

Ontario Poison Centre 2030 Strategic Vision



Leadership message

Since 1970, the Ontario Poison Centre (OPC) has been a trusted source of poison information and management support for the people of Ontario. Our team—made up of nurses, pharmacists, physicians, and other professionals—brings expertise to the prevention and treatment of poisonings across the province.

Funded by the Ontario Ministry of Health and operated by the Hospital for Sick Children in Toronto, OPC is proud to serve both the public and health care providers with accessible, reliable guidance when it's needed most.

In the fall of 2024, we began a strategic planning process to help clarify our role within Ontario's health care system and to shape a thoughtful path forward for our growth and development. This process allowed us to reflect on where we are today, where we need to go, and how we can best support those we serve.

We are pleased to share the results of this work—our new strategic plan. It reflects our continued commitment to excellence, collaboration, and service to the people of Ontario.

We're excited to move forward together.



Emily Austin
Medical Director, OPC



Anna Leah Desembrana
Clinical Director, OPC



OPC By the numbers



65,910
Cases of
human exposure



189
Average daily new cases
assisted by poison specialists



24837
of exposures were
in kids < 5 years old

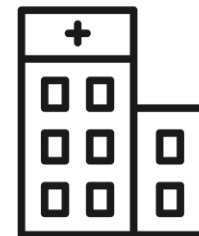


6667
In people
> 60 years old

Caller's site of origin:



56%
Home



42%
Health care facility

THE TEAM:

46
SPIs*

11
physicians

Additional
professionals in
data analysis,
knowledge translation
and IT.

*Specialists in Poison Information



Strategy Development Process

- What we set out to do
- How we did it
- Our stakeholders



Strategy development initiative



Shape the
Centre's
identity



Defining Values

Principles and beliefs that guide the behavior and decisions across the OPC



Defining Mission and Purpose

The OPC's reason for existence, the intended outcomes and ultimate impact



Defining Vision

What the OPC, the team and other stakeholders aspire to achieve in the long term

Provide a roadmap that will steer OPC's mandate towards achievement of long-term goals and impactful outcomes



Our process: Developing the 2030 plan

Fall 2024-Winter 2025

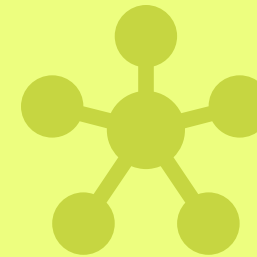
Facilitated by Cindy Bruce-Barrett



22 interviews



5 large group sessions



>180 stakeholders



OPC 2030 Strategic Plan

- Treatment & Prevention
- Advocacy
- Data Optimization
- Knowledge Translation



Our Vision and Mission



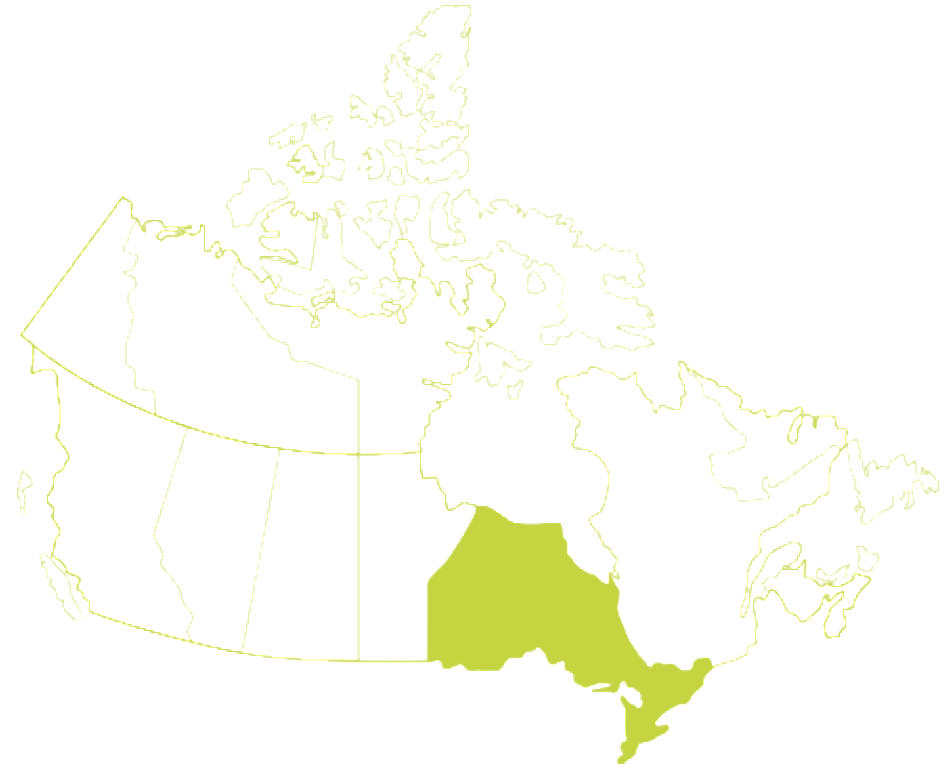
Vision

People and communities are protected from poison exposure and harm.



Mission

Delivering expert, evidence-based advice, education, and support to healthcare professionals and the public to enhance patient care, improve health outcomes, and ensure the safe management of poisoning and toxicological emergencies across Ontario.



