan Mississauga Hospital, the Shah Family Hospital for Women and Children, and The Gilgan Family Queensway Health Centre.



Unmatched scale to drive outcomes as Canada's largest community-based hospital serving a diverse population of almost 2.2 million people and drawing on one of the country's largest volume of clinical data.



World-class digital systems that connect information, insights, and partnerships, enhanced by investment in responsible, ethical, and people-centered AI.

Our Vision

A new kind of health care for a healthier community

We envision a future where health is elevated as the foundation of thriving communities and a healthier future for all.

A new kind of health care wraps around people and communities, shaped by who they are and what matters most to them.

This system is seamless and connected – proactive, personalized, and digitally enabled – following each person through every stage of life. It removes barriers to access, values prevention, and delivers uncompromising quality and experience.

Research, innovation, and education are embedded into care to ensure that evidence guides every decision and new ideas move quickly from discovery to impact.

Care is delivered within a people-centred culture where equity and inclusion are lived every day, where teams thrive in an environment of growth and well-being, and where communities see themselves reflected in the care they receive.





Our Mission

With our values of **compassion**, **excellence**, and **courage**, we improve care, elevate health, and help communities thrive

Our common purpose is to improve care, elevate health, and strengthen the communities we serve. Grounded in the values of compassion, excellence, and courage, we strive each day to be our best and work toward a better future.

Our mission begins with delivering the highest quality care through continuous improvement, while partnering to create a more seamless health system.

We provide services centred on people's needs, striving for better health by supporting prevention as well as delivering treatment. We help communities thrive by building partnerships, fostering inclusion, and strengthening health and well-being for all.

Better care. Better health. Better together.

Our Goals

We have established five interconnected quality goals that will guide every action we take in the pursuit of our vision. These five goals are all applied together as we drive performance and move our key metrics below. Advancing these goals ensures accountability to ourselves and the community we serve.

GOALS		BY 2030, THIS WILL	AS MEASURED BY
Population Health 	More people in the community live longer, healthier lives through timely access to specialized treatment and diagnostics, prevention, and effective chronic disease management.	Improve population health	Reduced hospitalization
Health Equity 	Disparities in health, access, and experience are eliminated, with care consistently tailored to the needs of the growing and diverse community.	Reduce health inequity	Improved access to care for neighbourhoods with the lowest socioeconomic status
Patient and Caregiver Experience 	Patients, families, and caregivers experience seamless, personalized care that honours what matters most to them throughout their health journey.	Enhance patient and caregiver experience	Patient experience greater than 9 out of 10
Team Experience 	Every member of Team THP thrives in a supportive, inclusive, and interprofessional environment where they feel valued and equipped to realize their full potential.	Enhance team member experience	Team member engagement greater than 80%
Value 	Resources are used wisely to deliver the highest quality outcomes and experiences while ensuring the long-term sustainability of the hospital and the health system.	Increase value	Top quartile cost efficiency among peers

OUR VISION



A NEW KIND OF HEALTH CARE FOR A HEALTHIER COMMUNITY

OUR PRIORITIES

Inspire and invest
in a diverse
Team THP

Deliver the
highest
quality
care

Shape a
healthier
community
for all

Partner for a
seamless
health system

OUR MISSION

With our values of **compassion**, **excellence** and **courage**, we improve care, elevate health, and help communities thrive

OUR GOALS

- Population Health
- Health Equity
- Patient & Caregiver Experience
- Team Experience
- Value

BETTER CARE. BETTER HEALTH. BETTER TOGETHER.

Inspire and invest in a diverse Team THP



BY 2030, WE WILL...

Strengthen our people-centred culture where Team THP reflects the community, and every person feels respected, connected, and supported to deliver better care every day.



Well-Being

Prioritizing the holistic well-being of Team THP to ensure everyone feels supported and able to thrive.



Equity, Diversity, and Inclusion

Cultivating an environment where everyone can do their best work, and where diversity is reflected in leadership, decision-making, and opportunity.



Growth and Development

Fostering meaningful opportunities for every person to learn, grow, and contribute, supported by consistent and connected ways of working together.

The momentum to achieve our goals begins with a commitment to the success of Team THP.

Deliver the highest quality care

BY 2030, WE WILL...

Deliver equitable, whole-person care that is personalized and strengthened by evidence, digital innovation, and continuous improvement to achieve better outcomes and experiences.



People-Centred Care

Delivering equitable, whole-person care by working with patients, families, caregivers, and the community to shape experiences that reflect each person's values and health goals.



Quality and Evidence-Based Care

Advancing evidence-based practices, treatments, and equipment, while accelerating change through quality improvement and learning health system methods.



Digitally Enabled Care

Using community insight, advanced analytics, and the power of responsible, ethical, and human-centred AI for better health.

Our focus on delivering the highest quality care enables a stronger system overall.





Partner for a seamless health system

BY 2030, WE WILL...

Partner to build a seamless, digitally-enabled health system that wraps around people and communities, connecting care, tools, and partnerships for better access, outcomes, and experiences.

Digitally-Connected Seamless Care



Creating a fully integrated system where care is coordinated and enhanced through digital innovation and AI-powered solutions to wrap around each person.



Community Partnerships for Better Health

Working with partners to support prevention, early detection, and chronic disease management.



Trillium HealthWorks and Health Hubs

Expanding access through modern facilities and community-based hubs that act as anchors of seamless, digitally-connected care.

A seamless system creates the conditions to work beyond hospital walls to improve the health of the community.

Shape a healthier community for all

BY 2030, WE WILL...

Embed research, innovation, and education into every aspect of care, translating discovery into real-world impact to shape better health for all.



Research

Generate and apply data, evidence, and knowledge - supported by our clinical researchers and science community at Trillium Health Partners' Institute for Better Health - to understand, anticipate, and respond to the evolving needs of the community and drive health system excellence.



Innovation

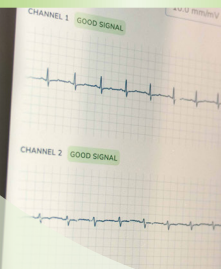
Rapidly design, implement, evaluate, and scale new human-centred, evidence informed solutions for better health, harnessing AI, emerging technologies, and novel ideas, enabling our strategy.



Education

Building on our strong foundation as a top destination for learners, we will foster a culture of education and continuous learning across our organization where every team member contributes to better care and healthier communities.

Our unique academic focus accelerates the momentum of progress towards our goals.



Moving Forward to 2030

Our plan represents forward motion, driving us toward a new kind of health care for a healthier community. The needs of our community are changing rapidly, and our hospital is evolving to meet these new realities. The opportunity lies in bold, innovative approaches that harness the power of digital technology and AI.

Every step we take and every partnership we build adds momentum toward a system that is people-centred and designed around the needs of individuals, families, and the broader community.

Everyone has a role in sustaining our forward momentum – patients, caregivers, families, the community, partners, and Team THP. Through thousands of points of engagement, we have discovered a shared energy and commitment to building a better future. Together, we will keep moving forward and challenge the limits of what is possible to improve care, elevate health, and help communities thrive.

A new kind of health care for a healthier community.



Thank You

This plan is built on the vision, dedication, and contributions of people; including patients, caregivers, families, the community, partners, and Team THP – those who came before us, those who serve today, and those who will lead the way tomorrow.

Thank you to all who contributed their ideas and worked in partnership to shape this plan.

Together, we will continue on our journey to create a new kind of health care for a healthier community.



INSTITUTE FOR
BETTER HEALTH



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For more information, please visit trilliumhealthpartners.ca