

Our Annual Corporate Plan 2024-2025: Transforming care, together

KHSC 2027 Outcomes

Together with patients and families, we will:

2024-2025 Objectives



1. Ensure quality in every patient experience

KHSC has a robust culture of quality where adherence to standards and evidence-based practice drives decision making in every program and service

KHSC benchmarks as a high performer amongst Ontario teaching hospitals delivering outcomes that matter to patients and families at the best cost

KHSC works with community partners to deliver integrated, team-based, people-centred care
People will have better access to in-person and virtual care and safe, supportive transitions from one provider to another

People and communities are partners in designing people-centred models of care, research and teaching

Our communities are inspired to provide philanthropic support for hospital modernization

- > Successfully adopt new Lumeo processes across KHSC
- > Complete a self-assessment against accreditation standards
- > Develop and implement plans to manage approved budget and improve deficit towards a break-even operating position
- > Develop integrated clinical pathways for chronic obstructive pulmonary disease and congestive heart failure
- > Advance the principles of people-centred care by sharing peoples' care experiences at all levels of the organization
- > Finalize our plans for addressing short-term, urgent patient-care facility needs within and outside of existing hospital buildings



2. Nurture our passion for caring, leading and learning

KHSC has a stable, engaged work force
Our people report improved wellness at work
KHSC has a strong culture of safety

Our people are equipped to do their best work

Our leaders are highly engaged

- > Develop a framework and strategy for enhancing Psychological Health & Safety in the workplace
- > Continue to cross-train staff across clinical areas
- > Enhance learning for new and emerging leaders



3. Improve the health of our communities through partnership and innovation

Together with FLA OHT partners, KHSC delivers proactive, evidence-based care for patients with chronic conditions

KHSC specialty care services are smoothly connected to other parts of the health-care system
We have one, accessible, information system that supports a coordinated patient journey

Strategies are in place for digital health, artificial intelligence, access to care and genomics

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

- > Contribute to the development of the FLA OHT by participating in Ministry-directed initiatives
- > Meet KHSC's commitments as required for the regional Lumeo project milestones in support of the December 2024 go-live date
- > Sustain innovations in clinical pathways, minimally invasive surgical care and digital health
- > Solidify new areas of excellence for chronic obstructive pulmonary disease, congestive heart failure and CAR T-cell therapy



4. Launch KHSC as a leading centre for research and education

KHSC has a coordinated plan for all clinical learners, including nursing, allied health and medical students and residents

Enhanced research activities lead to novel discoveries that transform clinical care for our patient population

KHSC and its research institute become nationally recognized for people-centred research and innovation excellence

- > Work with partners to develop a structure for continuing education of nursing, allied, medical and post-grad students
- > Develop a research strategy that supports KHSC strategic directions



5. Advance equity, inclusion and diversity and address racism to achieve better outcomes for patients, families, providers and staff

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

- > Develop an integrated inclusion framework

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

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

Values:
Compassion
Respect
Partnership
Excellence
Innovation