# Strategic Plan 2024–2028

# Our mission and mandate

## Mission

Serving the public by regulating physicians and surgeons

## Mandate

Protecting the public by ensuring physicians and surgeons meet expected standards of practice and conduct

# Our values

Evolving

Transparent

Accessible and diverse

Dedicated

Ethical

# Anti-discrimination and anti-racism

## Objective

To be an organization that consistently upholds the principles of anti-discrimination and anti-racism in all its actions.

## Actions

Collaborate with health system partners to integrate anti-discrimination and anti-racism principles into registration policies, education, and training.

Expand communication channels and feedback mechanisms to increase accessibility and improve the complaints process, making it safer for people with diverse needs.

# Enhanced engagement

## Objective

To be an informed, accessible, and collaborative partner, providing opportunities to engage and work together towards common goals and continuous improvements in an evolving regulatory landscape.

## Actions

Take a leadership role as colleges navigate new legislation, seeking to provide a complementary and cohesive perspective to the public.

Engage with health system leaders to identify and assess emerging health-care services that may require accreditation.

Seek new engagement opportunities and communication channels to educate and enhance awareness amongst physicians and surgeons, public and health partners about our work.

# Indigenous collaboration

## Objective

To be a supportive and dedicated partner to Indigenous communities and organizations, building authentic relationships and understanding.

## Actions

Collaborate with Indigenous partners and organizations to develop bylaws, policies and processes to address their specific health-care needs.

Use and share quantitative and qualitative data to inform improvements in the accessibility, support, and cultural safety of the complaints process for Indigenous Peoples.