GOAL 2

Revolutionize care and care experience.
We are undertaking a care revolution that will see new models of technology-enabled care change the face of access in Canada and around the world.

<table>
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<tr>
<th>OBJECTIVE A</th>
<th>OBJECTIVE B</th>
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<td><strong>Leverage world-leading models of technology-enabled, accessible care.</strong></td>
<td><strong>Champion quality service excellence, engagement and innovation.</strong></td>
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**INITIATIVES**

- Become a leader in Canada in technology-enabled care, with a focus on increasing access and equity through virtual technologies.
- Optimize the potential of WCH’s EPR (electronic patient record) improve care, research and decision-making.
- Deployment of tools, tactics and strategies that ensure skills and behaviours are embedded in WCH culture and daily interactions.

**IMPACTS**

- Build the virtual hospital, where WCH clinicians are able to remotely care for patients as well as support local care providers through consultation.
- Providers and patients have access to electronic tools and health information. We harness the data power and analytics.
- Proactive, responsive quality improvements, delivering an improved patient and workforce experience.

“We are developing innovative approaches and virtual care solutions to improve critical issues, quality of care and optimization of services.”