

# Our Annual Corporate Plan 2020-2021: Transforming care, together

## KHSC 2024 Outcomes

## 2020-21 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

- > Advance patient access-to-care while maintaining our pandemic response by defining our Virtual Health service design and expanding surgical inpatient capacity
- > Prepare for Accreditation by completing an assessment of Required Organizational Practices and addressing gaps
- > Reduce hospital-acquired pressure injuries
- > Build financial resilience
- > Engage patient and family partners in all annual corporate plan initiatives that impact the patient experience
- > Begin redevelopment Project-Specific Output Specification and release a Request for Qualifications



### 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 responding to factors that contribute to stress in this time of pandemic
- > Implement an accountable performance excellence approach across the KHSC leadership team
- > Reduce the 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 completing negotiations and signing a contract for our Health Information System
- > Contribute to the development of a full application for an Ontario Health Team in Frontenac, Lennox & Addington



### 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

- > Optimize the learner experience at KHSC by responding to learner experience survey recommendations

## 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.

