

# Our strategy for Transforming care, together 2019-2024

## Strategic Direction 1 Ensure quality in every patient experience

### Goals:

Make quality the foundation of everything we do.

Ensure smooth transitions in care for patients and families across our regional health care system.

Lead the evolution of patient- and family-centred care.

Create the space for better care.

### Together with patients and families we will:

Build a quality roadmap that aligns quality improvements to the high priority needs identified across southeastern Ontario

Develop regional care pathways with our partners for our sickest and most vulnerable patients and families

Care for patients in the environment that best suits their needs in collaboration with community health and social service providers

Partner with patients and families in designing new models of care, research and teaching

Implement our plan to improve culturally safe care for Francophone and Indigenous populations

Build safe, modern facilities for complex, acute and specialty care, research and teaching

### Five-year outcomes:

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

Regional care pathways exist for all priority population health demographics identified in southeastern Ontario

Patients and families, including those who are marginalized, have better access to and transitions in care

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

KHSC offers a culturally safe care environment that values and respects diversity

Our community is inspired to provide philanthropic support for our master facilities plan

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

### Goals:

Foster a safe, healthy, innovative working environment that inspires and motivates the people who work, learn and volunteer at KHSC.

Improve the quality of the time we spend caring for patients, families and each other.

Empower and develop our people.

Develop confident, caring and capable leaders.

### Together with patients and families we will:

Implement innovative 'people practices' that attract and retain the best and brightest people

Create a positive, engaging environment for our people

Enhance the safety of everyone who works, learns and volunteers at KHSC

Pursue quality improvement initiatives that streamline processes to make us more present and capable to provide care, teaching and research

Enhance resources for employee education

Provide time, support and continual opportunities for leaders to learn, develop and grow

### Five-year outcomes:

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

Our people report improved wellness at work

KHSC has a strong culture of safety

Our care processes and models maximize the quality of time that we spend on providing and supporting high quality care, teaching and research

Our people are equipped to do their best work

Our leaders are highly engaged



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

### Goals:

Be a hospital beyond our walls that delivers complex, acute and specialty care where and when it is needed most.

Discover and apply innovations that improve patient outcomes and make our community healthy.

### Together with patients and families we will:

Lead the development and adoption of new models of care that include community health and social service partners as active partners in our inter-professional care, research and teaching teams

Take our care beyond the walls of KHSC by placing our experts and services where they are needed most in the community

Enable clinical transformation through the implementation of a regional Health Information System

Establish an innovation portfolio that responds to the unique health needs of our regional population

### Five-year outcomes:

Community care partners are active members of our inter-professional care teams

Care is delivered in flexible locations and modalities to optimize access across the region

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

Patient-outcome focused innovations that align with regional population health needs

KHSC identifies several key areas of excellence that align with regional population health needs



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

### Goals:

Foster a culture of teaching, learning, research and scholarship.

### Together with patients and families we will:

Establish an organizational learning portfolio

Create structures with our educational partners that help us to better plan and deliver high quality education together

Engage the population of southeastern Ontario as the 'living laboratory' for patient-oriented research in partnership with our research institutes

Lead the evolution of inter-professional education.

### Five-year outcomes:

KHSC has a strong brand as a centre of teaching, learning and scholarship

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

Research discoveries that align with regional population health needs are translated into clinical practice

Our community is inspired to provide philanthropic support for research

Patient-centred curriculum and placement opportunities are aligned with our region's population health needs

