

Our strategy for Transforming care, together 2024-2027

Strategic Direction 1 Ensure quality in every patient experience

Goals:

Make quality the foundation of everything we do

Ensure smooth transitions in care for patients and families across our regional health-care system

Lead the evolution of people-centred care

Create the space for better care

Together with patients and families we will:

Build a quality framework that aligns clinical processes and financial investments with quality standards, evidence-based practices and targeted improvements that drive outcomes and care experiences that matter to the people we serve

Develop integrated clinical pathways to improve patient care and keep people healthy in their homes and communities across Southeastern Ontario and beyond

Care for patients in the environment that best suits their needs in collaboration with community health and social service providers

Partner with the people we serve in designing people-centred models of care, research and teaching

Build safe, modern facilities for complex, acute and specialty care, research and teaching

Three-year outcomes:

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

Strategic Direction 2 Nurture our passion for caring, leading and learning

Goals:

Foster a safe, healthy, innovative working environment that inspires and motivates the people who work, learn and volunteer at KHSC

Empower and develop our people

Develop confident, caring and capable leaders

Together with patients and families we will:

Implement innovative 'people practices' that attract and retain the best and brightest people

Create a positive, engaging environment for our people

Enhance the safety and wellness of everyone who works, learns and volunteers at KHSC

Enhance resources for employee training

Provide time, support and continual opportunities for leaders to learn, develop and grow

Three-year outcomes:

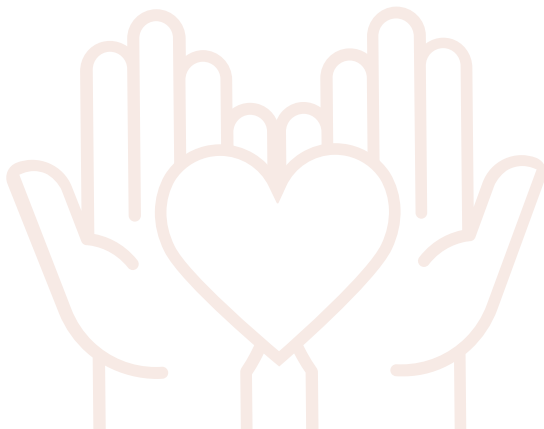
KHSC has a stable, engaged work force

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



Strategic Direction 3 Improve the health of our community through partnership and innovation

Goals:

Be a hospital beyond our walls that delivers complex, acute and specialty care where and when it is needed most

Discover and apply innovations that improve patient outcomes and make our communities healthy

Together with patients and families we will:

Lead the development and adoption of new models of integrated, team-based care that include community health and social service partners as active partners in our multidisciplinary care, research and teaching teams

Take our care beyond the walls of KHSC by placing our experts and services where they are needed most in the community

Enable clinical transformation through the implementation of a regional Health Information System

Establish an innovation portfolio that responds to the unique health needs of our regional population

Three-year outcomes:

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

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



Strategic Direction 4 Launch KHSC as a leading centre for research and education

Goals:

Foster a culture of teaching, learning, research and scholarship

Together with patients and families we will:

Advance multidisciplinary education

Create structures with our educational partners that help us to plan and deliver high quality education together

Proactively engage our communities in people-centred research in partnership with our research institute

Three-year outcomes:

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



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

Goals:

Create an inclusive environment for patients, families and everyone who works, learns and volunteers at KHSC

Together with patients and families we will:

Implement our plan to improve culturally safe care for Francophone and Indigenous populations

Implement our integrated inclusion framework

Three-year outcomes:

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

