

# Our Annual Corporate Plan 2023-2024: Transforming care, together

## KHSC 2024 Outcomes

Together with patients and families, we will:

## 2023-24 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

> Strengthen and sustain the structure to monitor and manage adherence to 'critical to quality' standards at the unit, program and organizational level

> Maintain financial resilience  
> Build long-term capital strategy

> Advance KHSC's commitment to embedding the principles of PFCC by sharing patient experience stories that reflect the diversity of the community we serve at all levels of the organization

> Prepare an updated Stage One Proposal and Facility Development Plan submission for Ministry of Health approval



### 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

> Support staff to live KHSC's mission of caring for patients, families and each other by promoting a positive, inclusive work experience  
> Implement a consistent talent management approach across KHSC



### 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 our Lumeo Health Information System build, validation, change management and training preparations in advance of KHSC's May 2024 Go-Live

> Contribute to the development of the Frontenac, Lennox & Addington Ontario Health Team by participating in Ministry-directed initiatives



### 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

> Enhance awareness and visibility of health sciences research within the KHSC ecosystem and solidify research institute external operational partnerships

> The learning environment progresses throughout the implementation of Lumeo regional Health Information System

## 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.

