

# Our Annual Corporate Plan 2019-2020: Transforming care, together

## KHSC 2024 Outcomes

## 2019-20 Objectives



### Strategic Direction 1: Ensure quality in every patient experience

KHSC has a robust culture of quality where quality improvement and cost efficiency is a part of daily work

KHSC benchmarks as a high performer amongst Ontario teaching hospitals

Patients and families are full partners in our innovation, quality improvement and design initiatives

Our communities are inspired to provide philanthropic support for our master facilities plan

- > Implement business support, data analytics and reporting infrastructure to enable value-based health care and innovation
- > Improve ED wait time for inpatient bed by five percent (QIP target)
- > Enable early identification of patients requiring palliative support (QIP target)
- > Develop a patient mobilization strategy for admitted patients at the KGH site to improve our ALC conversion rate (QIP target)

- > Financial performance is on track
- > KHSC programs under the MSAA agreement achieve a balanced operating position

- > Regional patient and family partnership and community engagement plan is created

- > Infrastructure Ontario agreements are in place, the planning, design and compliance team has been hired and the design process is underway



### Strategic Direction 2: Nurture our passion for caring, leading and learning

KHSC has a stable, engaged work force where people find meaning in their work

KHSC has a strong culture of safety

- > Eighty percent of leaders complete team engagement plans and leadership communication training

- > The number of reported workplace violence incidents increases by ten percent (QIP target)



### Strategic Direction 3: Improve the health of our communities through partnership and innovation

We have one, accessible, information system that supports a coordinated patient journey

An integrated system of care optimizes access across the region and provides a coordinated patient experience

- > Together with our partners, the HIS procurement identifies a product that meets regional clinical needs and provides good value for money

- > Together with our partners, KHSC is positioned to participate in an integrated care delivery system



### Strategic Direction 4: Launch KHSC as a leading centre for research and education

Together with our partners, KHSC has a strong brand as a centre of excellence for teaching, research, learning and scholarship

KHSC provides an engaging and welcoming environment where learners report high satisfaction with our learning environment

Our communities are inspired to provide philanthropic support for research, innovation and education

- > Create a health research joint venture with our partners

- > Provide input into a survey administered to undergraduate and post-graduate medical learners to glean site-specific information about their placement experiences at KHSC

- > Establish a research, education and innovation advisory committee to advise UHKF, consistent with KHSC's articulated priorities

## Mission

We care for our patients, families and each other through everyday actions, significant moments and exciting breakthroughs.



## Values

Compassion  
Respect  
Partnership  
Excellence  
Innovation



## Vision

Partnering in care, discovery and learning to achieve better health for our communities while transforming our health care system.

