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

KHSC 2027 Outcomes
Together with patients and families, we will:

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

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

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

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

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

- 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
- 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
- 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
- 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
- Develop an integrated inclusion framework

Values:
- Compassion
- Respect
- Partnership
- Excellence
- Innovation

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.