Our Values



Excellence

Commitment to leveraging specialized knowledge & innovation to offer highest standard of care



Compassion

Providing care with empathy and understanding



Collaboration

Working with partners and our diverse, experienced team to achieve common goals



Accessibility

Ensuring easy access to OPC services and resources for all individuals



Accountability

Ensuring transparency and effectiveness in our services, strategies and governance



Key enablers for our success



Expert Team

Recruitment, retention and continuous professional development and advanced training are essential to build and sustain a team that remains at the forefront of toxicology expertise.



Partnership

Building strong collaborations and partnerships at local, national, and even international levels can amplify OPC's impact effectiveness and contribution to the healthcare system.



Technology

Leveraging technology and metrics to enhance service delivery and operational efficiency is crucial. This includes implementing advanced communication tools, developing user-friendly apps and employing data analytics to monitor and predict poisoning trends.



Sustainable funding

Strengthening leadership and defining a clear governance structure to oversee and optimize roles, resources and strategic objectives. Ensure visibility and value recognition across the system by showcasing outcomes and achievements to key stakeholders.



Four pillars of the strategic plan

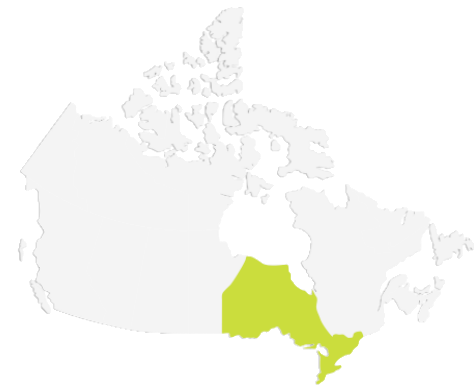




Treatment and Prevention

- 1.1 Drive continuous quality and process improvement to address response times and support easy access
- 1.2 Strengthen relationships with health system partners to facilitate swift and effective care
- 1.3 Ensure protocols, resources and services are updated and based in best available evidence
- 1.4 Contribute to scientific knowledge in medical toxicology through scholarly work

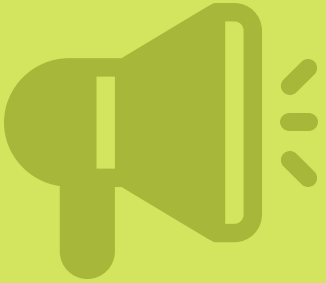




Advocacy

2.1 Build advocacy skills and capacity

2.2 Inform and influence public policy, practice and system response efforts

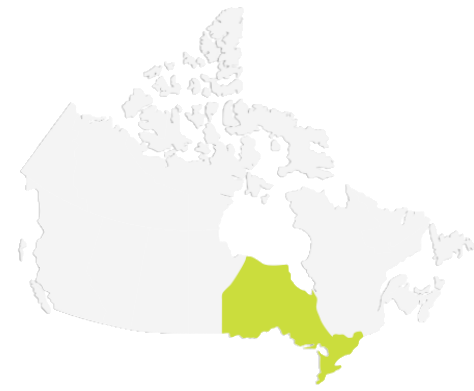




Data Optimization

- 3.1 Leverage available resources & platforms to improve data collection, analysis & utilization
- 3.2 Collaborate with health system partners on strategies for surveillance, trending, planning & response efforts





Knowledge Translation

- 4.1 Build healthcare provider skills and capacity to enhance clinical decision-making and outcomes
- 4.2 Engage communities and members of the public to minimize risks and prevent poison related harm



OPC Strategy 2030

EXCELLENCE

COMPASSION

COLLABORATION

ACCESSIBILITY

ACCOUNTABILITY

Treatment & Prevention



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Knowledge Translation

- Build healthcare provider skills and capacity to enhance clinical decision-making and outcomes
- Engage communities and members of the public to minimize risks and prevent poison related harm

**People and
communities are
protected from
poison exposure
and harm**

Delivering expert, evidence-based advice, education, and support to healthcare professionals and the public to enhance patient care, improve health outcomes, and ensure the safe management of poisoning and toxicological emergencies across Ontario

KEY ENABLERS

EXPERT TEAM

PARTNERSHIP

TECHNOLOGY

SUSTAINABLE FUNDING

Envisioning success



What will success look like?

2025

2030



Treatment and Prevention

Clinical and outreach resources are created based on urgent and/or ad hoc needs.

Quality initiatives are reactive to an incident or identified trend.

Evolved service and support models based on internal scholarly activities, efficient workflow, a quality assurance framework, and curated outreach tools



Advocacy

Passive involvement in advocacy activities and policy changes through Toxicovigilance Canada.

Leaders in poison prevention that are integrated into system-and community-level discussions related to poison prevention and care.



Data Optimization

Dashboards created to access performance indicators related to service delivery as well as access to exposure cases.

The application of our data evolved to inform surveillance systems, guide resource utilization, support scholarly work and measure impact to health care system beyond basic call volumes.



Knowledge Translation

Fragmented approach to providing education to health care providers and the public based on established agreements and ad hoc requests.

As recognized leaders in toxicology education, there will be a unified approach to knowledge translation efforts leveraging scholarly activities and collaborative relationships.



Thank you



Ontario Centre
Poison Anti-Poison
Centre de l'Ontario