Our Annual Corporate Plan 2021-2022: Transforming care, together

**KHSC 2024 Outcomes**

**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.

**2021-22 Objectives**

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

- KHSC has a robust culture of quality improvement and cost efficiency is part of our 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 virtual health service design framework
- > Improve access to care by meeting monthly elective activity volume targets
- > KHSC is compliant with all Accreditation Canada Required Organizational Practices
- > Reduce hospital-acquired pressure injuries
- > Maintain financial resilience
- > Build long-term capital strategy
- > Evolve patient engagement practices to successfully sustain a culture of Patient & Family-Centred Care
- > Issue a Request for Qualifications and complete Project-Specific Output Specifications.

**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

- > Support staff to live KHSC’s mission of caring for patients, families and each other by promoting a positive, inclusive work experience
- > Implement an accountable performance management approach across the KHSC leadership team
- > Sustain our reduced number of workplace violence incidents

**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

- > Enable clinical transformation through digital care by kicking off our Health Information System project design phase
- > Contribute to the development of an Ontario Health Team in Frontenac, Lennox & Addington by participating in year-1 projects

**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

- > Develop a coordinated strategy with educational partners to optimize the learner experience at KHSC.

For more information and to see quarterly performance updates visit: www.KingstonHSC.ca/annual-corporate-plan