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

**KHSC 2024 Outcomes**
Together with patients and families, we will:

**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

**2023-24 Objectives**

- 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

**2023-24 Objectives**

- 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

**2023-24 Objectives**

- Enable clinical transformation through digital care by completing our Lumea 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 Fronterra, 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

**2023-24 Objectives**

- 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 Lumea 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.

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